

(a): Respondent Information Form (RIF)

Please Note this form **must** be returned with your response.

Consultation on the National Health and Social Care Standards

Are you responding as an individual or an organisation?

Individual (See Part (i) below) Organisation (See Part (ii) below)

Did you attend an engagement event / workshop before completing this response?

No Yes Date Name of Event:.....

Full name or organisation's name

Address

Postcode

Email

Phone number

The Scottish Government would like your permission to publish your consultation response. Please indicate your publishing preference:

Publish response with your name / name of organisation

Publish response only (anonymous) – Individuals only

Do not publish response

We will share your response internally with other Scottish Government policy teams who may be addressing the issues you discuss. They may wish to contact you again in the future, but we require your permission to do so. Are you content for the Scottish Government to contact you again in relation to this consultation exercise?

Yes No Date Completed: 22/01/2017

(b): CONSULTATION QUESTIONNAIRE

Background information

The Salvation Army welcomes the opportunity to respond to this consultation.

We have long experience of working across the United Kingdom with older people in residential settings, through day care and in the home. Since our early days we have sought the welfare of children, initially through our local corps (churches), then in residential care, and for some years now in nurseries and after school clubs. Hence we are familiar with the regulatory frameworks in all parts of the United Kingdom.

Specifically in Scotland we have two residential older people's homes and a day care centre, two pre-school playgroups and an after-school club, all of which operate to current Scottish Care Standards.

Our response to this current consultation is based on the knowledge and experience of senior personnel in our Older People's services and Early Years provision and an officer (minister) who currently oversees a large afterschool club and who has many years' experience running a private nursery in Scotland.

We hope that these comments will be helpful to the Scottish Government in refining and implementing the new National Health and Social Care Standards.

Q1: To what extent do you think the Standards will be relevant and can be applied across all health, care and social work settings?

Strongly Agree	
Agree	X
Neither agree nor disagree	
Disagree	

Comments

We agree that the Standards are both relevant and able to be applied across all settings. However maintaining these high standards requires qualified, experienced staff committed to upholding the standards, with up-to-date professional development a priority. In the current financial climate of budget constraints, this might be the biggest challenge to implementing and entrenching the National Care Standards in practice, and may require government investment.

Q2: To what extent do these Standards reflect the experience of people experiencing care and support?

Strongly Agree	
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Agree	
Neither agree nor disagree	x
Disagree	

Comments

Progress in recent years means that great improvements have been made to the quality of care experienced in many settings but there are still areas of concern.

In Early Years settings, where children are too young to be involved in planning and evaluating their care, we have experienced issues of poor liaison between care providers, families and the various organisations that provide family support. This means that needs of the children may be overlooked and there may be a lack of joined up care.

Q3: (Standard 1: I experience high quality care and support that is right for me.)
To what extent do you think this Standard describes what people should expect to experience from health, care and social work services?

Strongly Agree	
Agree	x
Neither agree nor disagree	
Disagree	

Is there anything that is missing or should be added to this Standard?

As noted in our response to Q2 above, in respect of Early Years, family involvement is essential in all aspects of care planning, assessment and review. This should be explicit in the standards.

Similarly, family involvement would also be appropriate in Older People's settings where, due to cognitive impairment such as dementia, the service user is unable to clearly articulate their own needs.

Q4: (Standard 2: I am at the heart of decisions about my care and support.)
To what extent do you think this Standard describes what people should expect to experience from health, care and social work services?

Strongly Agree	
Agree	x
Neither agree nor disagree	
Disagree	

Is there anything that is missing or should be added to this Standard?

No. The Early Years section reflects current practice very well.

Q5: (Standard 3: I am confident in the people who support and care for me.)
To what extent do you think this Standard describes what people should expect to experience from health, care and social work services?

Strongly Agree	
Agree	x
Neither agree nor disagree	
Disagree	

Is there anything that is missing or should be added to this Standard?

We agree that the Standard reflects people's expectations and it is the responsibility of all providers to ensure that this quality of care is consistently delivered.

As noted in the answer to Q1, this is dependent on being able to maintain satisfactory staffing levels. It is not possible to maintain a high level of service with less and less money.

Q6: (Standard 4: I am confident in the organisation providing my care and support.)
To what extent do you think this Standard describes what people should expect to experience from health, care and social work services?

Strongly Agree	
Agree	x
Neither agree nor disagree	
Disagree	

Is there anything that is missing or should be added to this Standard?

Nothing to add.

Q7: (Standard 5: And if the organisation also provides the premises I use.)
To what extent do you think this Standard describes what people should expect to experience from health, care and social work services?

Strongly Agree	
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Agree	X
Neither agree nor disagree	
Disagree	

Is there anything that is missing or should be added to this Standard?

