

Standards for Health Service Provision

For comment by OSCs as part of the Annual Healthcheck 2006/7

Standards for Health Service Provision

This document summarises the standards issued by the department of Health. These specify the level of services that all patients and service users of all ages should be able to expect from the NHS. The standards are arranged into seven domains each of which is broken down into its component parts or elements. Most of the elements will apply to all health services whether they are provided by primary care trusts, ambulance trusts, acute trusts etc. Some elements will not apply to all healthcare organisations or will need to be applied differently to reflect a particular organisation's activities.

OSCs are not expected to comment on all the standards and should select those which they have scrutinised or discussed during the past year.

The domains and core elements are listed below:

First domain: Safety

Core Standard C1

Healthcare systems protect patients through systems that:

- a) identify and learn from all patient safety incidents and other reportable incidents, and make improvements in practice based on local and national experience and information derived from the analysis of incidents
- b) ensure that patient safety notices, alerts and other communications concerning patient safety which require action are acted upon within the required timescales.

Core Standard C2

Healthcare organisations protect children by following national child protection guidelines within their own activities and in their dealings with other organisations.

Core Standard C3

Healthcare organisations protect patients by following National Institute of Health and Clinical Excellence (NICE) interventional procedures guidance.

Core Standard C4

Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that:

- a) the risk of healthcare acquired infection to patients is reduced, with particular emphasis on high standards of hygiene and cleanliness, achieving year on year reductions in Methicillin-Resistant Staphylococcus Aureus (MRSA)

- b) b) all risks associated with the acquisition and use of medical devices are minimised
- c) all reusable medical devices are properly decontaminated prior to use and that the risks associated with decontamination facilities and processes are well managed
- d) medicines are handled safely and securely
- e) the prevention, segregation, handling, transport and disposal of waste is properly managed so as to minimise the risks to the health and safety of staff, patients, the public and the safety of the environment.

Second domain: Clinical and cost effectiveness

Core Standard C5

Healthcare organisations ensure that:

- a) they conform to NICE technology appraisals and, where it is available, take into account nationally agreed guidance when planning and delivering treatment and care
- b) clinical care and treatment are carried out under supervision and leadership
- c) clinicians continuously update skills and techniques relevant to their clinical work
- d) all clinicians participate in regular clinical audit and reviews of clinical services.

Core Standard C6

Healthcare organisations cooperate with each other and social care organisations to ensure that patients' individual needs are properly managed and met.

Third domain: Governance

Core Standard C7

Healthcare organisations:

- a) apply the principles of sound clinical and corporate governance
- b) actively support all employees to promote openness, honesty, probity, accountability, and the economic, efficient and effective use of resources
- c) undertake systematic risk assessment and risk management

- d) ensure financial management achieves economy, effectiveness, efficiency, probity and accountability in the use of resources – *this element will not be included in the declaration as it will be measured by the findings of the Audit Commission or Monitor.*
- e) Challenge discrimination, promote equality and respect human rights
- f) Meet the existing performance requirements – *this element will not be included in the declaration as it will be measured by the existing targets. assessment*

Core Standard C8

Healthcare organisations support their staff through:

- a) having access to processes which permit them to raise, in confidence and without prejudicing their position, concerns over any aspect of service delivery, treatment or management that they consider to have a detrimental effect on patient care or on the delivery of services
- b) organisational and personal development programmes which recognise the contribution and value of staff, and address, where appropriate, under-representation of minority groups

Core Standard C9

Healthcare organisations have a systematic and planned approach to the management of records to ensure that, from the moment a record is created until its ultimate disposal, the organisation maintains information so that it serves the purpose it was collected for and disposes of the information appropriately when no longer required.

Core Standard C10

Healthcare organisations:

- a) undertake all appropriate employment checks and ensure that all employed or contracted professionally qualified staff are registered with the appropriate bodies
- b) require that all employed professionals abide by relevant published codes of professional practice.

Core Standard C11

Healthcare organisations ensure that staff concerned with all aspects of the provision of healthcare:

- a) are appropriately recruited, trained and qualified for the work they undertake
- b) participate in mandatory training programmes

- c) participate in further professional and occupational development commensurate with their work throughout their working lives

Core Standard C12

Healthcare organisations which either lead or participate in research have systems in place to ensure that the principles and requirements of the research governance framework are consistently applied.

