

Response ID ANON-4ZP6-AWA7-4

Submitted to **Consultation on the New National Health and Social Care Standards**
Submitted on 2017-01-17 18:16:13

About You

What is your name?

Name:

Aileen Bryson

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:

Royal Pharmaceutical Society

Postcode

postcode:

EH8 8AS

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

Publish response with name

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?

Strongly 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?:

Experiencing Care 1.25

This should include a reference to ensuring safe transfer of care with all relevant health and social care information being available at the new setting . We know that people are particularly vulnerable when moving between health and care settings and their health records are not always transferred in a timely or accurate manner

Any other comments:

1.29 This wording is similar to the old standards and could be interpreted in various ways which are not helpful . Previously this was interpreted as the only "safe and effective " way being the use multi-compartment aids (dosette boxes) in care homes. This has caused issues in the past and there is no evidence that this method is safer . Many care homes are now moving to original pack dispensing as an alternative which we would support . We would prefer a more generic statement which gives patients their own choice / discussion required /consent to etc/ of how they are helped as with other areas of care and would be pleased to discuss this in more detail before the final documentation is released .

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.:

Agree

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:

The standards are very high level so can be applied to many different areas which is good but guidance will need to be produced by the various organisations involved in providing care to deliver the standards.

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

No

If yes, please provide details:

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

Comments:

13 What should the new Standards be called?

National Health and Social Care 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

Acute health care (emergency care, hospitals etc), Primary health care (GP and other community health services), Independent health care

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

Other languages (please indicate which)::

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

Online/electronic

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?:

Slightly satisfied

Please enter comments here.:

his on line version did give plenty space for further comments which was useful as some on line versions are not so flexible .

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

Slightly satisfied

Please enter comments here.: