

NATIONAL CARE
STANDARDS



REVIEW

National Health and Social Care Standards





- Archie's Story:

<https://youtu.be/tEVs0xfzgDw>



- Brooke's Story:

<https://youtu.be/L2BsZ9vYHMg>



- Linda's story:

<https://youtu.be/92YEizU76Ec>



Why review?

- 2002 Standards only for registered services
- 23 sets of Standards for different service types
- Care is changing
- Human rights and wellbeing
- Expectations increasing





5 Principles

Following public consultation in 2015 the Principles were agreed and signed by the Minister in February 2016:

Dignity and respect

Compassion

Be included

Responsive care and support

Wellbeing





What's new?

- Based on needs of people experiencing care and support rather than settings being inspected
- Every person, every time
- Same high quality of care for all



7 Standards

Standard 1: I experience high quality care and support that is right for me

Standard 2: I am at the heart of decisions about my care and support

Standard 3: I am confident in the people who support and care for me

Standard 4: I am confident in the organisation providing my care and support



7 Standards

Standard 5: And if the organisation also provides the premises I use

Standard 6: And where my liberty is restricted by law

Standard 7: And if I am a child or young person needing social work care and support

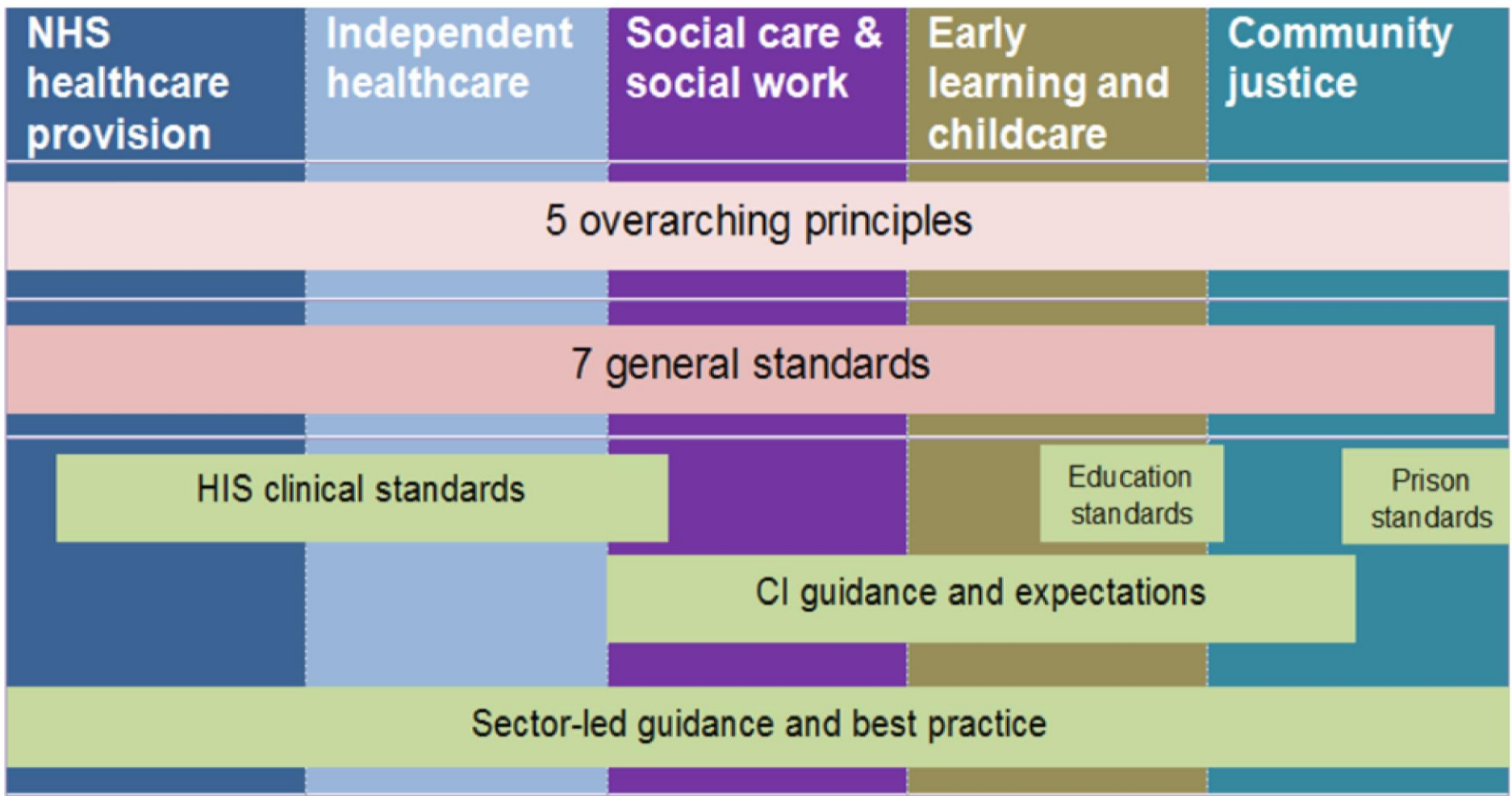


What's new?

- Based on needs of people experiencing care and support rather than settings being inspected
- Every person, every time
- Same high quality of care for all
- Apply across all health and social care settings



Scope





What's new?

- Based on needs of people experiencing care and support rather than settings being inspected
- Every person, every time
- Same high quality of care for all
- Apply across all health and social care settings
- Replace and streamline previous Standards
- Service and strategic level inspections
- Integrated approach to care system



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

Responsive care and support

- 1.13 “My emotional, psychological and physical needs are assessed by a qualified professional at an early stage.”
- 1.16 “If the care and support that I need or choose is not available or delayed, the reasons for this are explained to me and I can get help to use a suitable alternative.”



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

Responsive care and support

1.17 “I am supported to live in my own home if this is possible for me”

1.18 “I am supported to manage my own care and support if this is what I want.”



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

Responsive care and support

- 1.25 “I experience proper planning and am helped when using a new service, or when I move between services.”



