The three key attributes of an inspector scrutinising services that offer care, support and contracting of services for people with dementia

(adapted from Walshe, 2003 and Boyne et al., 2002)

## Extensive experience of dementia care

Expertise in the regulatory process

Excellent interpersonal skills

This extensive experience facilitates:

directing to relevant dementia care standards, the national strategies for dementia, best practice guidelines and assessing and managing risks associated with the specifics of dementia care delivery

detecting outcomes for people with dementia by investigating, communicating and evaluating care practices, diagnosing what goes wrong where and why

effecting change and development of dementia care by working with services to improve, sharing knowledge about best dementia care and recognising and rewarding innovation and improvement This expertise ensures:

directing providers to the regulations, signposting, clarifying expected outcomes and imparting provider responsibilities, sharing values and cultures where people with dementia retain the same rights as others in society

detecting using relevant tools like dementia care mapping or the Short Observational Framework of Inspection (SOFI), diagnosing problems, making judgements about the standard of care

effecting by utilising best practice gained from extensive experience of dementia care, using strategies to encourage innovation, diversity and improvement in services for people with dementia

These interpersonal skills ensure:

directing providers according to the nature of their service by being flexible and proportionate yet mindful of issues such as resistance to change

detecting using various communication strategies, being approachable, organised, objective, facilitating innovative ways to communicate with people with dementia and their carers to find out about their experiences

effecting by managing conflict, negotiating, facilitating discourse and agreeing improvements, using your organisation to promote dementia care standards and understanding of risk enablement at strategic levels

collectively these attributes ensure inspectors have the ability to help services improve the care and support they offer people with dementia