

# Scottish Disability Equality Forum

Leading Disability Equality in Scotland

## Scottish Government Consultation

### New Care Standards Review

#### About Us

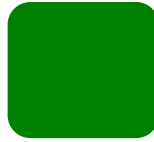
Scottish Disability Equality Forum (SDEF) works for social inclusion in Scotland through the removal of barriers to equality and the promotion of independent living for people affected by disability.

We are a membership organisation who represent individuals affected by disability and organisations and groups who share our values. Our aim is to ensure that the voices of people affected by disability are heard and heeded within their own communities and at a national and political level.

#### How to tell us what you think

To respond to this consultation, you can do the following:

- Answer the questions in this document and email to [maureen.bennison@sdef.org.uk](mailto:maureen.bennison@sdef.org.uk)
- or post to:  
Maureen Bennison  
SDEF Administrator  
Scottish Disability Equality Forum  
Office 2/4, The e-Centre, Cooperage Way  
Alloa, FK10 3LP
- Go to our online survey –  
<https://www.surveymonkey.co.uk/r/FYBWNHW>



**Your response directly to SDEF will be collated with other SDEF member responses and submitted on behalf of SDEF.**

- Go directly to the consultation website where alternative formats are available – <https://consult.scotland.gov.uk/care-and-support/national-care-standards/>

Please return your response to SDEF no later than **Sunday 15 January 2017**.

## **Part 1: About this Consultation**

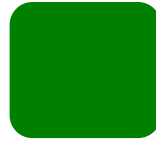
The Scottish Government have agreed to write a new set of Standards for National Health and Social Care. These set out what we can expect when we use health and social services in Scotland. This was decided after a public consultation in 2015. The previous set of Standards, which have been in place since 2003, were written on technical needs, rather than individual needs. The new set of Standards, which will be in place from Spring 2018, will be based on the following principles of human rights;

- Dignity and respect
- Compassion
- Be included
- Responsive care and support
- Wellbeing

The new set of Standards need to reflect recent changes in policy and practice, as well as the changes made to inspections of health and care social services.

## **The new Standards**

The Scottish Government want the new Standards to apply across health, care and social work services. There will be 7 new Standards in all, which are;



- 1 I experience high quality care and support that is right for me
- 2 I am at the heart of decisions about my care and support
- 3 I am confident in the people who support and care for me
- 4 I am confident in the organisation providing my care and support
- 5 And if the organisation also provides the premises I use
- 6 And if my liberty is restricted by law
- 7 And if I am a child or young person needing social work care and support

The first four headings set out Standards for everyone. The others apply to people in specific circumstances. Scottish Disability Equality Forum have only asked questions on the first four Standards, as these are the Standards which would apply to our members. If you would like to contribute to the other Standards, you can do so through the Scottish Government website link, which is at the top of this page in “How to tell us what you think” section.

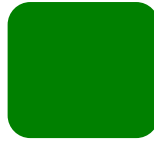
## What will happen next

This consultation will run from October 2016 to January 2017. When the consultation closes, the Scottish Government will look at and review the responses. A report on the consultation will be available in Spring 2017. The Scottish Government will then set up a short-term group to advise on the details of the new Standards. The new Standards will be in place by Spring 2018.

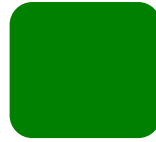
## Part 2: Overview of New Standards

Part 3 of this document provides the draft of the new Standards. When you read the new Standards you should think about what each Standard would mean for different people before answering the questions. You should think about what each Standard would mean for the following;

- **For people who use the services and their carers** and what they should expect when using a care service. The Standard aims to help people understand what high quality care should be. They will help people realise if they are not getting high quality care and what to do if they are unhappy about the quality of their care.



- **For providers of care** and how care services should be designed, delivered and improved. The Standards do not replace the professional codes of practice for staff. For regulated care services, the Standards will underpin decisions made by the Care Inspectorate and Healthcare Improvement Scotland in the course of their work.
- **For commissioners of care services.** Care Commissioners, such as Joint Health and Social Care Partnerships, must make sure that care is organised and that work practices are compatible with the new Standards.
- **For local authorities and NHS Boards.** The new Standards set out how people should receive and experience care. The new Standards will not replace detailed clinical Standards about specific health issues.



