



European Partnership for
Supervisory Organisations
in Health Services and Social Care

STARTING DOCUMENT EPSO WORKING GROUP on 'OBSERVATION in SUPERVISORY PRACTICE'

At the EPSO Prishtina Conference one of the main topics was:

- Observation methods for Inspection-, Monitoring and Supervisory organisations**
- **Wales** - Care and Social Services Inspectorate Wales (CSSIW);
 - **The Netherlands**- The Dutch Healthcare Inspectorate (IGZ);
 - **Scotland**- Care Inspectorate Scotland CIS;

At the round up session on Friday afternoon June the 3rd led by Carien Geertse , Davis Francis, and Heather Edwards, quite a number of delegates from various countries have raised their hands when being asked if they were interested to participate in a follow up EPSO activity.

Various suggestions were made and some options were explicitly mentioned such as starting a pilot in one or more countries , discussing the various methods of inspection in dementia care, learning from each other by exchanging best practices and experiences , looking more deeply into observation practices in youth care or in one of the other working field areas of the EPSO partners, focus more in general more in deep on the methods of observation used in supervisory practice.

Some delegates who showed interest were asking for exchange of best practices , others were more interested in developing norms or standards for observation

As the idea of a follow up plan is apparently not yet fully clear this starting document is made to start the inventory of plans and wishes for a follow up EPSO working group on Observation in supervisory practice.

Carien Geertse from the Netherlands has agreed on being chair of this new working group while David Francis from the Wales inspectorate and Heather Edwards from Scotland have agreed in working together with the group as far as their time will permit this.

The EPSO secretariat will support the group as usual with EPSO working groups

Supervisory organisations from the following countries delegates have shown interest in the EPSO working group: Denmark, Finland, Estonia, Netherlands (both Youth care and Healthcare) inspectorate , Wales, Scotland and Iceland and Kosovo. Other countries such as Belgium, Italy England and Ireland are invited to join.

To start we have planned a first inventory round of the working group at our next conference in Stockholm :

12:00-13:30 EPSO Observation (working group 2)

1. Informal start of the working group (10 min); (Sipko Mülder the Netherlands will replace Carien Geertse as chair in this first meeting)
2. Introductory round by the participants of the working group. Please be prepared for discussion based on the draft starting document as sent to those who have expressed their interest in this working group in Kosovo or afterwards (30 min);
3. Discussion of key issues, thoughts and questions (30 min);
4. Round up, next steps, commitments, naming of contact persons per inspectorate / regulator for this working group and possible start of a pilot on observation in one of the countries involved (20 min).

Questions to prepare by the working group members before the first meeting in Stockholm of the EPSO working group on Observation in Supervisory Practice:

1. Statement: As is often stated in supervisory practice : 'the quality of care is reflected in the interaction between patient/client and healthcare professional. The first question to healthcare regulators / supervisory organisations is therefore:
Question 1a- How do you as supervisory organisation get hold of this quality? What kind of methods do you use to look at the quality of care as provided by healthcare professionals to clients/ patients?;
Question 1b Do you look at the relation between the healthcare professionals and their clients/patients ?
2. Statement : Regulators / inspectors are to find out if and what quality is delivered in healthcare
Question 2a Are you using medical standards/ other standards, intervention methods , observation methods? Who or what kind of documents / information do you trust when you want to be informed about the quality of care?
Question 2b What time do you spend as an Inspector at the ward/living room/ place where clients/patients are?
Question 2c What do you look at?
3. Statement : Observation methods and results differ from working field to working field. Therefore it is interesting to look more in detail into the working fields of the supervisory organisation.
Question 3 In what fields of supervision is your organisation operating: hospital care; elderly care; social care ; youth or child care or other fields?
Question 3a What is the field of supervision in which you are operating: hospital care; elderly care; social car ; youth or child care or other fields?

4. Statement : Supervisory organisation use various methods of observation and information gathering without being aware of the differences between countries and possibly best practices not being seen

Question 4 What do you consider to be best practises of observation in your country ? Can you give an example to share with other colleagues in other countries?

5. Statement: conclusions in an inspection report should be independent, objective and not based on N=1.

Question 5 If you use your observation results in your reports, how do you validate your observations and do you guarantee objectivity?