

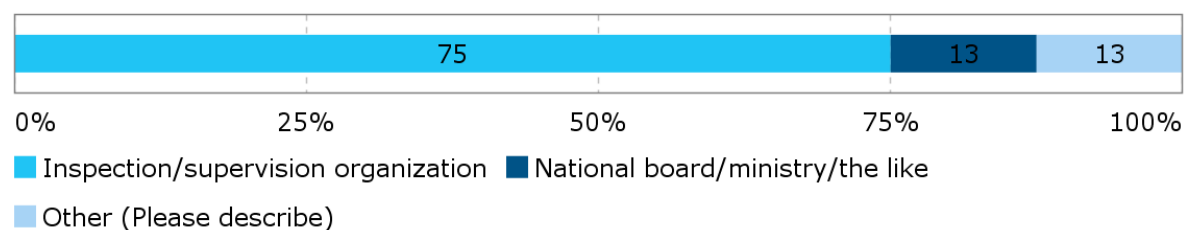


**The National Board
of Social Services**

Overview - results from survey

Knowledge for mutual benefit

Who are you? Place of employment*



Other:

- Supervision department of the Estonian Health Board
- We are both a national board and a supervision organization

*Question: "Please select your place of employment"

Educational background of inspectors/supervisors* – social care

Health care professionals	0		5	0	40	0	
Lawyers	13	40	10	0		0	50
Administration specialists	0		20	0		0	
Engineers	0		0	0		0	
Inspectors with specialized education in supervision	0		0	0		0	
Social care professionals	77	40	65	0		0	50
Other	10	20	0	0	60	0	

Other:

- Social sciences/management
- social science etc.
- public health specialist, biologist, chemist, economist

*Question: "What is the educational background of inspectors/supervisors?"

Educational background of inspectors/supervisors – health care

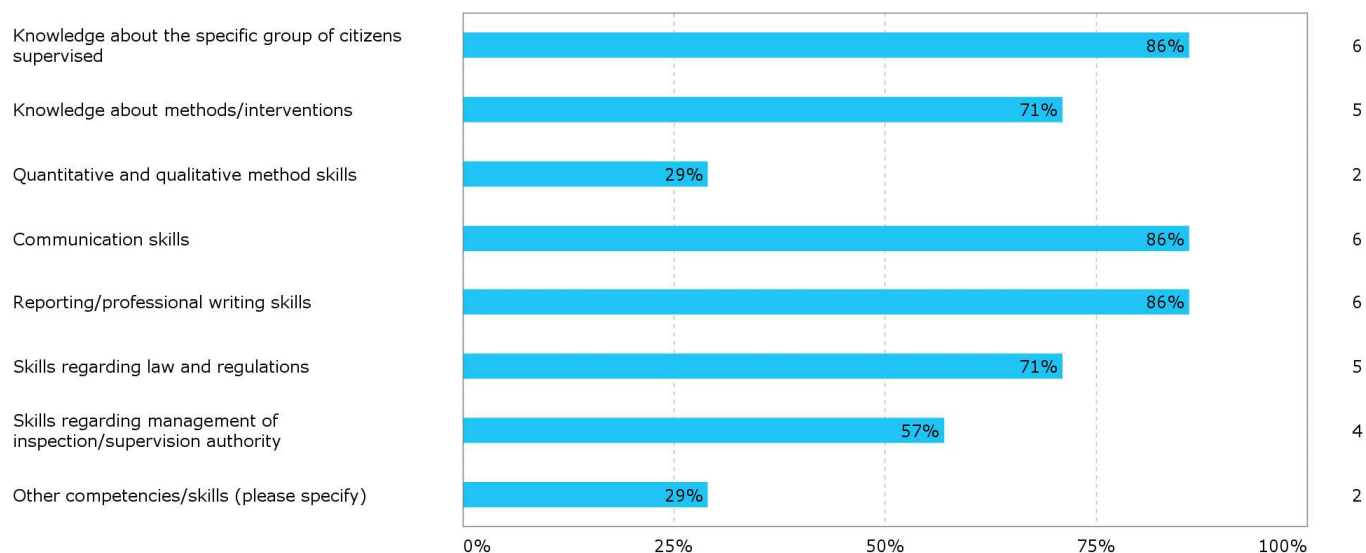
Health care professionals	77	40	5	0	6	100%	44,5	3	80	100	84	50	83
Lawyers	13	40	1	0	36		14,3	1	1		8	50	15
Administration specialists	0		90	0	4		3	2			8		
Engineers	0		4	0	10		0	0			0		
Inspectors with specialized education in supervision	0			0	0		3	2			0		95
Social care professionals	0			0	0		0	0			0		
Other	10	20		0	44		38,1	3	19		0		2

Other:

- Social sciences/management
- social science etc
- economists (8) 12th grade education (13)
- economists
- MSc, PHD degree in biology
- public health specialist, economist
- Master of Public Health Candidats, farmacists

*Question: "What is the educational background of inspectors/supervisors?"

