

Care Commission the first regulator "Happy To Translate"

Media Release

The Care Commission is the first regulator in Scotland to sign up for the "Happy to Translate" initiative, which will help people to better understand, in many different languages, how to use or choose a good care service in Scotland.



The 15,000 care services regularly inspected by the Care Commission include all of Scotland's care homes, day care for children and childminders. Several hundred inspection reports are published on the Care Commission's website every month, along with a range of other useful publications about the quality of care in Scotland.

Happy to Translate is a national initiative, backed by the Scottish Government, to promote equal opportunities by providing access to good translation and interpreting services.

All Care Commission information can now be translated on request into almost any language. Care Commission staff will also be trained and provided with tool kits so that people who speak little or no English can be better helped from the very first contact. The Happy to Translate logo will also be prominently displayed on Care Commission documents and offices.

The "Happy to Translate" commitment was made at the recent launch event for the Care Commission's Equality Consultation Panel held in Dundee.

Rohini Sharma Joshi, who runs the Equal Opportunities Programme for Bield, Hanover (Scotland) & Trust Housing Associations, who developed the Happy to Translate scheme, said: "We congratulate the Care Commission as the first regulatory body to sign up to the scheme and look forward to working with them.

"The Happy to Translate logo is a highly effective way of improving communication with

people who are not native English speakers. Public and private sector organisations are increasingly adopting it as a valuable aid to understanding.

“The Care Commission’s decision to join the scheme marks an important step towards the logo becoming a more nationally recognised symbol.”

David Wiseman, Care Commission Deputy Chief Executive, said: “We are always looking to improve the service we offer and this is an important step. We hope people will make good use of this new service.”

Under the scheme, translations – which take about two weeks to produce depending on the size of the documents - will be provided free of charge. For more information visit <http://www.equalityscotland.com/>