## **Part 3: Draft of the new Principles and Standards**

### **Principles (approved February 2016)**

#### **Dignity and Respect**

- My human rights are respected and promoted
- I am respected and treated with dignity as an individual
- I am treated fairly and do not experience discrimination
- My privacy is respected

#### **Compassion**

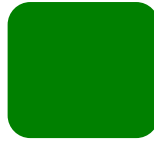
- I experience warm, compassionate and nurturing care and support
- My care is provided by people who understand and are sensitive to my needs and my wishes

#### **Be included**

- I receive the right information, at the right time and in a way that I can understand
- I am supported to make informed choices, so that I can control my care and support
- I am included in wider decisions about the way the service is provided, and my suggestions, feedback and concerns are considered
- I am supported to participate fully and actively in my community

#### **Responsive care and support**

- My health and social care needs are assessed and reviewed to ensure I receive the right support and care at the right time
- My care and support adapts when my needs, choices and decisions change
- I experience consistency in who provides my care and support and in how it is provided
- If I make a complaint it is acted on



## Wellbeing

- I am asked about my lifestyle preferences and aspirations, and I am supported to achieve these
- I am encouraged and helped to achieve my full potential
- I am supported to make informed choices, even if this means I might be taking personal risks
- I feel safe and I am protected from neglect, abuse or avoidable harm

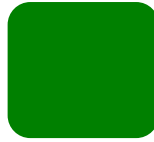
## Standard 1: I experience high quality care and support that is right for me

### Dignity and Respect

- 1.1 I am accepted and valued whatever my needs, disability, gender, age, faith, spirituality, mental health status, background or sexual orientation.
- 1.2 I am not discriminated against in any aspect of my care and support.
- 1.3 I am supported and care for using a positive and understanding approach, even if my behaviour is challenging to others.
- 1.4 If I require intimate personal care this is carried out in a dignified way, with personal preferences respected.
- 1.5 If I need support managing my money and my personal affairs, I am able to have as much control as possible and my interests are safeguarded.
- 1.6 If I am being supported and cared for in the community, this is done discreetly and with respect.

### Compassion

- 1.7 I experience encouragement and warmth and my strengths and achievements are celebrated.
- 1.8 I get the most out of my life because the people and organisation who support and care for me have an enabling attitude and believe in my potential.



- 1.9** I am supported to discuss changes in my life, including my death or dying, this handled sensitively and my wishes and choices are respected.
- 1.10** If I experience care and support in a group, the overall size of that group is right for me.

### **Be included**

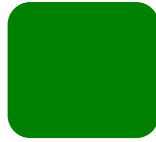
- 1.11** I am recognised by people who support and care for me as an expert in my own experiences, needs and wishes
- 1.12** I am encouraged to take part in everyday tasks to help the running of the service if I choose to.

### **Responsive care and support**

- 1.13** My emotional, psychological and physical needs are assessed by a qualified professional at an early stage, regularly and when my needs change.
- 1.14** My care and support is right for me because I am fully involved in my assessment.
- 1.15** If I have a carer, their needs are assessed and support provided.
- 1.16** If the care and support that I need or choose is not available or delayed, the reasons for this are explained to me and I can get help to use a suitable alternative.

### **Experiencing care**

- 1.17** I am supported to live in my own home if this is possible for me.
- 1.18** I am supported to manage my own care and support if this is what I want.
- 1.19** I can access technology and other specialist equipment so I can be independent, including to call assistance and manage my own health and wellbeing.
- 1.20** I fully participate in developing and regularly reviewing my personal plan.
- 1.21** If I have particular needs, due to a health condition, age or circumstance, I am informed about the care and support I should experience (or care plan) that clearly sets out my needs and wishes and how these will be met.



- 1.22 If I, or others, have concerns about my health and wellbeing, these are acted on and appropriate assessments and referrals are made.
- 1.23 My needs, as agreed in my personal plan, are fully met, and my wishes are respected.
- 1.24 I know how organisations can support my wellbeing and I am helped to contact them if I wish.
- 1.25 I experience proper planning and am helped when using a new service, or when I move between services.

