

HEALTH AND SOCIAL CARE STANDARDS: FREQUENTLY ASKED QUESTIONS (FAQs):

Introduction

It is likely that you and your family will need to access health or social care services at some point in your life. This may be, for example, a hospital, care home or childrens' nursery. Understanding and navigating your way through the maze of different processes can be confusing. The new Standards will make it easier for people receiving health and social care support to understand the quality of care expected. Organisations who provide this support will use the new Standards to improve the quality of services.

Below is a list of Frequently Asked Questions (FAQs) relating to the new Health and Social Care Standards. If this does not answer your question, please email Jamie.Garden@gov.scot .

QUESTION	ANSWER
What are the Standards?	Everyone in Scotland deserves to receive the care and support that is right for them. The Standards describe what to expect if you need to access health and social care services. Each of the Standards are based on the same set of "principles". These principles are: <ul style="list-style-type: none">• Dignity and respect;• Compassion;• Be included;• Responsive care and support;• Wellbeing.
Why have new Standards been produced?	Rather than just updating the National Care Standards for registered health and social care services, the Scottish Government wanted to develop new Standards which better reflect changes in national and local policies, developments in scrutiny and improvement systems, and most importantly which promote better personal outcomes for everyone. The previous National Care Standards were used differently by registered health and social care providers. This resulted in separate Standards for care homes, hospitals, nurseries and other settings. Because of changes in national and local policies, the Scottish Government wanted to ensure that these were fit for purpose and reflected the needs of people across Scotland.

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How have they been developed?	<p>The Scottish Government carried out a public consultation in 2014 about the review of care standards. The consultation report is available at http://www.gov.scot/Publications/2014/06/7325.</p> <p>The Scottish Government invited the Care Inspectorate and Healthcare Improvement Scotland to lead the review on its behalf. Partners from across health and social care, including those from the statutory, private and voluntary sectors, were fully involved. Groups representing service users and people experiencing care also helped to inform the new Standards.</p> <p>Following further public consultations, Scottish Ministers agreed for the new Standards to be based on a set of “principles” reflecting human rights, compassion, involvement and wellbeing.</p> <p>The draft Standards were changed to reflect the findings of the consultations and published by Scottish Ministers in June 2017.</p>
Who are the Standards for?	<p>These Standards are for everyone. The aim is that the Standards are more than just an inspection tool and are used by organisations to continue improving the quality of health and social care services. They are an important tool to help the public understand what to expect when accessing these services.</p> <p>The Care Inspectorate and Healthcare Improvement Scotland will consider the Standards when regulating and inspecting registered care services. They will also be used for inspections of other services for children and adults, which cover non-registered services. Healthcare Improvement Scotland will also use the Standards for quality assurance within the NHS.</p>
Will they be relevant to non-registered services?	<p>Yes. The previous National Care Standards only applied to registered health and social care services, which does not include NHS or local authority social work. For the first time, there is one set of Standards that apply to everyone.</p> <p>The Standards will be used by the Care Inspectorate and Healthcare Improvement Scotland to find out how care is being planned and commissioned.</p>

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How do the Standards relate to personal outcomes?	The new Standards focus on people rather than policies, paperwork and property. Instead of setting out a list of inputs that all providers must meet, these Standards are much more outcome-focused and will help everyone think about what really matters – the experience of the person who uses care.
How will services use the Standards to ensure I get the quality of care I need?	The Standards seek to provide better outcomes for everyone; to ensure that individuals are treated with respect and dignity, and that the basic human rights we are all entitled to are upheld. The objectives of the Standards are to drive forward improvement, promote flexibility and encourage innovation in how people are cared for and supported.
How will services be assessed from 1 April 2018?	There will be no ‘big bang’ for people providing care services. For example, the Care Inspectorate is phasing in implementation from April 2018, starting with care homes for older people. Currently the Care Inspectorate is testing out changes to the way it inspects using the new Standards and is involving a group of providers of care homes for older people. All registered services have been given a copy of the Standards and have been asked to consider how they can meet them.
As someone who works or volunteers how do the Standards apply to me in carrying out my job?	The Standards are for everyone. As a member of staff or a volunteer, you should have a broad knowledge of the Standards and an understanding of what they say about the quality of care that people should expect. Those responsible for providing care should work hard to meet the Standards, to ensure people are receiving high quality care that is right for them and meets their individual needs..
Where can I get a copy of the Standards?	All services registered with Health Improvement Scotland and the Care Inspectorate have been provided with a copy of the new Standards. Printed copies are available on request, subject to availability. You can also download a copy at http://www.gov.scot/Publications/2017/06/1327
Are the Standards available in other formats?	The Standards are available in various formats on request and at http://www.gov.scot/Publications/2017/06/1327

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What if the Standards are not being met?	<p>The primary responsibility for meeting the Standards rests with the provider of the service being experienced, whether or not the service is regulated by the Care Inspectorate or Healthcare Improvement Scotland. If you have a concern about Standards not being met, you should raise this with the service itself. All care services should welcome feedback about the quality of care and support they are providing and should have a complaints procedure. If you would like help to raise a concern or complaint, there are independent advice and advocacy services that you can contact.</p> <p>If the service is regulated, it will be registered and regularly inspected against the Standards. For social care, services such as care homes, housing support, care at home or early learning and childcare are regulated by the Care Inspectorate. For health, only independent healthcare is regulated by Healthcare Improvement Scotland. If you are not satisfied with the provider's response to a concern about a regulated service, you can contact the relevant regulator. As well as inspection, regulators have powers to investigate complaints and impose requirements and legal notices on services.</p> <p>If the service is not regulated and you are not satisfied with the service's response to your concern, you should contact the organisation providing the service. This might be a public sector organisation, a private company or a charity/voluntary organisation. For social work services, the local authority is the provider organisation, while for NHS services it is the NHS board. If you are not satisfied with the response of a public sector organisation and it failed to follow its complaints procedure, the Scottish Public Sector Ombudsman might be able to help.</p>

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How can I find out more?	More information is available at http://www.gov.scot/Topics/Health/Support-Social-Care/Regulate/Standards/NCsreview and http://www.newcarestandards.scot/