

National Care Standards Review Public Consultation

RESPONDENT INFORMATION FORM

Please Note this form **must** be returned with your response to ensure that we handle your response appropriately



1. Name/Organisation

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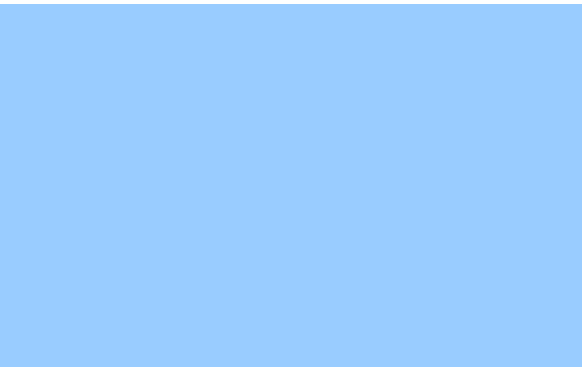
Please tick as appropriate

or

Yes, make my response available, but not my name and address

or

Yes, make my response and name available, but not my address



CONSULTATION QUESTIONS

Introduction

The Royal College of Nursing (RCN) Scotland is a professional body and trade union for nurses and health care support workers, with around 39,000 members in Scotland.

We have repeatedly called for the National Care Standards to be reviewed and welcome that this review has finally been launched, especially as the integration of health and social care is now well under way.

Our main comments on the proposals are as follows:

- We support overarching quality standards, based on human rights, that set out a consistent standards of care and drive improvement in quality across all health and social care settings
- The National Care Standards must fully align with other existing standards, principles and policies to present an overarching framework for the quality of care. There needs to be clarity about what is to happen to standards that services are already inspected against, such as the Older People in Acute Care standards
- Services need support and adequate resources to provide quality care and implement the National Care Standards. There must be a focus on improvement, not just scrutiny and inspections

Question 1

Do you think that the new National Care Standards should be grounded in human rights?

We agree that human rights should be embedded throughout the National Care Standards.

The Royal College of Nursing (RCN) is committed to supporting and advocating human rights and we recognise the positive and practical difference they make to people, patients and nursing¹. Our *Principles of nursing practice*², which set out what patients, families and carer can expect from nursing, demonstrate how we have taken this approach in our own work. There is evidence of the value of a human

c. Do you agree that the current National Care Standards should be streamlined and a set of general standards developed that would

The consultation document does not detail how the proposals fit in with existing standards, such as the Older People in Acute Care standards, the Healthcare Associated Infection standards and the Standards of Care for Dementia in Scotland. We assume that these would be incorporated into the suite of standards and not be duplicated, however clarity on this would be helpful. This is especially important as Healthcare Improvement Scotland is currently reviewing several sets of their standards, for example draft standards on food, fluid and nutritional care.

We appreciate that the specific standards given in the consultation document are just examples and that there will need to be a full consultation around what sets of standards should be developed. We are pleased to see that some key areas, such as palliative care, have already been highlighted. There will need to be full

The Care Inspectorate licenses and regulates care services. Healthcare Improvement Scotland currently regulates independent hospitals, voluntary hospices and private psychiatric hospitals. Though Healthcare Improvement Scotland scrutinises and inspects NHS services, it does not have a regulatory function within the NHS. This means there is a two-tier system. However all health and social care services, no matter which sector they are in, will need to meet the standards of quality set out by the National Care Standards. This includes all NHS services and third party providers commissioned to provide health and care services. The National Care Standards will therefore need to underpin all assurance, scrutiny and commissioning processes designed to ensure the quality of care being delivered across health and social care.

With respect to NHS services, the National Care Standards should be an integral part of NHS Board's own internal assurance and clinical and care governance activities. NHS performance management and annual review processes should take the National Care Standards into account. They should also be integral to Healthcare Improvement Scotland's current and to their future planned activities, such as their new comprehensive quality reviews.

The new integration partnerships have a key role in ensuring that services meet the National Care Standards and that these drive forward the National Outcomes for Health and Wellbeing. Commissioning arrangements need to ensure that commissioned services meet the National Care Standards. The National Care Standards should also underpin clinical and care governance arrangements across all sectors. The scrutiny activities and joint inspections of partnerships by the Care Inspectorate and Healthcare Improvement Scotland will also need to look at

Question 5

a. Please tell us about any potential impacts, either positive or negative, you feel any of the proposals set out in this consultation paper may have on particular groups of people, with reference to

Grounding the National Care Standards in human rights should help protect people and support their rights. However there will need to be full consultation with all groups of people during the development of both the overarching and specific standards.

b. Please tell us about any potential costs or savings that may occur as a result of the proposals set out in this consultation paper and any increase or reduction in the burden of regulation for any sector. Please be as specific as possible.

How to respond

Alternative formats and