### **Wellbeing**

- 1.26 I am in the right place to experience the care and support I need and want.
- 1.27 I am helped to access the health care that I need and any other public services.
- 1.28 I am supported to make healthy lifestyle choices that are right for me.
- 1.29 If I need help with medication, this is done safely and effectively.

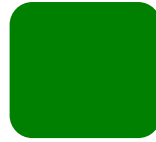
### **Eating and drinking**

- 1.30 I can choose suitable presented, healthy and nutritious meals and snacks, including fresh fruit and vegetables if this is right for me.
- 1.31 I can enjoy unhurried snack and meal times in as relaxed an atmosphere as possible.
- 1.32 I can enjoy snacks and meals alongside other people using and working in the service if appropriate and I want this.
- 1.33 I enjoy meals and snacks which meet my cultural and dietary needs.
- 1.34 If I experience care and support in a group, I can choose to make my own meals, snacks and drinks, with support if I need it.
- 1.35 I can drink fresh water at all times.

### **Activities**

- 1.36 I can have an active life and fulfil my aspirations by being supported to take part in activities that are important to me, in the way I like.





- 1.37 I am supported to participate in a range of recreational, social, physical and learning activities.
- 1.38 If I experience care and support in a group, or in my own home, I can choose to do creative and artistic activities every day, such as art, crafts, music, drama and dance.
- 1.39 I am supported to participate fully as a citizen in my local community.

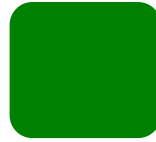
### **Protection**

- 1.40 I am listened to and taken seriously if I have a concern about the safety and wellbeing of myself or others.
- 1.41 I am protected from all forms of abuse and exploitation.
- 1.42 I am helped to develop personal resilience and ways to keep myself safe.
- 1.43 If I might harm myself or others, I know that people have a duty to protect me and others, which may involve contacting relevant agencies.
- 1.44 The people who support and care for me are alert and responsive to any signs that I may be unhappy or at risk of harm.

## **Standard 2: I am at the heart of decisions about my care and support**

### **Dignity**

- 2.1 I am empowered and enabled to be as independent, and as in control of my life, as I want and can be.
- 2.2 I receive and understand information and advice in a format or language that is right for me, including using independent advocacy if I want or need this.
- 2.3 I am as involved as I can be in agreeing any restrictions to my independence, control and choice and these are justified, uphold my human rights and are kept to a minimum.



## **Compassion**

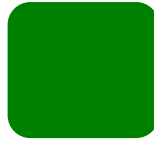
- 2.4** I am supported to communicate in a way that is right for me, at my own pace, by people who are sensitive to me and my needs.

## **Be included**

- 2.5** I can access translation services and communication tools where necessary and I am supported to use these.
- 2.6** I have time and help to understand the planned care, support, therapy and intervention I will receive, including any cost, before deciding what is right for me.
- 2.7** If possible I can choose who will provide my care and support and how this will be provided. If possible, I can visit the service before deciding and/or meet the people who.
- 2.8** If there is limited choice, this is explained to me so I understand the reasons for this.
- 2.9** If I need or want to move on and start using another service, I will be fully involved in this decision and helped to find a suitable alternative. If I am moving from a service for children to one for adults, I am helped with this transition.
- 2.10** If I am unable to make my own decisions, the views of those who know my wishes, my carer, advocate or representative will be sought and taken into account to establish what my wishes would be.
- 2.11** If I have expressed my own views and choices, these will be respected if I lose capacity.
- 2.12** I am able to resolve conflict, negotiate boundaries, agree rules and build positive relationships with other people as much as I can.

## **Responsive care and support**

- 2.13** I am supported to manage my relationships with my family, friends and/or partner in a way that suits my wellbeing.
- 2.14** If I am living in a care home, I can receive visitors in private and have a friend, family member or partner to sometimes stay over in the home.



## **Wellbeing**

- 2.15** I make choices and decisions about all day to day aspects of my life, including managing my own money, how I dress, what I eat and how I spend my time.
- 2.16** I make informed choices and decisions about the risks I take in my daily life and am encouraged to take positive risks to enhance the quality of my life.
- 2.17** I am helped to understand the impact and consequences of risky and unsafe behavior and decisions.

