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Llywodraeth Cymru
Welsh Government

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Consultation Document

Health Standards Framework



Date of issue: **3 November 2014**

Action required: Responses by **26 January 2015**

Overview

In 2013, Welsh Government agreed the need for a review of the Standards for Health Services in Wales and the Fundamentals of Care Standards providing an opportunity to align standards in healthcare for the NHS.

How to respond

The closing date for replies is 26 January 2015. You can reply in any of the following ways:

By Freepost to:

Health Standards Framework Consultation
Office of the Chief Nursing Officer
Nursing Directorate
Welsh Government
Freepost NAT 8910
Cathay's Park
Cardiff
CF10 3BR

email: OCNOMailbox@wales.gsi.gov.uk

Further information and related documents

Large print, Braille and alternate language versions of this document are available on request.

Please telephone us on 02920 370344 or e-mail OCNOMailbox@wales.gsi.gov.uk

The Consultation Document and Health Standards Framework are available on our web page
www.wales.gov.uk/consultations/?lang=en

Data protection

How the views and information you give us will be used

Any response you send us will be seen in full by Welsh Government staff dealing with the issues which this consultation is about. It may also be seen by other Welsh Government staff to help them plan future consultations.

The Welsh Government intends to publish a summary of the responses to this document. We may also publish responses in full. Normally, the name and address (or part of the address) of the person or organisation who sent the response are published with the response. This helps to show that the consultation was carried out properly. If you do not want your name or address published, please tell us this in writing when you send your response. We will then blank them out.

Names or addresses we blank out might still get published later, though we do not think this would happen very often. The Freedom of Information Act 2000 and the Environmental Information Regulations 2004 allow the public to ask to see information held by many public bodies, including the Welsh Government. This includes information which has not been published. However, the law also allows us to withhold information in some circumstances. If anyone asks to see information we have withheld, we will have to decide whether to release it or not. If someone has asked for their name and address not to be published, that is an important fact we would take into account. However, there might sometimes be important reasons why we would have to reveal someone's name and address, even though they have asked for them not to be published. We would get in touch with the person and ask their views before we finally decided to reveal the information.

HEALTH STANDARDS FRAMEWORK

On the 9 July 2013 a plenary debate took place relating to learning from the Francis Inquiry. A Ministerial commitment was made in “Delivering Safe Care, Compassionate Care, Learning for Wales from the Report of the Mid Staffordshire NHS Foundation Trust Public Inquiry”,

<http://wales.gov.uk/docs/dhss/report/130710safecarefen.pdf>

to review and update the Standards for Health Services in Wales and the Fundamentals of Care Standards.

Every person in Wales who needs to use health services or supports others, whether it is in a hospital, in the community or in their own home has the right to receive excellent quality care. The NHS in Wales needs to demonstrate that it is doing the right thing, in the right way, in the right place, at the right time and with the right staff.

What is proposed?

The draft Health Standards Framework has been developed following an extensive process involving a review of the international and national evidence, engagement with key stakeholders and the establishment of a Project Team. Questionnaire analysis was conducted in March 2014 asking people and organisations what they thought about the current standards and what they would like to see in the revised standards. Also a total of 182 delegates attended engagement events across Wales, representing health care, social care, voluntary sector, inspectorate, regulator, and patient representative bodies. The 7 Quality Themes identified in the draft Health Standards Framework were developed following the Talk Care Events in 2013 which was part of a programme of work speaking to people about what was important to them.

The review of the Standards for Health Services in Wales and the Fundamentals of Care Standards provides an opportunity to align standards in healthcare for the NHS. The Health Standards have been designed so that they can be implemented in all health care services, settings and locations. This means that organisations can use the Health Standards to continuously improve the quality and safety of their care

by assessing and managing the performance of their services, and those provided on their behalf, against the Health Standards for Wales.

Within the Independent Healthcare Sector the National Minimum Standards www.hiw.org.uk/opendoc/234735 will also apply to all registered services including those that provide NHS funded treatment and care. Quality standards for registered care and support providers will be issued under the Social Services Regulation and Inspection Bill, which will be introduced to the National Assembly for Wales in early 2015. These quality standards will be laid out in regulations. The statutory quality standards will be underpinned by a code which will provide guidance for service providers in respect of providing evidence of performance.

What do we want to change?

In order for people in Wales to understand what to expect when they access health services and what their responsibilities are, there is a need to develop a clear revised set of health standards which will aim to drive continuous improvements in quality over the longer term.

