



**REPORT TO: CLINICAL AND CARE GOVERNANCE COMMITTEE ON 28
FEBRUARY 2019**

SUBJECT: HEALTH CARE STANDARDS – IMPLEMENTATION

BY: CHIEF OFFICER

1. REASON FOR REPORT

1.1. To inform the Clinical and Care Governance Committee of progress in implementing the Health & Social Care Standards (H&SC).

2. RECOMMENDATION

2.1. It is recommended that the Clinical and Care Governance Committee:-

- i) consider and note progress made in implementing the Health and Social Care Standards since August 2017 across Health and Social Care Moray;**
- ii) support the completion of a self-reflection resource from the Scottish Government which should enable Health & Social Care Moray to share good practice and demonstrate how the H&SC Standards are making a real difference in personal experience and outcomes to those receiving services in Moray; and**
- iii) note that further work will be undertaken to develop exception reporting on this matter from governance groups to this committee.**

3. BACKGROUND

3.1 The Health and Social Care (H&SC) Standards– “My support, my life” were published in June 2017 and introduced on 1st April 2018. These standards set out what should be expected when people use Health, Social Care or Social Work services in Scotland. A report presenting the standards was submitted to this Committee on 31 May 2018 (para 4 of the minute refers).

3.2 These H&SC Standards are built upon five principles; dignity and respect, compassion, being included, responsive care and support, and wellbeing and

are 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.

- 3.3 It is proposed by the Scottish ministers that the H&SC standards will not be monitored as stand-alone but evidence of their implementation will be sought in all types of external reviews and inspections. Furthermore consideration during internal commissioning processes and annual reviews by Moray Council and NHS Grampian is expected

4. KEY MATTERS RELEVANT TO RECOMMENDATION

- 4.1. Progress in implementation of standards has been made in the following areas:-

4.1.1. Since August 2017 10 workshops supported by Healthcare Improvement Scotland were held in Moray. These were well attended by representation from across the Moray Clinical and Care multidisciplinary teams.

4.1.2. The Team from Healthcare Improvement Scotland spent a day in the clinical environment within Dr Gray's Hospital discussing with multidisciplinary staff how these standards could be embedded in service provision and evidenced through good record keeping.

4.1.3. Video footage capturing multidisciplinary staff experience of using the standards to improve patient care was developed in Moray in conjunction with the Care Inspectorate. This film will be used as a teaching resource across Scotland.

4.1.4. Currently, evidence of implementation with the internal providers services is sought through a quality assurance process of reporting, auditing and key performance indicators. This evidence and assurance is currently reported to the Practice Governance Board. Processes will be further developed to provide exception reporting to this Committee.

- 4.2 The self-reflection tool proposed by the Scottish Ministers has suggested identifying an accountable role or department for successfully implementing the standards. Although there is currently some evidence of implementation there is not currently a resource identified to capture and collate evidence across Moray's Health and Care services at the level which may be expected.

- 4.3 Consideration of how the standards can be reflected in strategic planning and commissioning plans, and identification of opportunities for shared learning across Integration Joint Boards and partners has yet to be explored.

- 4.4 The outstanding actions identified are included in the action plan attached in **APPENDIX 1** and progress will be reported to future meetings of this committee.

5. SUMMARY OF IMPLICATIONS

(a) Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP)) and Moray Integration Joint Board Strategic Commissioning Plan 2016 – 2019

This report is in accordance with Annex C of the Health and Social Care Integration Public Bodies (Joint Working) (Scotland) Act 2014 Clinical and Care Governance Framework.

(b) Policy and Legal

These Standards have been developed by the Scottish Ministers using powers given to them under two acts:

Section 50 of the Public Services Reform (Scotland) Act 2010 and Section 10H of the National Health Service (Scotland) Act 1978

(c) Financial implications

Whilst there are no direct financial implications in this report, to fully integrate these standards into everyday practice a significant programme of training and support should be available for staff, to develop skills in outcomes focussed practice, human rights based approaches, and to develop more meaningful relationships with people experiencing care. This has budgetary and resource implications which may be difficult to meet in the current financial climate.

(d) Risk Implications and Mitigation

There is a risk that the implementation and monitoring of the H&SC Standards becomes an industry in itself. The existing evidence of implementation is not collated in a format that maybe expected and there is no resource currently identified to do this. Senior Management Team will consider the allocation of available staff resource to this aspect of service delivery whilst balancing the competing priorities.

Although the registered manager of each service had the responsibility of ensuring the H&SC Standards are implemented, the Service Managers also have responsibility to ensure that feedback and evidence of implementation directly from the Care Inspectorate, Health Improvement Service reviews and other inspections are gathered timeously. There is a level of risk of resource capacity to do this and of ongoing reputational damage to H&SC Moray if the standards are not being met.

(e) Staffing Implications

None directly arising from this report.

(f) Property

None directly arising from this report.

(g) Equalities/Socio Economic Impact

An equalities impact assessment is not required for inclusion within this report as the report is for the Committee to note.

Addressing health and social inequalities through the delivery of safe, effective and person centred health and social care services is of high importance within H&SC Moray.

(h) Consultations

The Chief Officer, Heads of Service, and Chief Financial officer have been consulted on this report and their comments incorporated in this report.

6. CONCLUSION

- 6.1. This report is intended to provide the Committee with a level of assurance that due care and attention is currently being committed to support the implementation and embedding of the H&SC standards across Health and Care settings within HSC Moray**

- 6.2. The Clinical and Care Governance Committee will recognise that although progress is being made in implementing and embedding the standards, cognisance should be taken of the risks described.**

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Background Papers: Held by author
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