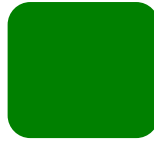
## **Standard 3: I am confident in the people who support and care for me**

### **Dignity and respect**

- 3.1** I experience people speaking and listening to me in a way that is courteous and respectful, with my care and support being the main focus of people's attention.
- 3.2** If I experience care and support at home, people are respectful when they visit my home.
- 3.3** I am supported and cared for by people who challenge discrimination and bullying and stand up for me and my rights if I need this.
- 3.4** I am treated as an individual by people who get to know me and understand me, my lifestyle and choices.

### **Compassion**

- 3.5** I am greeted warmly by people and, if I do not know them, they introduce themselves.
- 3.6** I experience a warm atmosphere because people who support and care for me have good working relationships.
- 3.7** I can build relationships with the people who support and care for me in a way that we all feel comfortable with.
- 3.8** I experience warmth, kindness and compassion in how I am supported and cared for, including physical comfort when appropriate for me and the person supporting and caring for me.



**3.9** I am helped to feel content and at ease by the people who support and care for me.

### **Be included**

**3.10** I know who provides my care and support on a day to day basis and what they should do. If possible, I can have a say on who provides my care and support.

**3.11** I can understand the people who support and care for me when they communicate with me.

**3.12** I am supported to be part of the local community, to enjoy family life and to develop interests if this is what I want.

**3.13** I experience appropriate and consistent boundaries, guidance and care.

### **Responsive care and support**

**3.14** My needs are met by people who are trained, competent and skilled to support me, are able to reflect on how they do that and follow their professional codes.

**3.15** I am supported by people who understand my needs, choices and wishes.

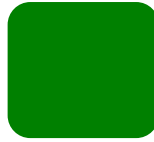
**3.16** I am supported sensitively by people who anticipate issues and are aware of and plan for any known vulnerability or frailty.

**3.17** My needs, wishes and choices are met because I am supported by the right number of people with the right skills and experience.

**3.18** People have enough time to support and care for me and to speak with me.

**3.19** I am supported by people who respond promptly when I ask for help.

**3.20** My care and support is consistent and stable because people work together well.



## Wellbeing

- 3.21 I am supported and cared for by people who have a clear understanding of their responsibilities to protect me from discrimination, neglect, abuse and avoidable harm.
- 3.22 I am helped to feel safe and secure in the area where I live.
- 3.23 The people who care for me stimulate my interests and spontaneity.
- 3.24 People help me to extend my learning and development, and they ask open questions and involve me in genuine dialogue.

## Standard 4: I am confident in the organisation providing my care and support

### Dignity and respect

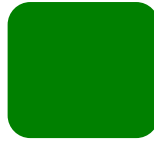
- 4.1 I am confident and experience that my human rights are central to the organisation that supports and cares for me, and that it helps tackle inequalities.

### Compassion

- 4.2 I receive an apology if things go wrong with my care and support or my human rights are not respected and they organization takes responsibility for its actions.
- 4.3 I use a service where all people are respected and valued.

### Be included

- 4.4 I am informed of the organisation's aims and I can be involved in decisions about how it works and develops.
- 4.5 I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership.
- 4.6 I give feedback on how I experience my care and support and the organisation uses learning from this to improve.
- 4.7 I can take part in recruiting and training people who provide my care and support if possible.



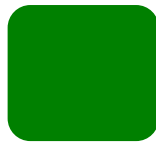
**4.8** I am supported to make use of relevant screening and healthcare programmes.

### **Responsive care and support**

- 4.9** I experience high quality care and support based on relevant evidence, guidance and best practice.
- 4.10** I am involved in shaping how my service can continually improve to meet everybody's needs, choices and wishes.
- 4.11** I receive appropriate notice and I am involved in finding an alternative if the service I use plans to close.
- 4.12** I am looked after in a planned and safe way, including if there is an emergency or unexpected event affecting the premises.
- 4.13** I continue to experience stability in my care and support from people who know my needs, choices and wishes, if there are changes in the service or organisation.
- 4.14** I am supported and care for by people I know so that I experience consistency and continuity.
- 4.15** If I am supported and cared for by a team or more than one organisation, this is well co-ordinated so that I experience consistency and continuity.
- 4.16** I know how to make a complaint or raise a concern about my care and support.
- 4.17** If I have a concern or complaint, I know this will be acted on without negative consequences.