4. I am confident in the organisation providing my care and support

Responsive care and support

4.15 “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.”



2. I am at the heart of decisions about my care and support

Be included

2.10 “If I need or want to move on and start using another service, I will be fully involved in this decision and helped to find an alternative. If I am moving from a service for children to one for adults, I am helped with this transition.”



4. I am confident in the organisation providing my care and support

Be included

- 4.5 “I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership.”



4. I am confident in the organisation providing my care and support

Wellbeing

4.18 “I am confident that the service I use and the organisation providing it are well led.”



What's new?

- Focus on compassion



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

Compassion

- 1.7 “I experience encouragement and warmth and my strengths and achievements are celebrated.”
- 1.8 “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.”



3. I am confident in the people who support and care for me

Compassion

- 3.8 “I experience warmth, kindness and compassion in in how I am supported and cared for, including physical comfort when appropriate for me and the person supporting and caring for me.”



4. I am confident in the organisation providing my care and support

Compassion

- 4.2 “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.”



Existing standards (2002)

- “You are confident that staff will treat you politely at all times and always respect your individuality.”
- “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.”



What's new?

- Focus on compassion
- Human rights, wellbeing and empowerment expressed in plain and direct language



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

Dignity and respect

- 1.4 “If I require intimate personal care, this is carried out in a dignified way, with personal preferences respected.”



2. I am at the heart of decisions about my care and support

Dignity and respect

- 2.3 “I am as involved as I can be in agreeing any restrictions to my independence, control and choice and these are justified, uphold my human rights and are kept to a minimum.”



5. And if the organisation also provides the premises I use

Dignity and respect

5.6 “If CCTV is used, I know about this and how my privacy is protected.”



4. I am confident in the organisation providing my care and support

Dignity and respect

- 4.1 “I am confident and experience that my human rights are central to the organisation that supports and cares for me, and that it helps tackle inequalities.”



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

Wellbeing

- 1.30 “I can choose suitably presented, healthy and nutritious meals and snacks, including fresh fruit and vegetables if this is right for me.”
- 1.38 “If I experience care and support in a group, or in my own home, I can choose to do creative and artistic activities every day, such as art, crafts, music drama and dance”



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

Wellbeing

- 1.42 “I am helped to develop personal resilience and ways to keep myself safe.”
- 1.50 (early years) “I can choose to grow, cook and eat my own food.”



2. I am at the heart of decisions about my care and support

Wellbeing

- 2.17 “I make informed choices and decisions about the risks I take in my daily life and am encouraged to take positive risks which enhance the quality of my life.”
- 2.19 (early years) “I have the right to control my own play in the way that I choose.”



What's new?

- Focus on compassion
- Human rights, wellbeing and empowerment expressed in plain and direct language
- Individual personal outcomes rather than technical provider inputs



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

Be included

1.12 “I am encouraged to take part in everyday tasks to help the running of the service if I choose to.”



3. I am confident in the people who support and care for me

Dignity and respect

- 3.2 “If I experience care and support at home, people are respectful when they visit my home.”



3. I am confident in the people who support and care for me

Responsive care and support

3.18 “People have enough time to support and care for me and to speak with me.”



What's new?

- Focus on compassion
- Human rights, wellbeing and empowerment expressed in plain and direct language
- Individual personal outcomes rather than technical provider inputs
- Owned by people using and working in care



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

Be included

- 1.11 “I am recognised by people who care and support me as an expert in my own experiences, needs and wishes.”



3. I am confident in the people who support and care for me

Compassion

- 3.6 “I experience a warm atmosphere because people who support and care for me have good working relationships.”



4. I am confident in the organisation providing my care and support

Compassion

4.3 “I use a service where all people are respected and valued.”



What's new?

- Focus on compassion
- Human rights, wellbeing and empowerment expressed in plain and direct language
- Individual personal outcomes rather than technical provider inputs
- Owned by people using and working in care
- Designed for improvement, not compliance
- Designed for future innovation and flexibility
- Will need new ways of inspecting



3. I am confident in the people who support and care for me

Wellbeing

3.24 “People help me to extend my learning and development, and they ask open questions and involve me in genuine dialogue.”



4. I am confident in the organisation providing my care and support

Wellbeing

4.20 “I am supported to reach my full potential by people who are encouraged to be innovative in the way they support and care for me.”



5. And if the organisation also provides the premises I use

Be included

- 5.12 “I experience a service as near as possible to people who are important to me and my home area if I want this and if it is safe.”
- 5.14 “If I experience 24-hour care, I have access to a telephone, radio, TV and the internet so that I am connected.”



5. And if the organisation also provides the premises I use

Be included

5.15 “I can independently access all parts of the premises I use and the environment has been designed to promote this.”



Consultation

1. The Standards are written for all health and social care provision, rather than being broken down into different standards for different care settings. To what extent do you agree with this approach?
2. To what extent do you think the Standards will be relevant and can be applied across all health and social care settings?



Consultation

3. To what extent have these Standards been written from the point of view of the person experiencing care and support?

4. To what extent do you think each Standard describes what people should expect to experience from health and social care?



Consultation

5. Is there anything else that you think needs to be included in the Standards?
6. Is there anything you think we need to be aware of in the implementation of the Standards?
7. What should we call the Standards?



How can I get involved?

- 12 week consultation
 - online survey
 - roadshow public meetings
 - facilitated events
- enquiries@newcarestandards.scot



Where can I find out more?



National Care Standards
The principles



REVIEW

Thank you for your ongoing interest in the review and development of the National Care Standards.

A public consultation on the new draft National Care Standards will be launched this autumn, so please keep an eye out for updates on this, as well as a range of other information.

Information materials, including short films and a guide about the principles, have been produced to help raise awareness of the review and you are encouraged to share these with your networks.

National Care Standards
The principles

Pocket guide

Update animation (April 2016)



Service users discuss why the principles are important





National Health and Social Care Standards

(Name of meeting)

(Place and date)