



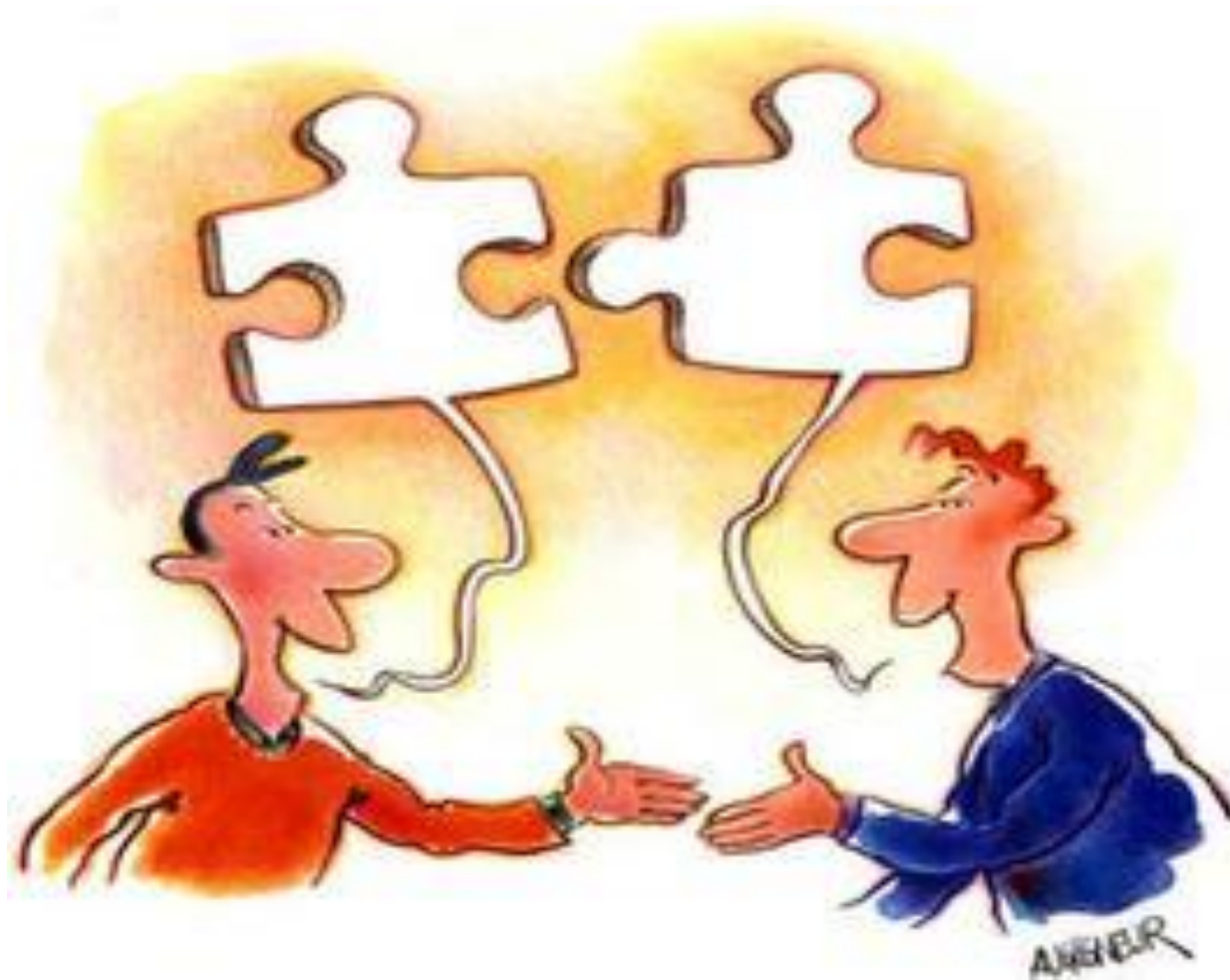
# Health and Social Care Standards

My support, my life.