We believe that the Standard adequately describes what people’s expectations should be. a benchmark needs to be agreed and adhered to.

However, some organisations and private providers may struggle financially to adapt their existing environments to meet these requirements. Setting property requirements too high could result in closure of some services and a diminishing availability of care in the community.

For example, the move to single rooms in older people’s homes was very costly to the providers, reduced the capacity of the homes and consequently reduced income. Government funding or grants may be required to help providers make the necessary changes. This should be seen as a long-term investment in excellence within the field of social care.

Q8: (Standard 6: And where my liberty is restricted by law.) To what extent do you think this Standard describes what people should expect to experience from health, care and social work services?

Strongly Agree	
Agree	x
Neither agree nor disagree	
Disagree	

Is there anything that is missing or should be added to this Standard?

Nothing to add.

Q9: (Standard 7: And if I am a child or young person needing social work care and support.) To what extent do you think this Standard describes what people should expect to experience from health, care and social work services?

Strongly Agree	
Agree	x
Neither agree nor disagree	
Disagree	

Is there anything that is missing or should be added to this Standard?

Standards on responsive care and support need to include a statement on inter agency working and communications, particularly where there are siblings under the care of different providers (i.e. Looked After children attending school and nursery - ELCC ages 2,3 &4)

Q10: To what extent do you agree these new Standards will help support improvement in care services?

Strongly Agree	
Agree	x
Neither agree nor disagree	
Disagree	

Comments

We agree that providing new standards and applying them across all care sectors is an excellent way forward, hopefully achieving consistently high standards.

The proposed standards are well thought out and give a baseline in care that the various providers can use as a foundation on which to build a personal care plan tailored to each individual person. We commend the work that has been carried out in drafting these standards.

Q11: Is there anything else that you think needs to be included in the Standards?

Yes	
No	x

Comments

Nothing to add

Q12: Is there anything you think we need to be aware of in the implementation of the Standards that is not already covered?

Comments

Acknowledging the excellent work in preparing these standards, we have two areas of concern over their implementation.

First, in monitoring compliance with the standards, we see issues in the areas of people with cognitive impairment and in early years.

In our older people's care homes, we have many residents with dementia. Their level of cognitive ability may vary from day to day, and will generally decline over time. Therefore planning care and monitoring compliance could be very difficult. Although family members will be closely involved in all aspects of the resident's care package, they cannot be present to witness the day-to-day activities of the carers. This works in both directions: they cannot confirm the good work that is carried out, nor can they recognise poor care unless it has obvious consequences. Some thought needs to be given as to the best way to overcome this problem. Similar situations may arise around people with certain learning difficulties, some on the autistic spectrum and perhaps some who have mental health issues.

Similarly, in the early years setting, the child may not be able to communicate their feelings clearly and the parent or guardian will be responsible for making decisions. However, in our experience, many parents do not see the need for "all the paperwork". We have had to work hard to ensure that the necessary information is gathered to demonstrate compliance with the relevant standards.

Second: We would reiterate our concern regarding the impact of the current pressure on finance with the potential knock-on effects on staffing levels and .therefore quality of service.

Q13. What should the new Standards be called?

- National Care Standards
- National Health and Social Care Standards
- National Healthcare and Social Care Standards
- National Care and Health Standards
- National Care and Support Standards
- Other - please provide details.....

Q14. Any other comments, suggestions:

Nothing to add

(c): Additional Information

We recognise that people may have more than one experience of / involvement with health and care services. For example; you may work in a hospital or care home and also be a registered carer for a friend or relative receiving care services. For the purposes of this consultation please indicate the main capacity in which you are responding.

(i) As an individual **service user** (including on behalf of family)

As an individual who **works or volunteers** in health/social care

Please tick to select the services that you have used / have experience of:

Acute health care (emergency care, hospitals etc)	
Primary health care (GP and other community health services)	
Independent health care	
Adult social care	
Early learning and childcare	
Social work (including fostering, adoption, care homes for children and young people)	
Community justice	
Other: (please state)	

(ii) As a **representative of an organisation** / service provider

Please tick to select the type of services that your organisation provides:

Acute health care (emergency care, hospitals etc)	
Primary health care (GP and other community health services)	
Independent health care	
Adult social care	X
Early learning and childcare	X
Social work (including fostering, adoption, care homes for children and young people)	
Community justice	
Other: (please state)	

Other Formats

Once finalised these new Standards will be made available in various formats. It would be helpful to know which format(s) may be required. Please indicate from the list below which formats you are most likely to use.

Easy Read Large Print Audio Braille

Other languages (please indicate which)

Please indicate how you are most likely to access these Standards:

Online / electronic paper copy Both