Competencies and skills* – social care

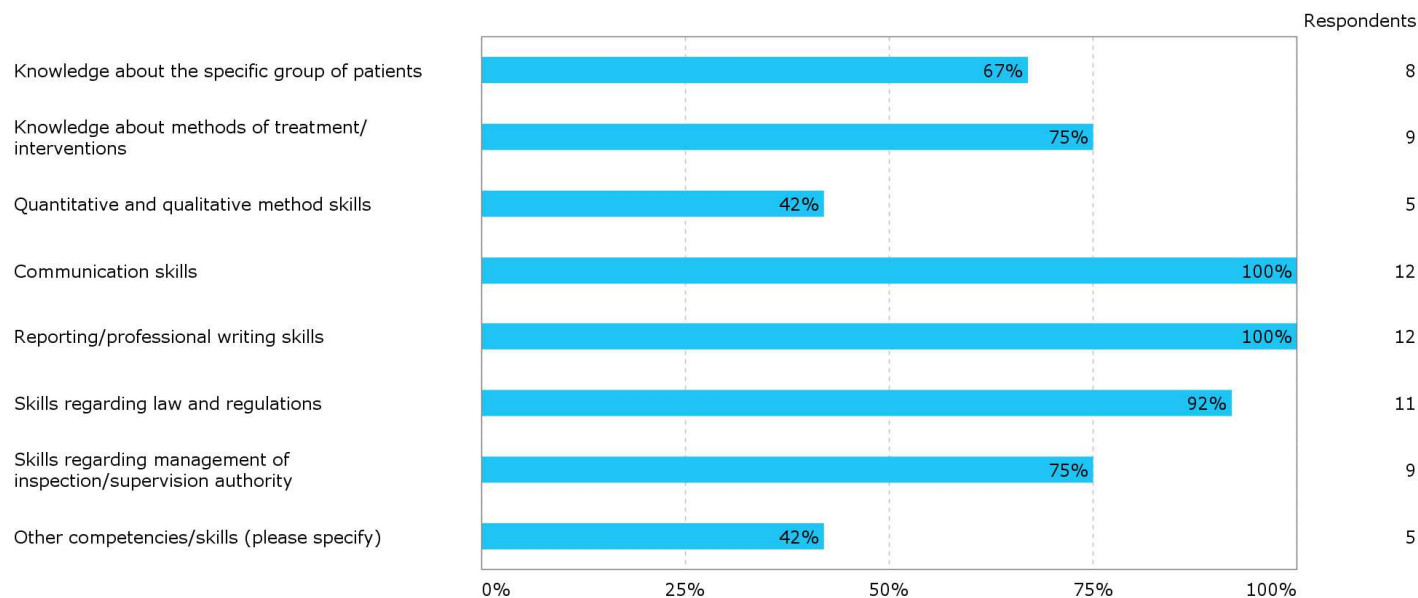


Other:

- analytics, management

*Question: "Which competencies and specific skills are required of the professional inspectors/supervisors?"

Competencies and skills – health care



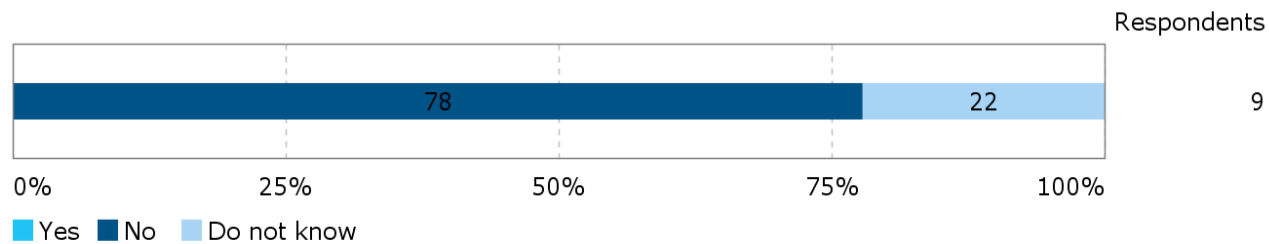
Other:

- Patient safety , management
- chemistry and some legal issues
- analytical skills, basic financial skills
- IT skills, understanding Russian and English languages
- skills regarding quality procedures

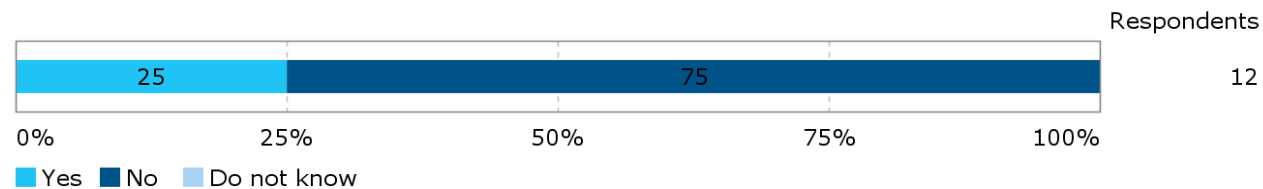
*Question: "Which competencies and specific skills are required of the professional inspectors/supervisors?"