# From compliance...



**... to collaboration**



# First standards in 2002

23 separate standards for settings

2,042 mostly input statements

Only regulated health & care

Used primarily for inspection



# The task in 2015

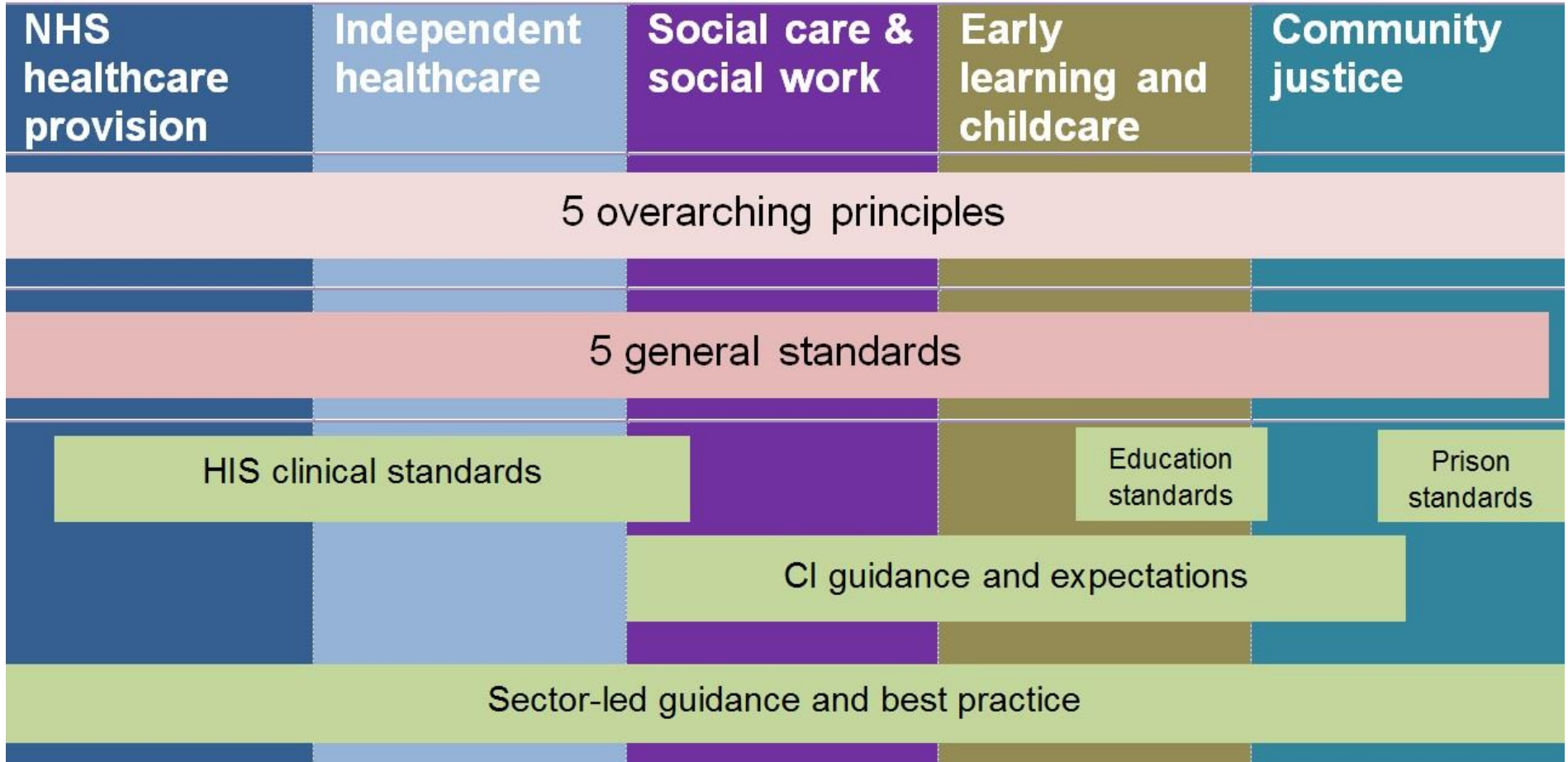
**Single set of standards across health & social care**