### **Wellbeing**

- 4.18** I am confident that the service I use and the organisation providing it are well led.
- 4.19** I am supported and care for by people who have been appropriately recruited.
- 4.20** I am supported to reach my full potential by people who are encouraged to be innovative in the way they support and care for me.



### Question 1

Do you think the Standards will be relevant and do you think they can be applied across all health, care and social work settings?



Agree a lot



Agree a little

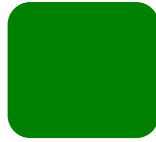


Do not agree, but do not disagree



Disagree

Please write in the box below if you want to give any comments



## Question 2

Do you think the Standards reflect what people go through in their own care and support?



Agree a lot



Agree a little



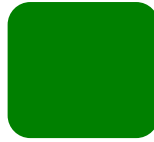
Do not agree, but do not disagree



Disagree

Please write in the box below if you want to give any comments





### Question 3

**This question is for Standard 1: I experience high quality care and support that is right for me.**

**Do you think this Standard describes what people should expect to experience from health, care and social work services?**



**Agree a lot**



**Agree a little**

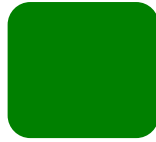


**Do not agree, but do not disagree**



**Disagree**

**Is there anything that is missing or should be added to Standard 1?**



#### Question 4

This question is for Standard 2: I am at the heart of decisions about my care and support.

Do you think this Standard describes what people should expect to experience from health, care and social work services?



Agree a lot



Agree a little

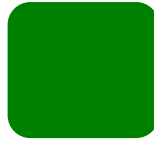


Do not agree, but do not disagree



Disagree

Is there anything that is missing or should be added to Standard 2?



### Question 5

This question is for Standard 3: I am confident in the people who support and care for me.

Do you think this Standard describes what people should expect to experience from health, care and social work services?



Agree a lot



Agree a little

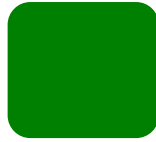


Do not agree, but do not disagree



Disagree

Is there anything that is missing or should be added to Standard 3?



### Question 6

This question is for Standard 4: I am confident in the organisation providing my care and support.

Do you think this Standard describes what people should expect to experience from health, care and social work services?



Agree a lot



Agree a little

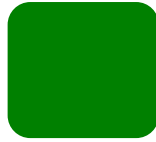


Do not agree, but do not disagree



Disagree

Is there anything that is missing or should be added to Standard 4?



### Question 8

Do you think these Standards will help support improvement in care services?



Agree a lot



Agree a little

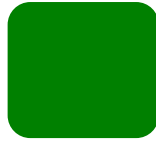


Do not agree, but do not disagree



Disagree

Please write in the box below to write any comments.



### Question 9

**Do you think there is anything else that needs to be included in the Standards?**

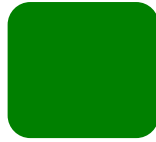


**Yes**



**No**

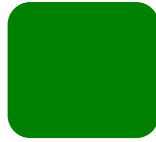
**Please use the box below to write any comments.**



## Question 10

**Is there anything you think the Scottish Government needs to know about the Standards that is not already covered in this consultation?**

**Please use the box below to write any comments.**

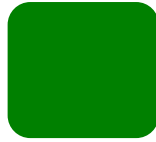


## Question 11

What do you think the Standards should be called?

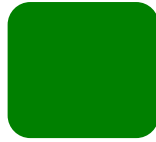
- National Care Standards
- National Health and Social Care Standards
- National Healthcare and Social Care Standards
- National Care and Health Standards
- National Care and Support Standards
- Other – please write details in the box underneath





## Question 12

Please use the box below to write any further comments or suggestions you have



**SDEF will collect all the answers from all our members and write a report. SDEF will give the report the Scottish Government. SDEF will make sure our members voices are heard.**

**Please give SDEF your answers before Sunday 15 January 2017.**