



## HEALTH AND SOCIAL CARE STANDARDS: FREQUENTLY ASKED QUESTIONS (FAQs):

### Introduction

Think just how many times you and your family will engage with our care system in some shape or form. We know that understanding and navigating a way through the maze of different structures and services is complex for a consumer. The new Standards are easier for people experiencing as well as organisations providing care and support.

Below is a list of Frequently Asked Questions (FAQs) relating to the new Health and Social Care Standards. Should you have a question that is not listed please email [Jamie.Garden@gov.scot](mailto:Jamie.Garden@gov.scot) who will respond within 5 working days. If appropriate, your question and response will be added to the list below. Note: Questions added will remain anonymous

Additional information on the Health and Social Care Standards can be found at:  
<http://www.gov.scot/Topics/Health/Support-Social-Care/Regulate/Standards/NCSreview>  
 and  
<http://www.newcarestandards.scot/>

QUESTION	ANSWER
Why have new Standards been produced?	Rather than just updating the current National Care Standards for registered health and social care services the Scottish Government wanted to develop the Standards which better reflect changes in national and local policies, developments in scrutiny and improvement systems, and most importantly which promote better personal outcomes for everyone.
How have they been developed?	<p>The Scottish Government carried out a public consultation in 2014 to seek views on the next steps in the development of the new Standards. The consultation resulted in support to move to a human rights based approach, the integration of health and social care and a stronger focus on personal outcomes. The Scottish Government asked the Care Inspectorate (CI) and Healthcare Improvement Scotland (HIS) to lead the review on its behalf. The CI and HIS jointly chaired a Development Group, which reported to a Project Board, chaired by Scottish Government. Key stakeholders and organisations from across health and social care - including those from the statutory, private and voluntary sectors, and groups representing people experiencing care were fully involved throughout all stages of development</p> <p>Following a further public consultation, in February 2016 Scottish Ministers approved the Standards being based on underpinning Principles reflecting human rights, compassion, involvement and wellbeing. The Standards themselves were then drafted following these Principles and issued for public consultation later that year. Information on the results of this public consultation is available at <a href="http://www.gov.scot/Topics/Health/Support-Social-">http://www.gov.scot/Topics/Health/Support-Social-</a></p>

	<p><u>Care/Regulate/Standards/NCSreview</u></p> <p>The draft Standards were amended to reflect the findings of the consultation and subsequently approved and published by Scottish Ministers in June 2017.</p>
<p>Who do they apply to?</p>	<p>From 1 April 2018 the Standards will be taken into account by the Care Inspectorate, Healthcare Improvement Scotland and other scrutiny bodies in relation to inspections, and registration, of health and social care services. They do not replace previous Standards and outcomes relating to healthcare that have already been produced under section 10H of the National Health Service (Scotland) Act 1978 but they replace the NCS, published in 2002 under section 5 of the Regulation of Care (Scotland) Act 2001.</p> <p>These Standards are for everyone. Irrespective of age or ability, everyone is entitled to the same high quality care and support. The Care Inspectorate and Healthcare Improvement Scotland will take into account the Standards when regulating and inspecting registered care services. They will also be taken into account by these scrutiny bodies for their joint strategic inspections of services for children and adults, which cover non-registered services. Healthcare Improvement Scotland will use the Standards in carrying out its quality assurance function within the NHS.</p> <p>Our aim is that the new Standards are more than an inspection tool and are adopted as an improvement tool by organisations across health and social care. They have been designed to be used as a quality assurance tool for any aspect of health and social care.</p>
<p>Will they be relevant to non-registered services?</p>	<p>Yes. The previous NCS only applied to registered health and social care services, which does not include NHS or local authority social work. For the first time, there is one integrated set of Standards that apply to whichever part of health, social work and/or social care you are experiencing. Increasingly organisations run a combination of registered and non-registered services and the Standards can equally be used for internal quality assurance as well as external scrutiny.</p> <p>The Standards are also relevant for planning and commissioning services and will be used by the Care</p>

	<p>Inspectorate and Healthcare Improvement Scotland to scrutinise how well care is planned and commissioned.</p>
<p>How do the Standards relate to personal outcomes?</p>	<p>The new Standards focus on people rather than policies, paperwork and property. Instead of setting out a list of inputs that all providers must meet, these Standards are much more outcome-focused and will help everyone focus on what really matters – the experience of the person who uses care.</p>
<p>How can so many different services use the same set of Standards?</p>	<p>Unlike the previous NCS the new Standards are decoupled from settings and types of service. Instead of separate Standards for care homes, hospitals, nurseries and other service types, there is now a common set of outcomes across all care. Having Standards that describe outcomes rather than all the different service types will also be more flexible and will mean that the Standards allow services to innovate and develop in the future.</p>
<p>How will services use the Standards to ensure I get high quality of care?</p>	<p>The Standards seek to provide better outcomes for everyone; to ensure that individuals are treated with respect and dignity, and that the basic human rights we are all entitled to are upheld. The objectives of the Standards are to drive improvement, promote flexibility and encourage innovation in how people are cared for and supported. There are five main Standards and underneath each Standard there are more detailed statements which set out what people can expect. Not every statement will apply to every different type of service.</p>
<p>How are services going to be assessed as of 1 April 2018?</p>	<p>There will be no ‘big bang’ for people providing care services. For example, the Care Inspectorate is phasing in implementation from April 2018, starting with care homes for older people. Currently the Care Inspectorate is testing out changes to the way it inspects using the new Standards and is involving a group of providers of care homes for older people. All registered services have been issued with their own copy and have been asked to consider how they can meet the Standards.</p>
<p>As someone who works or</p>	<p>The Standards are for everyone. As a member of staff or</p>

<p>volunteers how do the Standards apply to me in carrying out my job?</p>	<p>volunteer, you should have a broad knowledge of the Standards and an understanding of expectations regarding the quality of care that people should expect. Those providing care should strive to meet the Standards, to ensure people are receiving high quality care that is tailored towards their particular needs and choices.</p>
<p>Where can I get a copy of the Standards?</p>	<p>All services registered with HIS and the CI were sent a copy direct. A limited amount of printed copies can be requested from HIS or the CI direct, subject to availability.</p> <p>Alternatively you can download and copy at <a href="http://www.gov.scot/Publications/2017/06/1327">http://www.gov.scot/Publications/2017/06/1327</a></p>
<p>Are the Standards available in other formats?</p>	<p>The Standards are available in various formats and at <a href="http://www.gov.scot/Publications/2017/06/1327">http://www.gov.scot/Publications/2017/06/1327</a></p>
<p>How can I find out more?</p>	<p>More information is available at <a href="http://www.gov.scot/Topics/Health/Support-Social-Care/Regulate/Standards/NCSreview">http://www.gov.scot/Topics/Health/Support-Social-Care/Regulate/Standards/NCSreview</a></p> <p>and <a href="http://www.newcarestandards.scot/">http://www.newcarestandards.scot/</a></p>

## Recommendations, Learning and Actions

Identify the learning or recommendations that are relevant to your team and summarise your teams' discussion on those points.

<b>Name of Organisation:</b>		<b>Team Manager:</b>	
<b>Name of Section and Team:</b>		<b>Contact Details:</b>	
<b>Date completed:</b>			

Key areas for consideration for services:  
Awareness raising  
Identifying how you can meet these new standards  
Preparation for scrutiny visits

**What actions have been agreed to improve practice?**

<b>What needs to happen?</b>	<b>Who will do it?</b>	<b>By when?</b>	<b>How will you know when it has been done?</b>	<b>How will you know if it has worked?</b>