

NATIONAL CARE STANDARDS



REVIEW

Update 2: February 2016

What are the National Care Standards?

The National Care Standards (the standards) are a set of standards for care services in Scotland. They help everyone understand what they have a right to expect when they access health and social care services. They also help services understand and meet the quality and standards of care that they should provide.

The standards are one of the measures by which the Care Inspectorate and Healthcare Improvement Scotland assess the quality, safety and effectiveness of care.

Why review the standards?

The current standards were created by the Scottish Government under the Regulation of Care (Scotland) Act 2001. In line with current expectations of compassionate, high quality, safe and effective care, Scottish Ministers committed to a review of these.

Update on progress

Consultation of overarching principles

We sought to engage everyone with an interest and involvement in health or social care, whether personal or professional, to take part in the consultation to help the standards evolve to meet the needs, rights and choices of people across Scotland.

A consultation ran from 26 October–10 December 2015 on seven draft overarching principles that would underpin the development of new National Care Standards for care services in Scotland (www.newcarestandards.scot). These would apply across all health and social care services, including hospitals, independent healthcare, NHS surgeries, social work provision, criminal justice, social care, early learning and childcare.

Overview of what the responses to the consultation said

We would like to sincerely thank everyone who contributed to the consultation for their time, consideration and contribution. The responses have been extremely helpful and encouraging.

We had 1,737 responses submitted from individuals, groups and organisations across health and social care in Scotland with over 95% agreeing or strongly agreeing with all the overarching principles.

We have reviewed every comment submitted and have summarised below some of the key themes from the comments.

Key themes

- We should streamline the number of principles and merge where possible to avoid duplication. This will also make the principles easier to inspect and report against.
- There is a need to simplify the language so that everyone can understand.
- There were requests to include privacy and confidentiality.
- Consistency and turnover of staff should be included, as they are fundamental to achieving quality.
- Service user involvement in decision-making and more control over their care and support should be stronger.
- Calls for active citizenship to feature and ability to maintain existing relationships and community.
- Complaints to be explicitly mentioned.
- Desire to see 'needs assessed and reviewed' included.
- Too much emphasis on safety and not enough on an individual's right to take reasonable risks.
- Protection from neglect to be included.
- Greater clarity is required on whether the principles are for service users only, or applicable to all.
- There is a need to reference and include an individual's responsibilities in the overarching principles.
- There was some concern about the use of 'I am entitled to...' in the principles as this has legal connotations.

The consultation also asked for comments on the next stage of the process and these will be helpful when developing the General and Specialist standards.

The review team has considered all feedback and a revised set of overarching principles was submitted to the Project Board on 26 January 2016. A recommendation will be submitted to the Cabinet Secretary for Health and Wellbeing in February 2016 for final agreement and made available soon after.

Consultation report

A report on the consultation will be available on the National Care Standards website in February 2016 (www.newcarestandards.scot). This will detail changes to the overarching principles in light of the consultation responses.

Next steps and timetable

From February this year, the new standards will be drafted to be ready for public consultation in the autumn. The standards will be based on the agreed principles and will take into account the consultation's findings on the principles. The consultation on the principles resulted in support for the proposal to develop General standards, which are common to all services, and Specialist standards for service users with specific needs. General standards will be used alongside Specialist standards depending on the needs of service users and the particular health or social care setting.

The General and Specialist standards will be drafted by the Development Group and members will engage their networks of users, carers, providers, staff and other stakeholders in this process. The public consultation in the autumn will cover both the General and Specialist standards.

The new standards will be ready to be rolled out from April 2017 and, as inspection methodology develops, will be used for all inspections of registered services and other regulatory activity. They will also help inform the joint strategic inspections of health and social care provision for children and adults.

Timetable for roll-out of the National Care Standards

