

Response ID ANON-4ZP6-AWPW-K

Submitted to **Consultation on the New National Health and Social Care Standards**

Submitted on **2017-01-22 23:48:35**

About You

What is your name?

Name:

Eileen Cawley

What is your email address?

Email:

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Are you responding as an individual or an organisation?

Organisation

What is your organisation?

Organisation:

Scottish Pensioners Forum

Postcode

postcode:

G3 6NG

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

Do not publish response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 Scottish Government to contact you again in relation to this consultation exercise?

Yes

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

No

Date:

Name of event:

Questions

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

Agree

Comments:

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

Agree

Comments:

3 To what extent do you think this Standard describes what people should expect to experience from health, care and social work services?

3 - Standard 1: I experience high quality care and support that is right for me.:

Agree

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

Any other comments:

4 To what extent do you think this Standard describes what people should expect to experience from health, care and social work services?

4 - Standard 2: I am at the heart of decisions about my care and support.:

Neither agree nor disagree

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

Any other comments:

5 To what extent do you think this Standard describes what people should expect to experience from health, care and social work services?

5 - Standard 3: I am confident in the people who support and care for me.:

Agree

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

Any other comments:

6 To what extent do you think this Standard describes what people should expect to experience from health, care and social work services?

6 - Standard 4: I am confident in the organisation providing my care and support.:

Agree

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

Any other comments:

7 To what extent do you think this Standard describes what people should expect to experience from health, care and social work services?

7 - Standard 5: And if the organisation also provides the premises I use.:

Agree

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

Any other comments:

8 To what extent do you think this Standard describes what people should expect to experience from health, care and social work services?

8 - Standard 6: And where my liberty is restricted by law.:

Agree

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

Any other comments:

9 To what extent do you think this Standard describes what people should expect to experience from health, care and social work services?

9 - Standard 7: And if I am a child or young person needing social work care and support.:

Agree

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

Any other comments:

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

Agree

Comments:

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

Yes

If yes, please provide details:

It is expected that the Dignity Code is displayed and adhered to.

Patients and Relatives expect to have confidence in the integrity of all Complaints Procedures (e.g Health Board, Ombudsman), Professional Misconduct Hearings, Prosecution Services and Court Proceedings (Criminal or Civil), as far as they are concerned

It should be made explicit that users of the care system have a right to advocacy of their own choosing.

There are apparent contradictions / incompatibilities. For example, in the wellbeing section of the approved principles, users are 'supported to make informed choices, even if this means ... taking personal risks', but are also to be 'protected from neglect, abuse or avoidable harm'. How does all this square with the duty of care? Standard 2 only recognises the impact of harmful actions on the individual not on third parties - staff and other residents / citizens.

Whilst access to television is specifically mentioned (5.14) nowhere is there mention of access to literature, intellectual or faith stimulation or religious observance. It may be implicit somewhere but should be explicit.

Geographic imbalance in availability of service provision is a serious bar to access to care.

Whilst the document concentrates on 'client' expectations, there is little / no consideration of legitimate staff expectations. Talk of staffing continuity is only realistic if measures (e.g. career pathways / training / conditions of service / realistic expectations) are taken to encourage staff retention. Standard 3 (3.14-20) is predicated on reducing staff churn. In many instances staff are keeping the system afloat through their efforts and dedication. There is no recognition of the rôle of the unpaid carer – relative or family member.

The standards apparently replace 23 sets introduced in 2002; codification might be welcome but it is not clear how, or to what extent, these standards articulate with those currently applying to the other Government priorities listed.

The nature of the proposed standards can only be understood as the principles are fleshed out; a two part process is not helpful. For example, it only becomes clear later in the text that some kind of 'personal' plan (1.20) (statement of individual need / entitlement) may be envisaged. How far would this be a 'passport' for the individual, with accompanying resources identified to meet identified needs?

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

Comments:

Please see 11

13 What should the new Standards be called?

National Care and Support Standards

If you answered other, please provide details:

14 Any other comments, suggestions?

Any other comments, suggestions?:

15 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.

As a representative of an organisation / service provider

Other: (please state below)

If you answered other, please provide details:

16 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)::

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

Both

Evaluation

Please help us improve our consultations by answering the questions below. (Responses to the evaluation will not be published.)

Matrix 1 - How satisfied were you with this consultation?:

Neither satisfied nor dissatisfied

Please enter comments here.:

Matrix 1 - How would you rate your satisfaction with using this platform (Citizen Space) to respond to this consultation?:

Neither satisfied nor dissatisfied

Please enter comments here.: