

Dear Care Service Manager/Care Service Provider/Chief Executive (LA)/  
Chief Officer (IJB, CPP)

## **New Health and Social Care Standards**

I am delighted to enclose a copy of Scotland's new Health and Social Care Standards. These were published by the Scottish Government in June 2017, following extensive consultation led by the Care Inspectorate and Healthcare Improvement Scotland. You can download and print copies of the standards from <https://beta.gov.scot/publications/health-social-care-standards-support-life/>.

### **About the new standards**

The new standards replace the National Care Standards, and are now relevant across all health and social care provision. They are no longer just focused on regulated care settings, but for use in social care, early learning and childcare, children's services, social work, health provision, and community justice.

Instead of separate standards for different settings, there is a single set of standards that is significantly more rights-based, person-led and outcome-focused than before. The standards are not just relevant for care delivery, but for planning, commissioning, and assessment. This is to allow coherence and improvement activity at every level, and reflects the fact that many people use different types of care at the same time. The approach taken is world-leading and will, I hope, help us all focus firmly on the needs, rights and choices of people experiencing care.

### **Our expectation**

The Care Inspectorate's expectation is that all care services, social work services, local authorities, integration joint boards, community planning partnerships and community justice partners should now be familiarising themselves with the new standards and, by April 2018, taking account of the new standards when planning, commissioning and delivering services.

I would therefore strongly encourage you to prepare for the implementation of the standards by working with staff and people experiencing care, raise awareness and explore what they mean in your specific settings, and consider how they impact on your work.

### **What this means for inspections**

The law requires the Care Inspectorate to take the standards into account when regulating and inspecting care. From April 2018, we will refer to the new standards in all our scrutiny work in care services and cease using the current standards to inform decisions.

We are also making changes to our inspection methodology for care services to better reflect

the standards and what we look at during inspections. We will be working closely with care service providers and umbrella bodies over the coming months so that we can collaborate to build a new scrutiny model together. We will start the new inspection model in care homes for older people from April 2018, and in other settings thereafter. This careful, planned approach will allow us to make these changes in wide consultation with the sector, ensuring there is widespread and appropriate understanding of our new approaches.

Our new scrutiny model will be built around a clear quality indicator framework, taking account of and linked to these standards. This will allow providers to use the same framework that inspectors use when you are undertaking your own self-evaluation and quality assurance. We are also committed to working closely with Education Scotland to build a shared framework for inspecting early learning and childcare services.

We are currently developing and deploying new models of strategic scrutiny for children's services and adult services in integration authorities and community planning partnerships. Those scrutiny models will also take account of the new standards where appropriate.

As we develop these models, we will communicate widely on our website, through our eForms system and in general communications like this. We will make sure you receive details ahead of any new inspections starting – how we carry out our new inspections will not be a surprise to you.

### **Guidance and detailed expectations**

You will see that some of the more detailed inputs in the older standards have been replaced by more outcome-focused statements. We want to assess quality by reference to the experiences of people, not just compliance with standards. We recognise that this means that in some cases, we need to be clear about our expectations, especially when planning and registering new services by publishing more guidance. You will see that guidance and advice produced in the coming months will reference the new standards so our expectations of care services and commissioners are clear.

I hope the new standards will help everyone focus on what really matters – the experience of the person who uses care. The new standards provide us all with an important opportunity to shape the way we would all like care to be designed and delivered in the future and, in turn, to help us to support you and staff to deliver excellent care for everyone.

We have limited numbers of hard copies that you can request by calling the Care Inspectorate's Customer Contact Centre on 0345 600 9527. Other useful information is also available at <http://www.newcarestandards.scot/>.

Yours faithfully



Karen Reid  
Chief Executive