

NATIONAL CARE STANDARDS



The Review of the Scottish National Care Standards has begun.

We now want your views on the overarching principles that will form the basis of these standards.

These standards will apply to all health and social care settings across Scotland. The principles written from the perspective of people who use health, care and support services, using a Human Rights based approach. A Human Rights based approach is one which empowers people to know what they are entitled to and ensures that this is integrated into their day to day care and support.

We are also interested in your views on how we put these principles into practice.

Everyone should have high quality services and have a positive experience. We want everyone's views so we get it right and make this happen.

On the following pages you will see all the principles. Please let us know what you think about each one.

This consultation is open from 26 October 2015 – 10 December 2015.

I am:

- | | |
|-------------------------------------|--|
| <input type="checkbox"/> | A person who uses a service/s |
| <input type="checkbox"/> | A family member/carer |
| <input type="checkbox"/> | Completing this on behalf of a person who uses services |
| <input type="checkbox"/> | A member of the public |
| <input type="checkbox"/> | A volunteer |
| <input type="checkbox"/> | Working in health, care or support services* |
| <input checked="" type="checkbox"/> | Representing a professional body* |
| <input type="checkbox"/> | Working for an organisation that represents people using services* |
| <input type="checkbox"/> | Working for a commissioning service* |
| <input type="checkbox"/> | Working for scrutiny /regulation body* |
| <input type="checkbox"/> | A provider and/or organisation representing providers* |
| <input type="checkbox"/> | Other* |

* Please provide further information.

| |
|-----------------------------|
| <p>Social Work Scotland</p> |
|-----------------------------|

If this return was completed on behalf of more than one person – please provide the number of people who contributed to this response:

| |
|-----|
| 167 |
|-----|

Are you happy for us to contact you again as part of this process?

| | |
|-----|---|
| Yes | X |
| No | |

If yes, please provide your details below?

Name:

| |
|--------------|
| Sophie Mills |
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Organisation (if applicable):

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| Social Work Scotland |
|----------------------|

Job title (if applicable):

| |
|-----------------------------------|
| Communications and Events Officer |
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Contact details:

| |
|-------------------------------------|
| Sophie.mills@socialworkscotland.org |
|-------------------------------------|

I am entitled to **be respected**

This means:

My opinions, privacy, beliefs, values and culture are respected.

I am treated with dignity.

Thinking about this principle, do you:

| | |
|-------------------|---|
| Strongly Agree | X |
| Agree | |
| Disagree | |
| Strongly Disagree | |

Comments:

This is a positive move that is about basic human dignity and one which Social Work Scotland supports.

I am entitled to **compassion**

This means:

I experience warm, compassionate and nurturing care provided by people sensitive to my needs and wishes.

Thinking about this principle, do you:

| | |
|-------------------|---|
| Strongly Agree | √ |
| Agree | |
| Disagree | |
| Strongly Disagree | |

Comments:

We agree that 'compassion' should be included and this is in keeping with the findings of major review including Mid Staffordshire where we were working in a culture which did not promote compassion or basic care standards.

I am entitled to be **included**

This means:

I receive the right information, at the right time and in a way that I can understand.

I am supported in my right to make informed choices and decisions about my care and support.

I am involved in wider decisions about the way the service is provided. When I make suggestions and voice concerns I am listened to.

I can play a full role in the community around me.

Thinking about this principle, do you:

| | |
|-------------------|---|
| Strongly Agree | √ |
| Agree | |
| Disagree | |
| Strongly Disagree | |

Comments:

In the spirit of the SDS legislation and in terms of the benefits of empowering people to make their own choices and be in control of their own lives, we strongly support this. As a social work organisation we need to be careful as to how this would apply to those people who are not willing users of service, but have services put upon them. For example: does a person who has been deprived of their liberty and is subject to a period of secure confinement entitled to be 'included' in terms of playing a full role in their community or being able to make choices? We would argue that this remains a key principle and we would make every effort to support that principle, even in a limited way. The point here really is to ensure that as we develop general and specific standards, we keep this in mind.

I am entitled to be treated **fairly**

This means:

I am valued as an individual and I am treated fairly.

My human rights are respected and promoted.

I do not experience discrimination.

Thinking about this principle, do you:

| | |
|-------------------|---|
| Strongly Agree | |
| Agree | √ |
| Disagree | |
| Strongly Disagree | |

Comments:

We would prefer that this was changes to "I have the right to be treated equally"

I am entitled to a **responsive** service

This means:

I receive the right care and support at the right time.

My care and support responds when my needs, views and decisions change.

I have personal goals, aspirations and the support to achieve them.

Thinking about this principle, do you:

| | |
|-------------------|---|
| Strongly Agree | √ |
| Agree | |
| Disagree | |
| Strongly Disagree | |

Comments:

It is right that this principle is included. It will however highlight issues around the growing demand for services, increased expectations of the public and reducing resources of providers. The practical application of this principle needs to take into account the eligibility criteria in place in local authorities; issues around provision of services in rural areas; the difficulty in attracting staff in certain areas (e.g. home care staff).

I am entitled to be **safe**

This means:

I am safe, free from harm and abuse.

