

# **STANDARDS FOR BETTER HEALTH**

## Core and Developmental Standards

The outcome for these standards is specified for each domain. The core standards set out below are not optional. They should be met from the date of publication. Progress is expected to be made against the developmental standards across much of the NHS as a result of the NHS Improvement Plan and the extra investment in the period to 2008. Demonstrating improvements against the developmental standards will be essential to achieve an overall high performance rating.

### First Domain - Safety

#### Domain Outcome

**Patient safety is enhanced by the use of health care processes, working practices and systemic activities that prevent or reduce the risk of harm to patients.**

#### Core standard

- C1 Health care organisations 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; and
  - b) ensure that patient safety notices, alerts and other communications concerning patient safety which require action are acted upon within required time-scales.
- C2 Health care organisations protect children by following national child protection guidance within their own activities and in their dealings with other organisations.
- C3 Health care organisations protect patients by following NICE Interventional Procedures guidance.
- C4 Health care organisations keep patients, staff and visitors safe by having systems to ensure that
- a) the risk of health care acquired infection to patients is reduced, with particular emphasis on high standards of hygiene and cleanliness, achieving year-on-year reductions in MRSA;
  - 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; and
  - e) the prevention, segregation, handling, transport and disposal of waste is properly managed so as to minimise the risks to

D1

Related  
Developmental  
Standard:

the health and safety of staff, patients, the public and the safety of the environment.

### **Developmental standard**

- D1 Health care 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.

## **Second Domain – Clinical and Cost Effectiveness**

### **Domain Outcome**

**Patients achieve health care benefits that meet their individual needs through health care decisions and services based on what assessed research evidence has shown provides effective clinical outcomes**

### **Core standards**

- C5 Health care 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; and
  - d) clinicians participate in regular clinical audit and reviews of clinical services.
- C6 Health care organisations cooperate with each other and social care organisations to ensure that patients' individual needs are properly managed and met.

Related Developmental Standard: D2
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### **Developmental standard**

- D2 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 organisations that need to be involved, especially social care organisations; and

- d) is delivered by health care professionals who make clinical decisions based on evidence-based practice.

### Third Domain – Governance

#### Domain Outcome

**Managerial and clinical leadership and accountability, as well as the organisation’s culture, systems and working practices ensure that probity, quality assurance, quality improvement and patient safety are central components of all the activities of the health care organisation.**

#### Core standards

<p>C7 Health care organisations</p> <ul style="list-style-type: none"> <li>a) apply the principles of sound clinical and corporate governance;</li> <li>b) actively support all employees to promote openness, honesty, probity, accountability, and the economic, efficient and effective use of resources;</li> <li>c) undertake systematic risk assessment and risk management;</li> <li>d) ensure financial management achieves economy, effectiveness, efficiency, probity and accountability in the use of resources;</li> <li>e) challenge discrimination, promote equality and respect human rights; and</li> <li>f) meet the existing performance requirements set out in the annex.</li> </ul>	<p>Related Developmental Standard: D3</p>
<p>C8 Health care organisations support their staff through</p> <ul style="list-style-type: none"> <li>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; and</li> <li>b) organisational and personal development programmes which recognise the contribution and value of staff, and address, where appropriate, under-representation of minority groups.</li> </ul>	<p>Related Developmental Standard: D7</p>
<p>C9 Health care 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.</p>	<p>Related Developmental Standard: D6</p>

<p>C10 Health care organisations</p> <ul style="list-style-type: none"> <li>a) undertake all appropriate employment checks and ensure that all employed or contracted professionally qualified staff are registered with the appropriate bodies; and</li> <li>b) require that all employed professionals abide by relevant published codes of professional practice.</li> </ul> <p>C11 Health care organisations ensure that staff concerned with all aspects of the provision of health care</p> <ul style="list-style-type: none"> <li>a) are appropriately recruited, trained and qualified for the work they undertake;</li> <li>b) participate in mandatory training programmes; and</li> <li>c) participate in further professional and occupational development commensurate with their work throughout their working lives.</li> </ul> <p>C12 Health care 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.</p>	<p>Related Developmental Standard: D7</p>
	<p>Related Developmental Standard: D3</p>

