



Review of

What is being proposed

The Scottish Government is asking for views on their approach and the scope of the review of the National Care Standards. They are not, at this time, asking for views on the content of the new standards. They are proposing:

1) *A new structure*

The new model will replace the current 23 separate sets of National Care Standards and include three levels of standards:

a. Overarching quality standards that apply to all health and social care services and apply to all age groups

Essential standards based on human rights, such as dignity, equality, fairness,

Will complement the national outcomes for adult health and wellbeing, and the SHANARRI¹ outcomes for children and young people

b. Set of general quality standards which cover areas relevant to all health and social care services

For example standards relating to

As a person who uses services I have the following rights *(these are examples only):*

Participation

I have the right to take part in decisions which affect me, to have and be supported to exercise choice in relation to the care I receive.

Accountability

Those that provide care services will be monitored and accountable for upholding my rights including through accessible and effective complaints processes - and ensuring that services are of the highest quality.

Non-discrimination and Equality

I will not be discriminated against on any grounds such as age, disability, gender reassignment, pregnancy and maternity, race, religion and belief, sex and sexual orientation, or any other status (such as health status).

Empowerment

I have the right to know what my rights are and how I can make them effective.

Legality

All of my human rights must be respected, protected and fulfilled when I use care services. These include my right to be treated with respect, my right to dignity, my right for my privacy to be protected and my right to independent living.

As a service provider we have the following responsibilities *(these are examples only):*

Participation

We will ensure everyone has the support and information they need to make informed choices and decisions about their support care. We will meaningfully involve people in decisions that affect them.

Accountability

We will develop effective management, monitoring and complaints processes which are adequate to ensure that the rights of

Services not regulated by the Care Inspectorate or Healthcare Improvement Scotland will also need to meet the standards. The Scottish Government is asking for views on how this could be done.

One suggestion is that this could be done through the partnerships

Tell us what you think of the National Care Standards review

1. What do you think of the proposal to extend the National Care Standards to all NHS services?

2. How do you think the National Care Standards should fit alongside other existing standards/principles, for example, standards for older people in acute care, HEI standards, dementia standards, GIRFEC principles, the Patients Rights Act?

3. How clear do you find the model that the Scottish Government is proposing?

4.