**Designed around a set of overarching principles**

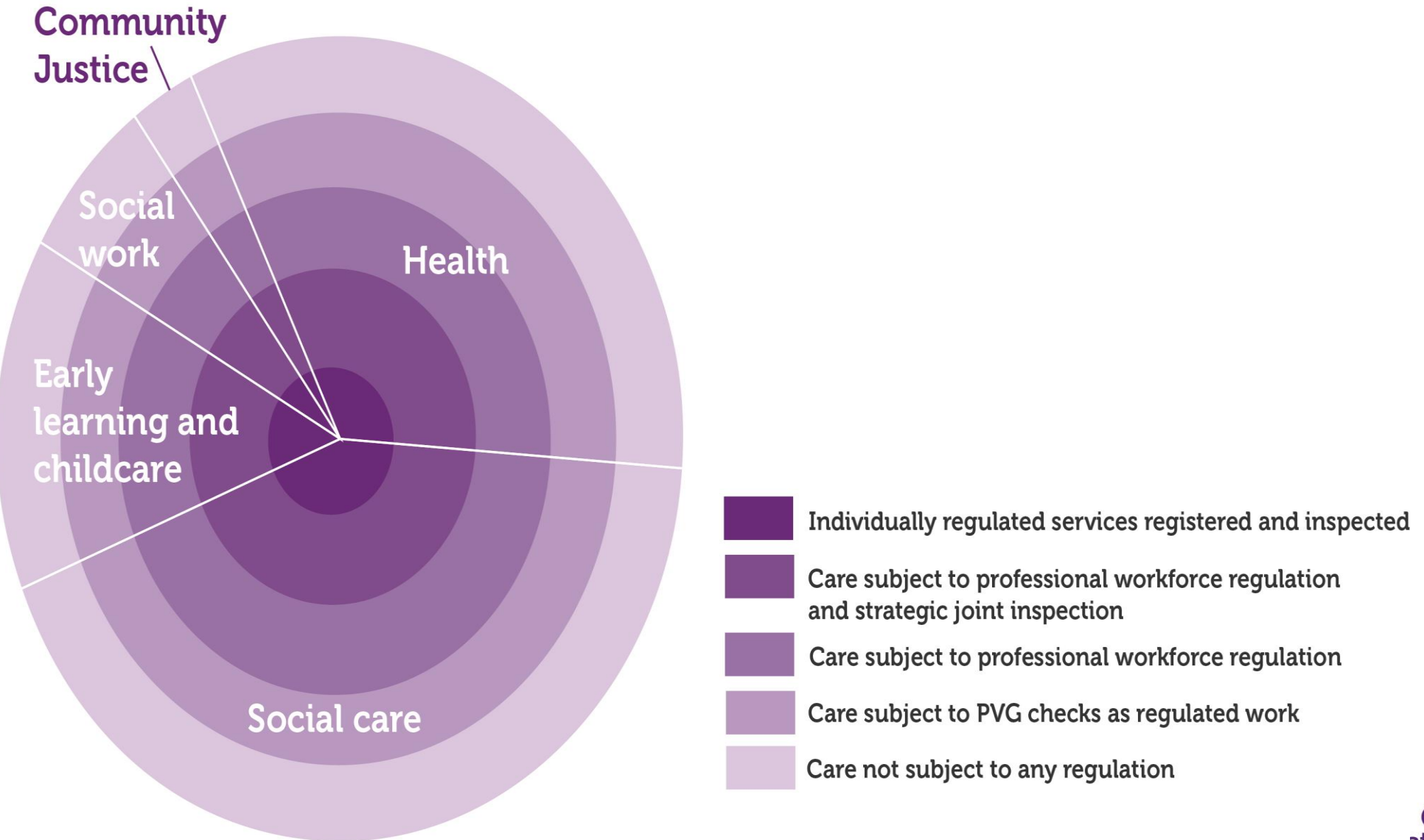
**Developed by people experiencing & providing care**

**Designed to be future-proof**





# Statutory regulation and scrutiny of care





# 5 principles



# Five general standards

I experience high quality care and support that is right for me.

I am fully involved in all decisions about my care and support.

I have confidence in the people who support and care for me.

I have confidence in the organisation providing my care and support.

I experience a high quality environment if the organisation provides the premises.

