

# Carers need to get involved

Care users and their families in Edinburgh are being given the chance to join a unique group set up to drive up care standards across the country.

✖ The Care Commission is recruiting new members to join the next quarterly forum of its Involving People Group (IPG), which will discuss how care services and standards can be improved across Scotland.

The group holds four meetings every year, and runs additional events and meetings throughout the country for members to have their say about the care services they use and the standard of care they receive.

The IPG is part of the Care Commission's wider Involving People Plan, which aims to gather the views and opinions of all care users and their families in order to drive up the standards at all care services in Scotland.

Karen Anderson, communications and involvement manager for the Care Commission, said: "It's so important for the Care Commission to involve people who use care services and carers in the work they do.

"The Involving People Group is vital for people across Scotland to voice what they think about care in our country – whether it's praise for a service or suggestions for improvement, the views come from those who know best.

"Our development days are held four times a year and they are really beneficial to everyone involved. I would encourage anyone who would like to express their views to join the group and help us improve care across the country."

The IPG is comprised of people who use care services and their families, as well as informal carers who voice opinions and

give advice on policies and procedures to help influence the scrutiny of care services.

The Care Commission is committed to using the feedback from the IPG in its regulatory work, in order to target failing services and improve standards for care users and their families.

The list of group successes over the past four months range from offering advice to the Care Commission regarding inspection reports and grading, to representing the IPG at the Royal Garden Party at Holyrood Palace.

Jacquie Roberts OBE, Chief Executive of the Care Commission, said: "People want to know they can have a say in the care they receive and have a voice which will be heard to help bring about improvement. They also want to know who can help when things are going wrong.

"There is absolutely no doubt that better quality care will come from better involving the people who receive it."

Anyone who uses care services – or has a relative who does – can get involved with IPG. To find out more call 0845 603 0890  
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