There will be one integrated Health Standards Framework collating and streamlining the former 26 Standards for Health Services in Wales and the 12 Fundamentals of Care Standards.

In Wales like other countries there are many examples of good health care however there are examples of people who use health services being let down by the quality and safety of the service they receive. Therefore it is important that the development of the new Health Standards Framework for Wales is developed and owned by people who deliver services and people who use them.

We want the Health Standards to:

- embrace the principles of co-production and prudent health care
- offer a common language to describe what high quality, safe and reliable healthcare services look like
- can be used by people of all ages to understand what high quality safe healthcare should be and what they should expect from a well-run service

- enable a person-centred approach by focusing on outcomes for service users and driving care which places people at the centre of all that the service does
- create a basis for improving the quality and safety of healthcare services by identifying strengths and highlighting areas for improvement
- can be used in day-to-day practice to encourage a consistent level of quality and safety across the country and across all services
- promote practice that is up to date, effective, and consistent
- promote accountability to service users, the public and funding agencies for the quality and safety of services by setting out how providers should organise, deliver and improve services
- enable people to be responsible for their own health and well-being
- recognise the quality standards for other care and support providers issued under the Social Services Regulation and Inspection Bill

Progress made so far

The Healthcare Standards for Wales “Doing Well Doing Better” were updated in 2010 and over the last 4 years these 26 standards have been pivotal in promoting the quality agenda to improve the patient experience. They set the context to promote further the development of safe, high quality care for all patients in Wales, and they have become part of healthcare organisations’ performance management, ensuring that the standards are assessed as part of the routine accountability and performance management arrangements. Organisations have worked very hard to ensure that the standards are embedded and understood by people that receive services and people that deliver them.

In addition the Welsh Assembly Government launched the Fundamentals of Care initiative in 2003 which aimed to improve the quality of aspects of Health and Social Care for adults. Even though the document comprising of the 12 fundamental standards has not been updated the fundamentals of care have continued to be reviewed and used to measure and monitor the quality of care. Organisations conduct an annual audit using an electronic tool to measure and demonstrate the care they are providing. The importance of the annual National Fundamentals of Care Audit is emphasised from the findings from the Francis Inquiry, Keogh Review

www.kingsfund.org.uk/Keogh-Review and to comply with Safe Care, Compassionate Care (A National Governance Framework to enable high quality care in NHS Wales). The NHS in Wales also has a number of Delivery Plans and National Service Frameworks which apply to people of all ages, which have been monitored across organisations using self assessment reporting.

How we think the new standards should look

The process of engagement mentioned previously has informed the drafting of the revised Health Standards Framework and the first (draft) version is available to view on our web site, <http://wales.gov.uk/consultations/?lang=en> we hope you will let us know what you think of them.

The new Health Standards will:

- be owned and prioritised appropriately to meet the individual needs of organisations and services giving the opportunity to align with the social services, public health and NHS outcomes frameworks
- join the fundamentals of care standards and health standards together in one framework
- promote the rights of children in accordance with the United Nations Convention on the Rights of the Child (UNCRC), and the Declaration of Rights for Older People in Wales
- align to national policy and strategy
- be informed by recommendations from key reviews such as the Francis Inquiry, and quality and safety reviews in Wales.
- be reduced in number, there will be 7 quality themes and 24 health standards identified in each quality theme as follows:

1. Staying healthy
2. Safe care
3. Effective care
4. Dignified care
5. Timely care
6. Individual care
7. Staff and resources

Please note that the consultation ends on 26 January 2015

What do you think?

Please feel free to make any comment you wish on this document, or the background information. However, we would particularly welcome comments on the attached questions:

1. Do you agree with the 7 quality themes (please tick)?

Agree with most	Agree/disagree with some	Disagree with most

Please comment.

2. Do you agree with the standards identified within each theme?

Agree with most	Agree/disagree with some	Disagree with most

Please comment.

3. Are there any further refinements you would like to make to the Health Standards Framework document?

Please comment.

4. Are there any other comments you would like to make?

5. Your name/organisation and address (postal/e-mail)

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6. I am a/an (please tick one only):

Patient or former patient	
Family member or carer	
Member of the public	
Member of NHS staff	
Organisation with an interest in the health service	
Support organisation	
Legal organisation	
Other	

Thank you for taking the time to read this document.