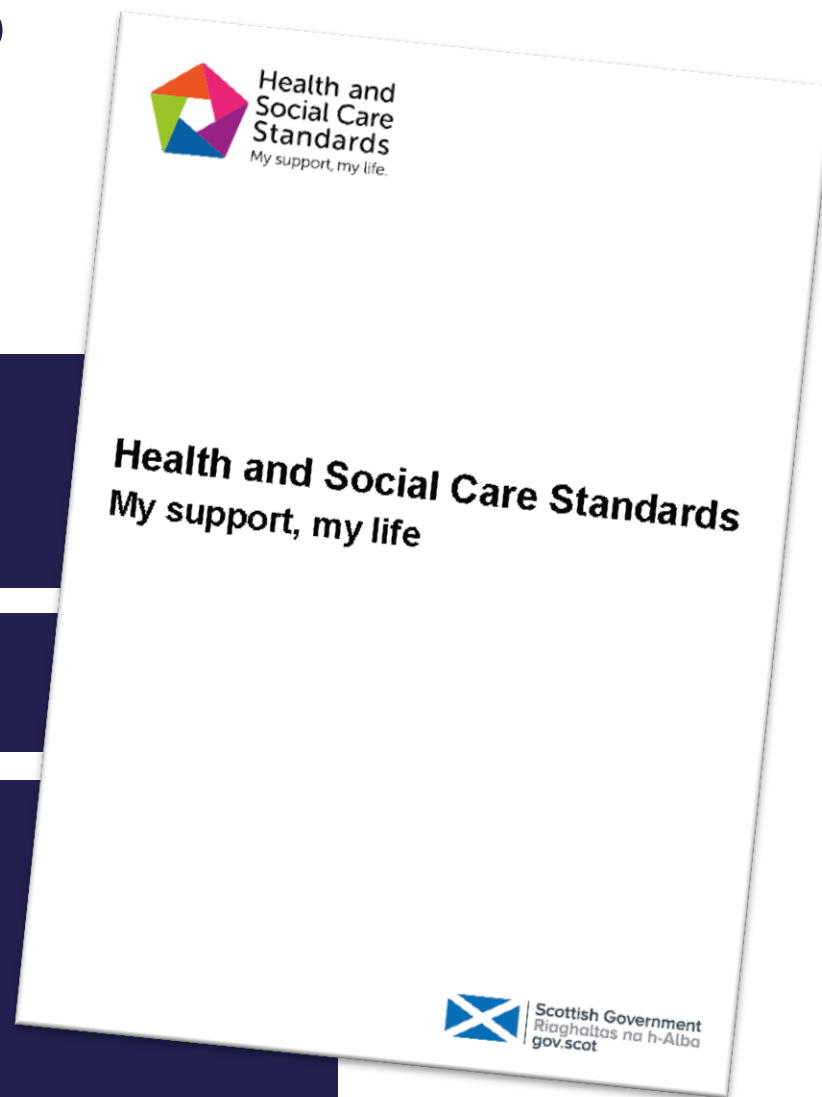
# What's launched now?

One set of standards across all health and social services

5 standards - 146 statements

Relevant across planning, assessment, commissioning, delivery

No big bang in the roll-out



# How are the new standards different?

Human rights  
and wellbeing

Person-led



Outcome  
focused

Decoupled  
from settings

# 1 Human rights and wellbeing

**Describes what a care service needs to do to meet the minimum.**

**Describes the quality which I am entitled to experience.**

## 2 Being person-led

- Staff will treat you politely at all times.
- Staff call you by your preferred name or title at all times.
- If you need help, your request will be dealt with politely and as soon as possible.
- I get the most out of life because the people and organisation who support and care for me have an enabling attitude and believe in my potential.
- I experience warmth, kindness and compassion in how I am supported and cared for, including physical comfort when appropriate for me and the person supporting and caring for me.
- I experience care and support where all people are respected and valued.

# 3 Outcome focused

- You have full information on your legal position about your occupancy rights in the care home. You are confident that the home is run in line with legal requirements for health and safety, fire safety and food hygiene.
- I am accepted and valued whatever my needs, ability, gender, age, faith, mental health status, race, background or sexual orientation.
- My human rights are protected and promoted and I experience no discrimination.
- If my independence, control and choice are restricted, this complies with relevant legislation and any restrictions are justified, kept to a minimum and carried out sensitively.

# 3 Outcome focused

- You can ask for copies of the care home's policies and procedures.
- You can ask for confirmation that the home meets with all the relevant legislation and guidance relating to fire, health and safety procedures, anti-discriminatory practice and risk management.
- I am empowered and enabled to be as independent and as in control of my life as I want and can be.
- I am supported to understand and uphold my rights.
- My human rights are central to the organisations that support and care for me.
- I receive an apology if things go wrong with my care and support or my human rights are not respected, and the organisation takes responsibility for its actions.



# 4

## Decoupled from settings

- I am fully involved in assessing my emotional, psychological, social, and physical needs at an early stage, regularly, and when my needs change.
- If I have a carer, their needs are assessed and support provided.
- I am enabled to live in my own home if I want this and it is possible.
- If I am supported and cared for by a team or more than one organisation, this is well co-ordinated so that I experience consistency and continuity.

# Care Inspectorate's response

**1** No big bang approach

**2** We will set out our expectations clearly

**3** New model of inspections from April 2018  
- gradually

**4** Scrutiny of strategic commissioning



# **New inspections model - April 2018 onwards**

**Quality indicator framework with SE at core**

**May well change themes / grades**

**Proportionate, intelligence-led, risk-based**

**Recognise that care services are not being asked to meet all standards alone**

**Commitment to work together during 2017/18**



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