My care and support is provided in an environment in which I feel safe.

I am supported and encouraged to achieve my aspirations and potential, even when this means I might be taking risks.

Thinking about this principle, do you:

| | |
|-------------------|---|
| Strongly Agree | √ |
| Agree | |
| Disagree | |
| Strongly Disagree | |

Comments:

We have a concern here which raised a broader issue about the conflicting nature of human rights. Of course people have a right to be safe, but how does that work, when they are choosing behaviour that might be unsafe – how does risk and the right to take risks play into the practical application of this right?

Can an organisation keep someone entirely safe? If an adult in a care home would be safer in bed because they could fall, but they want to move about and have the capacity to make that decision, can the organisation keep the person safe but also respect their right to take risks.

A reference to manage' and assessed risk would be helpful.

I am entitled to **personal wellbeing**

This means:

I have individual health and wellbeing preferences and outcomes.

I am supported to achieve these, and to realise my potential.

Thinking about this principle, do you:

| | |
|-------------------|---|
| Strongly Agree | √ |
| Agree | |
| Disagree | |
| Strongly Disagree | |

Comments:

It would be helpful to have more of a description around this principle as it overlaps with the others, but we would support its inclusion.

Are there any other principles that you think should be included?

| | |
|-----|---|
| Yes | |
| No | X |

If yes, please provide details.

We want your views on how on how we put the principles into practice.

For these principles to be met, what general standards are needed (for example, quality of care from staff, management and leadership, quality assurance)?

Strong leadership and robust quality assurance processes need to be in place to ensure these principles are met.

The over-arching principles should not be implemented before the general and specific standards are developed. While we support the over-arching principles it is difficult not to and the practical application will require detailing work.

Social Work Scotland would wish to be involved in the development of specific standards for example around mental health, criminal justice and public protection.

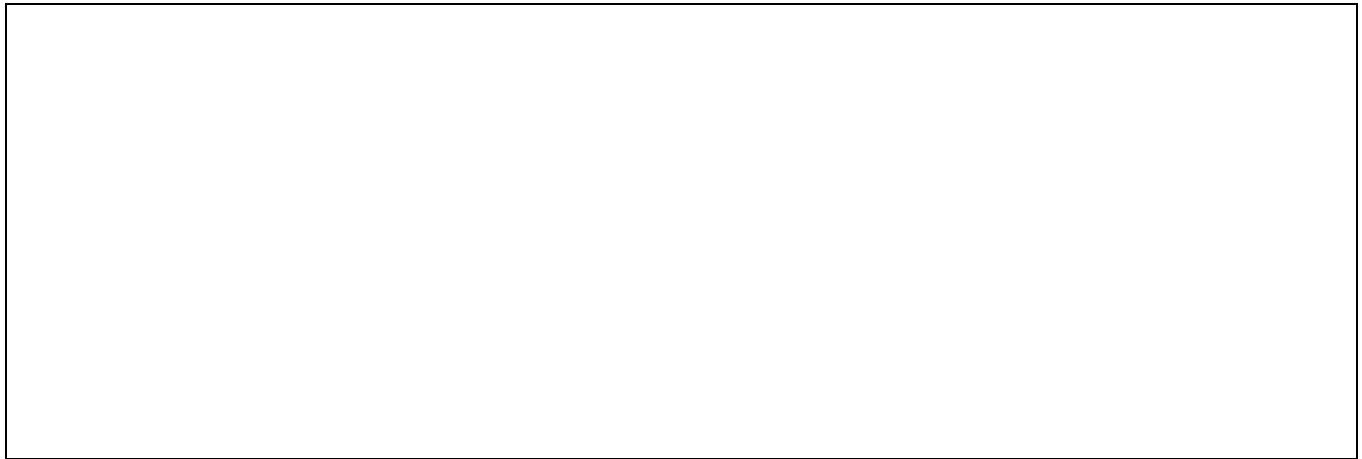
How would specialist standards support these principles?

The over-arching principles should not be implemented before the general and specific standards are developed. While we support the over-arching principles it is difficult not to and the practical application will require detailing work.

Social Work Scotland would wish to be involved in the development of specialist principles. We have highlighted some areas where these are clearly necessary: mental health, criminal justice and public protection.

Any other comments, suggestions:

These principles should not cut across the rights of people to take risks which might impact on the ability of these principles to be 'delivered'. Social work is about assessing and managing risk and enabling people to live their lives the way they want to. These principles need to complement these values.



Please return to:

Elaine Cranston
Directorate Support Officer
Care Inspectorate
Compass House
11 Riverside Drive
Dundee, DD1 4NY

Tel: 01382 207116
Email: elaine.cranston@careinspectorate.com

Information you provide

By completing this survey, you are consenting to Healthcare Improvement Scotland using the information you provide for the purposes stated in the survey introduction. Any personal information that you give us will be kept confidential and will only be used for the reasons that have been specified in this survey. We will not give your information to outside organisations (apart from organisations processing the information on our behalf) unless you have given us your permission. Whenever we intend to give your personal details to other organisations we will ask for your permission first. This is in line with the Data Protection Act 1998

Thank you for taking the time to complete this survey.