Certification – obligations and law demands*

Social care:



Health care:



*Question: "Do obligations/policies or regulations/law demand special certification of inspectors/supervisors?"

Regulations/law demands related to supervision* – social care

- The Social supervision services must ensure that there are sufficient social, legal and economic competences present, but there are no specific legal requirements. (*Denmark - The National Board of Social Services*)
- Health and Social Care Act (*England – Care Quality Commission*)
- Medical Treatment Epidemiological Safety Law (*Latvia - Health Inspectorate of Latvia*)

*Question: "Please describe potential regulations/law demands related to both supervision in social care and health care below"

Regulations/law demands related to supervision* – health care

- Organisational Act of 663 numbered governmental decree. The regulation for Inspection Board of Ministry of Health. Other legislative documents and regulative documents. (*Turkey - Ministry of Health*)
- Health and Social Care Act (*England - Care Quality Commission*)
- The Medical Director of Health and Public Health Act, No 41/2007 (*Iceland - Directorate of Health*)
- Healthcare Law, Healthcare providers law, Health Insurance law (*Bulgaria - Executive Agency "Medical Audit"*)
- Health Services Organization Act; Medicinal Products Act; Law Enforcement Act, Administrative Procedure Act, code of Enforcement Procedure (*Estonia - Estonian Health Board*)
- Medical Treatment Law Epidemiological, Safety Law, Pharmaceutical Law (*Latvia - Health Inspectorate of Latvia*)
- Main one: Health Law, Inspectorate Law, other laws and Administrative Instructions (*Kosovo - Ministria i Shëndetësisë*)

*Question: "Please describe potential regulations/law demands related to both supervision in social care and health care below"

Education activities* – social care

- Courses in Law, inspection methods, communication , quality, safety in workplace, improvement, policies, perspectives, such as gender equality, user perspective, research (*Sweden - Health and Social Care Inspectorate*)
- internal training (*Norway - Norwegian Board of Health Supervision*)
- NBSS conducts various forms of academic training. For example, teaching the supervisors using the quality model.
One of the five social supervision units has recently, in cooperation with a university college, established two modules at the diploma level regarding respectively "Examination of educational practice" (data collection) and "Written presentation and communication". (*Denmark - The National Board of Social Services*)
- Induction, ongoing core training programmes, conferences, team development, online learning (*England - Care Quality Commission*)
- Each year approves a training plan to improve competence of inspectors, internal training in relation to new legislation (*Latvia - Health Inspectorate of Latvia*)
- Laws and regulations, communication (*Finland - National Supervisory Authority for Welfare and Health*)

* Question: " What kind of training does your organization provide for inspectors/supervisors? Please write potential internal training programmes, education, courses etc"

Education activities* – health care

- Courses in Law, inspection methods, communication , quality, safety in workplace, improvement, policies, perspectives, such as gender equality, user perspective, research (*Sweden - Health and Social Care Inspectorate*)
- internal training (*Norway - Norwegian Board of Health Supervision*)
- Once a year a training programme is carried out for all inspectors.
Besides that some dense training programmes for assistant inspectors during their training period.
Those trainings mostly about investigation methods, risk assessment, general inspections, legal issues, redress of public losses (*Turkey - Ministry of Health*)
- Induction, ongoing core training programmes, conferences, team development, online learning (*England - Care Quality Commission*)
- training on specific topics of quality and safety of healthcare facilities (*Portugal - The Portuguese Health Regulation Authority*)
- 1. Visiting alike institutions in other countries. 2. Inhouse training (*Iceland - Directorate of Health*)
- internal training once per year (*Bulgaria - Executive Agency "Medical Audit"*)
- on Administrative procedure, Enforcement, communication skills, IT, analysing skills (*Estonia - Estonian Health Board*)
- Each year approves a training plan to improve competence of inspectors, internal training in relation to new legislation (*Latvia - Health Inspectorate of Latvia*)
- administrative, medical continuous education, study visits, experts visits etc (*Kosovo - Ministria e Shëndetësisë*)
- Laws and regulations, communication (*Finland - National Supervisory Authority for Welfare and Health*)
- We have a described education programme (introduction and basis training) for to be certified as a supervisor (*Denmark - Danish patient safety authority*)

* Question: " What kind of training does your organization provide for inspectors/supervisors? Please write potential internal training programmes, education, courses etc."

Formalized cooperation with educational institutions*

Social care:

Most respondents do not have any formalized cooperation with educational institutions. However, England and Latvia do.

Health care:

50 % of the respondents have formalized cooperation with educational institutions (Turkey, England, Portugal, Iceland, Kosovo, and Latvia)

*Question: "Do you have any kind of formalized cooperation with educational institutions?"