



Health and  
Social Care  
Standards

My support, my life.

# Health and Social Care Standards Event

VAO Board Room  
21<sup>st</sup> September 2018



Scottish  
Government  
gov.scot



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*“Everyone is entitled to high quality care and support tailored towards their particular needs and choices”*



*Shona Robison MSP  
Cabinet Secretary for Health and Sport  
June 2017*



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# Overview of today

1. The need for new Standards
2. Who do they apply to?
3. The Principles
4. The Standards
5. What do they mean for me?
6. Final questions



## Who do they apply to?

The Standards are for **everyone** who works in a health or social care setting, or provides a health or social care service:

- Care homes
- Hospitals
- Hospices
- GP surgeries
- Other NHS services
- Childminders
- Nurseries
- Housing support
- Social work
- Childrens' services
- Unpaid carers
- Prison care services
- Community justice





## The need for new Standards

- a range of previous standards used differently by registered health and social care providers.
- separate standards for care homes, hospitals, nurseries and other settings.
- changes in national and local policies.
- to reflect the needs of people across Scotland and be fit for purpose.



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# Principles



Dignity and respect



Compassion



Be included



Responsive care and support



Wellbeing



## The 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.



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## What do they mean for me?

The Standards are aspirational and do not cover every circumstance.

It's important to frame them in the context of your service delivery.

You may be delivering a service on behalf of a local authority or other Public Body.

You may be delivering other services:

- Information and advice
- Advocacy
- Peer support, etc.





## What do they mean for me?

Some statements that may be relevant to local third-sector and voluntary organisations are:

- *4.17 If I am supported and cared for by a team or more than one organisation, this is well coordinated so that I experience consistency and continuity.*
- *4.18 I benefit from different organisations working together and sharing information about me promptly where appropriate, and I understand how my privacy and confidentiality are respected.*



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## What do they mean for me?

Consider new training for staff and volunteers.

Think differently about how you design and deliver your services.

Think differently about how you communicate with service users.

Can you change any behaviours quickly?

Can service users help to inform and shape your organisation?



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# Final questions

[www.newcarestandards.scot](http://www.newcarestandards.scot)

Animations:

[https://youtu.be/dG\\_JZsajmLM](https://youtu.be/dG_JZsajmLM)

Twitter:

@CareInspect

@online\_his

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