



Department of
**Health, Social Services
and Public Safety**
www.dhsspsni.gov.uk

GENERIC STANDARDS FOR SERVICE FRAMEWORKS

CONSULTATION DOCUMENT

June 2012

Introduction

Service Frameworks

Service Frameworks aim to improve health and social care outcomes, reduce inequalities in health and social wellbeing, and improve service access and delivery. They set out the standards of care that patients, clients, carers and families can expect to receive and are used by commissioners, HSC providers and RQIA.

The Department has launched four Service frameworks for implementation - cardiovascular health and wellbeing; respiratory health and wellbeing; cancer prevention treatment and care; and mental health and wellbeing. Service Frameworks for learning disability; children and young people's health and wellbeing; and older people's health and wellbeing are currently being developed.

Generic Standards

Each Framework contains a set of what have come to be known as generic standards. These standards originally pertained to health improvement and promotion, communication and palliative care. The inclusion of these generic standards was a deliberate measure to ensure the widest possible audience for the important general messages they contain and which may not otherwise have been picked up by these disparate groups.

Whilst it was agreed that due to the importance of the themes, these standards should be included in all Frameworks, their development owed more to a process of evolution rather than a conscious design process. This led to the generic standards being phrased slightly differently in each Framework, each with specific performance indicators (PIs), meaning that whilst themes were generic, the standards themselves were not.

In January 2011 it was decided to review these generic standards to evaluate if they still reflect the priorities for health. In reviewing the standards, it was decided that these should appear in all Service Frameworks that have already been published and in all those currently under development. Once agreed, these standards will replace the generic standards in published Frameworks and the Department's website will be updated with the new versions.

This document sets out the revised set of standards and asks for your views on them.

Where we refer to “all HSC staff”, we mean all staff employed by the HSC or contracted to work on their behalf in the voluntary or independent sector.

Once the standards are finalised, we will develop a range of performance indicators to measure how well they are being achieved. We will also develop performance levels which will show the anticipated level of performance we expect from service providers.

In looking at the standards, we would like you to consider the following questions:

1. These standards have been chosen for inclusion in all current and new Service Frameworks as we believe they reflect a range of general priorities in health and social care. Do you agree that these standards cover areas that are important service users and service providers today?
2. There are new standards covering the issues of independent advocacy; carers; safeguarding; and patient-centred care and community development. Do you agree that these are priorities for health and social care today?
3. Are the actions/proposals set out in this consultation document likely to have an adverse impact on any of the nine equality groups identified under Section 75 of the Northern Ireland Act 1998? If yes, please state the group or groups and provide comment on how these adverse impacts could be reduced or alleviated in the proposals.
4. Are you aware of any indication or evidence – qualitative or quantitative – that the actions/proposals set out in this consultation document may have an adverse impact on equality of opportunity or on good relations? If yes, please give details and comment on what you think should be added or removed to alleviate the adverse impact.

5. Is there an opportunity to better promote equality of opportunity or good relations? If yes, please give details as to how.
6. Are there any aspects of the actions/proposals where potential human rights violations may occur?
7. If you have any other comments on the standards, please let us know.

Please send your comments using the consultation questionnaire to serviceframeworks@dhsspsni.gov.uk or to Service Frameworks Delivery Unit, Room D1, Castle Buildings, Stormont Estate, Belfast, BT4 3SQ.

If you would like any further information you can email us at address above or telephone us on (028) 90522351.

Proposed Generic Standards

1. All patients, clients, carers and the public should be engaged through effective communications by all organisations delivering health and social care.
2. All patients, clients, carers and the public should have opportunities to be actively involved in the planning, delivery and monitoring of health and social care services at all levels.
3. All HSC staff, as appropriate, should advise people who smoke to stop. They should be aware of and signpost them to well-developed smoking cessation services.
4. All HSC staff, as appropriate, should offer support and advice on appropriate levels of physical activity.
5. All HSC staff, as appropriate, should provide people with healthy eating support and guidance appropriate to their needs.
6. All HSC staff, as appropriate, should provide support and advice on appropriate levels of alcohol consumption.
7. All people with advanced progressive incurable conditions, and their carers, should be supported to have a good death and to die in their preferred place of care.
8. All HSC staff should routinely employ a community development and person centred approach: co-planning, delivering and reviewing, as appropriate, health and social care with individuals, families and communities, in recognition of the fact that people live in a range of community settings which impact on their health and social wellbeing.
9. All HSC staff and staff providing services on behalf of the HSC should ensure that people of all ages are treated sensitively and with dignity and respect; assisted to lead independent lives; have their welfare

promoted and human rights upheld; and are safeguarded from harm through abuse, exploitation or neglect.

10. Users of health and social care services and their carers should have access to independent advocacy as required.

11. All Health & Social Care Staff should identify carers (whoever they may be) at the earliest opportunity in order to work in partnership with them and to ensure that they have timely access to flexible and responsive support.