

**ANGUS HEALTH AND SOCIAL CARE****INTEGRATION JOINT BOARD – 29 AUGUST 2018****HEALTH AND SOCIAL CARE STANDARDS****REPORT BY KATHRYN LINDSAY, CHIEF SOCIAL WORK OFFICER****ABSTRACT**

This report provides information on the newly implemented Health and Social Care Standards which apply across the range of services operated through the Integration Joint Board. The Health and Social Care Standards set out that people using health and social care services should expect to be treated with respect and dignity with their human rights upheld.

1. RECOMMENDATIONS

It is recommended that the Integration Joint Board:-

- (i) notes the content of the new Health and Social Care Standards (Appendix 1);
- (ii) notes the planned approach to incorporating the content of the new standards into the external scrutiny of health and social care services.

2. BACKGROUND

- 2.1 In 2017 the Scottish Government published 'Health and Social Care Standards: My support, my life' under section 50 of the Public Services Reform (Scotland) Act 2010 and section 10H of the National Health Services (Scotland) Act 1978. They are designed to complement relevant legislation and best practice and have been informed by learning from inspections and complaints investigations as well as the views of people experiencing care and extensive public consultation. The standards replace the National Care Standards published in 2002 which were service sector specific and only applied to registerable services.
- 2.2 All services and support organisations, whether registered service or not, are encouraged to use the guidelines to support them to improve innovate and develop flexible services. The new standards apply to all parts of the care system across health care, social care, early learning and childcare, and social work; meaning they will have a far wider impact and apply to many more people's experiences of care. In adult services, a large proportion of care at home, supported accommodation, and residential care are commissioned from the third and independent sectors; these Standards apply to these service sectors as well as the public ones. The standards are aspirational; the Scottish Government is keen to ensure that the Standards are seen as being relevant to inspection and scrutiny but also that they should be considered for commissioning and workforce development. All third sector organisations working in our communities are therefore encouraged to consider the standards in developing their services whether those services are commissioned by health and social care partnerships or not.
- 2.3 The standards set out what people can expect when using health, social care or social work services in Scotland. They aim to support the delivery of better outcomes for people with standards shaped under five headline outcome statements:
 - 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.

3. CURRENT POSITION

- 3.1 From 1 April 2018, the standards are being taken into account by scrutiny bodies in relation to inspections and registration of health and care services. They are intended to support a change of regulatory culture toward a more collaborative approach to continuous improvement within and across services.
- 3.2 The Standards apply to inspections of both operational services and strategic inspections. The Care Inspectorate intends to take a phased approach to the incorporation of the standards into inspection methodology. Consideration is currently being given to whether existing themes and grades used for inspection need to be amended and there will be consultation before any changes are implemented. A Quality framework for Care Homes for Older People (Appendix 2) was published by the Care Inspectorate in July 2018. It is noteworthy that this framework explicitly looks beyond the practice of the care service and introduces elements about the impact of planning, assessment and commissioning a new inspection methodology, informed by the new standards, is currently being tested within care homes for older people. Other quality frameworks are to be developed over time.
- 3.3 Services across health and social care must work with regulatory bodies like the Care Inspectorate to consider how changes in their methodologies need to be incorporated into local self-evaluation and quality assurance activities. This should include activities such as raising awareness of the standards across the workforce and incorporating relevant outcome and descriptive statements into case file auditing and other self-evaluation tools.
- 3.4 Voluntary Action Angus, as the third sector interface, is supporting the implementation of the standards within the third sector. An event to introduce the Standards across the sector is planned for September. At the request of Scottish Government Voluntary Action Angus will facilitate dialogue events which promote the National Care Standards but also look at new ways in which community/third sector capacity can link to new cultures of care. This is a long standing ambition for culture change, seeking an Angus that actively cares for all of its people all of the time.

4. PROPOSALS

Members of the Integration Joint Board note the contents of the Health and Social Care Standards.

5. FINANCIAL IMPLICATIONS

There are no financial implications arising directly from this report.

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List of Appendices

Appendix 1 – Health and Social Care Standards

Appendix 2 – A Quality framework for Care Homes for Older People