



Regulation Support Assessment Tool

Guidance for use in 2008

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Introduction to RSA guidance

The Inspection Planning and RSA groups would like to thank people for their very helpful contributions for the RSA tool for this coming year. No additional guidance will be issued as we expect that the information available in the help screens in the Holding Area will be enough information for CCOs, and much of the information contained in the guidance for 2006/07 is still relevant.

As a result of feedback from team managers and CCOs minor amendments have been made to the tool. Changes are more in relation to clarifying points and sharpening up definitions.

It is anticipated that once we have the results of the academic research, changes will happen. These will include the grading for the Quality Themes in the QAF Inspections being included in the RSA.

This update gives advice on changes to the RSA and also identifies at what points in the year the RSA requires to be completed in order to inform the following year's inspection. This will also be used to inform workloads.

Changes to the RSA Tool

- The scores are now available against each answer.
- Help screens have been further updated to help with the completion of the questions.
- There is a specific question for IHD services.
- All staff are being asked to complete an RSA by the end of the month of February 2008 in preparation for the next year's inspection.
- All staff are being asked to relate the intensity of inspection to the outcome of the RSA (Low/Medium/High) and to inspect against the Statements/Themes and IFAs suggested for that level of RSA.
- A new drop down box is available under 'Incidents which have arisen since the last inspection' which would immediately make the RSA a high level eg serious protection issues which require police involvement.

Additional Information for CCOs

- The RSA group take the view that unless there is evidence to the contrary, or where information is unknown, the CCO should select the most positive response to a question. They also expect that CCOs will contact services where this may provide the answer to a question. The scoring would/should be reviewed after inspection and the RSA completed again if required.
- The tool helps you to flex the scores given, eg: change of manager allows you to take account of the positive and negative impact of change. This is still rigid to an extent, as the tool needs to be used in a consistent way to ensure we are all assessing in the same manner.

- The RSA is a **dynamic** document which should be reviewed and updated as the CCO gathers information about the service from a variety of sources, eg incoming complaints upheld/partially upheld, serious incidents/accidents, outcomes of inspections.
- Please remember that the RSA is a developing system which will influence the level of intensity of inspection in individual services and the CCO's overall inspection plan. It must be completed again prior to inspection as the score needs to be pulled through to the service document and into PMS before the inspection can be opened on the system.
- All questions must be answered.
- Please follow the inspection guidance which details inspection requirements dependent on the RSA outcome score. (Please note that the inspection requirements for low, medium and high RSAs are defined to enable proportionate regulation and it is important to apply them rigorously).
- Please remember you need to review the RSA if you have any regulatory activity in a service.

RSA Provider Facing

Remember that all RSAs are provider facing. They are not automatically available to other services providers or the general public. Making the RSA provider facing ensures transparency in our regulatory practice and reduces the amount of FOI requests we will receive.

Please advise providers that **you** complete the RSA and it is available for them to look at in their holding area. They **should not** complete it.

Intensity of Inspection

- It is anticipated that the RSA will score out at high /medium and low which will result in the inspection covering specific materials, ie Themes and Statements and IFAs for the relevant service type.
- Full information relating to the Intensity and relevant RSA statements is contained within the relevant section of the Inspection Guidance 2008/09.

Inspection Time

- As in previous years there is an expectation that there will be a % saving of time from inspecting low which can be added to the high scoring RSA services. Medium scores will attract the standard allocation of hours.
- This time may also be used to revisit services scoring below 3 on the QAF grading scale (revisits may be at the request of the provider or at the discretion of the Care Commission).

Completion of RSA in February 2008, February 2009 and onwards

- All CCOs will be expected to complete an RSA in late January/early February.
- This will be used to inform caseload planning by the CCO and the team manager for the following year. It will also be of assistance should you have a new caseload.

- The score will be stored under the service document.
- The actual document, if not in the holding area, will be in the archive of the holding area.

RSA IT System

Please note that there is no change to the way in which the RSA is completed in the holding area.

RSA Development

Finally, for information, the academic research regarding the RSA which was awarded to Glasgow Caledonian University is progressing and we would like to thank staff who have been of help to the team undertaking this work for us.

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