Fourth domain: Patient focus

Core Standard C13

Healthcare organisations have systems in place to ensure that:

- a) staff treat patients, their relatives and carers with dignity and respect
- b) appropriate consent is obtained when required, for all contacts with patients and for the use of any confidential patient information
- c) staff treat patient information confidentially, except where authorised by legislation to the contrary

Core Standard C14

Healthcare organisations have systems in place to ensure that patients, their relatives and carers:

- a) have suitable and accessible information about, and clear access to, procedures to register formal complaints and feedback on the quality of services
- b) are not discriminated against when complaints are made
- c) are assured that organisations act appropriately on any concerns and, where appropriate, make changes to ensure improvements in service delivery

Core Standard C15

Where food is provided, healthcare organisations have systems in place to ensure that:

- a) patients are provided with a choice and it is prepared safely and provides a balanced diet
- b) patients' individual nutritional, personal and clinical dietary requirements are met, including any necessary help with feeding and access to food 24 hours a day.

Does not apply to ambulance services and will not be included in their declaration.

Core Standard C16

Healthcare organisations make information available to patients and the public on their services, provide patients with suitable and accessible information on the care and treatment they receive and, where appropriate, inform patients on what to expect during treatment, care and after care.

Fifth domain: Accessible and responsive care

Core Standard C17

The views of patients, their carers and others are sought and taken into account in designing, planning, delivering and improving healthcare services.

Core Standard C18

Healthcare organisations enable all members of the population to access services equally and offer choice in access to services and treatment equitably.

Core Standard C19

Healthcare organisations ensure that patients with emergency health needs are able to access care promptly and within nationally agreed timescales, and all patients are able to access services within national expectations on access to services – *this element will not be included in the declaration as it will be measured through the existing targets and new national targets assessments*

Sixth domain: Care environment and amenities

Core Standard C20

Healthcare services are provided in environments which promote effective care and optimise health outcomes by being:

- a) a safe and secure environment which protects patients, staff, visitors, and their property, and the physical assets of the organisation
- b) supportive of patient privacy and confidentiality

Core Standard C21

Healthcare services are provided in environments which promote effective care and optimise health outcomes by being well designed and well maintained with cleanliness levels in clinical and non-clinical areas that meet the national specification for clean NHS premises.

Seventh domain: Public Health

Core Standard C22

Healthcare organisations promote, protect and demonstrably improve the health of the community served, and narrow health inequalities by:

- a) cooperating with each other and with local authorities and other organisations
- b) ensuring that the local Director of Public Health's annual report informs their policies and practices
- c) making an appropriate and effective contribution to local partnership arrangements including local strategic partnerships and crime and disorder reduction partnerships

Core Standard C23

Healthcare organisations have systematic and managed disease prevention and health promotion programmes which meet the requirements of the national service frameworks and national plans with particular regard to reducing obesity through action on nutrition and exercise, smoking, substance misuse and sexually transmitted infections.

Core Standard 24

Healthcare organisations protect the public by having a planned, prepared and, where possible, practised response to incidents and emergency situations, which could affect the provision of normal services.

Developmental Standards being assessed in 2006/7

These will be assessed on progress towards best practice beyond a minimum level. Trusts will declare their progress on a four-point scale from "excellent" to "limited" developmental progress for each of the three domains that the Healthcare commission is focussing on for 2006/7. These are:

D1 Safety

Healthcare organisations continuously and systematically review and improve all aspects of their activities that directly affect patient safety and apply best practice in assessing and managing risks to patients, staff and others, particularly when patients move from the care of one organisation to another.

(Can be assessed for York Hospital Trust in 2006/7)

D2 Clinical and Cost Effectiveness

Patients receive effective treatment and care that:

- a) conform to nationally agreed best practice, particularly as defined in national Service Frameworks, NICE guidance, national plans and agreed national guidance on service delivery

- b) take into account their individual requirements and meet their physical, cultural, spiritual and psychological needs and preferences
- c) are well-co-ordinated to provide a seamless service across all that need to be involved, especially social care
- d) is delivered by health care professionals who make clinical decisions based on evidence-based practice.

(can be assessed for York Hospital Trust and North Yorkshire and York PCT regarding mental health services for 2006/7)

D13 Public Health

Healthcare organisations

- a) identify and act upon significant public health problems and health inequality issues, with primary care trusts taking the leading role
- b) implement effective programmes to improve health and reduce health inequalities, conforming to nationally agreed best practice, particularly as defined in NICE guidance and agreed national guidance on public health
- c) protect their populations from identified current and new hazards to health
- d) take fully into account current and emerging policies and knowledge on public health issues in the development of their public health programmes, health promotion and prevention services for the public, and the commissioning and provision of services.

(Can be assessed for North Yorkshire and York PCT for 2006/7)