**Developmental standards**

- D3 Integrated governance arrangements representing best practice are in place in all health care organisations and across all health communities and clinical networks.
- D4 Health care organisations work together to
  - a) ensure that the principles of clinical governance are underpinning the work of every clinical team and every clinical service;
  - b) implement a cycle of continuous quality improvement; and
  - c) ensure effective clinical and managerial leadership and accountability.
- D5 Health care organisations work together and with social care organisations to meet the changing health needs of their population by
  - a) having an appropriately constituted workforce with appropriate skill mix across the community; and
  - b) ensuring the continuous improvement of services through better ways of working.
- D6 Health care organisations use effective and integrated information technology and information systems which support and enhance the quality and safety of patient care, choice and service planning.
- D7 Health care organisations work to enhance patient care by adopting best practice in human resources management and continuously improving staff satisfaction.

**Fourth Domain - Patient Focus**

## Domain Outcome

**Health care is provided in partnership with patients, their carers and relatives, respecting their diverse needs, preferences and choices, and in partnership with other organisations (especially social care organisations) whose services impact on patient well-being.**

### Core standards

- C13 Health care 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 patient confidential information; and
  - c) staff treat patient information confidentially, except where authorised by legislation to the contrary.

- C14 Health care 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; and
  - c) are assured that organisations act appropriately on any concerns and, where appropriate, make changes to ensure improvements in service delivery.

- C15 Where food is provided, health care organisations have systems in place to ensure that
- a) patients are provided with a choice and that it is prepared safely and provides a balanced diet; and
  - 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.

- C16 Health care 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.

Related Developmental Standard: D8
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Related Developmental Standard: D9
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### Developmental standards

- D8 Health care organisations continuously improve the patient experience, based on the feedback of patients, carers and relatives.
- D9 Patients, service users and, where appropriate, carers receive timely and suitable information, when they need and want it, on treatment, care, services, prevention and health promotion and are
- a) encouraged to express their preferences; and

- b) supported to make choices and shared decisions about their own health care.

D10 Patients and service users, particularly those with long-term conditions, are helped to contribute to planning of their care and are provided with opportunities and resources to develop competence in self-care.

### **Fifth Domain - Accessible and Responsive Care**

#### **Domain Outcome**

**Patients receive services as promptly as possible, have choice in access to services and treatments, and do not experience unnecessary delay at any stage of service delivery or of the care pathway.**

#### **Core standards**

- C17 The views of patients, their carers and others are sought and taken into account in designing, planning, delivering and improving health care services.
- C18 Health care organisations enable all members of the population to access services equally and offer choice in access to services and treatment equitably.
- C19 Health care 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.

<p>Related Developmental Standard: D11</p>
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#### **Developmental standard**

- D11 Health care organisations plan and deliver health care which
  - a) reflects the views and health needs of the population served and which is based on nationally agreed evidence or best practice;
  - b) maximises patient choice;
  - c) ensures access (including equality of access) to services through a range of providers and routes of access; and
  - d) uses locally agreed guidance, guidelines or protocols for admission, referral and discharge that accord with the latest national expectations on access to services.

### **Sixth Domain - Care Environment and Amenities**

#### **Domain Outcome**

**Care is provided in environments that promote patient and staff well-being and respect for patients' needs and preferences in that they are designed for the effective**

**and safe delivery of treatment, care or a specific function, provide as much privacy as possible, are well maintained and are cleaned to optimise health outcomes for patients.**

## **Core Standards**

- C20 Health care 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; and
  - b) supportive of patient privacy and confidentiality.
- C21 Health care 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.

Related Developmental Standard: D12
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## **Developmental standard**

- D12 Health care is provided in well-designed environments that
- a) promote patient and staff well-being, and meet patients' needs and preferences, and staff concerns; and
  - b) are appropriate for the effective and safe delivery of treatment, care or a specific function, including the effective control of health care associated infections.

## **Seventh Domain - Public Health**

### **Domain Outcome**

**Programmes and services are designed and delivered in collaboration with all relevant organisations and communities to promote, protect and improve the health of the population served and reduce health inequalities between different population groups and areas.**



## Core standards

- C22 Health care organisations promote, protect and demonstrably improve the health of the community served, and narrow health inequalities by
- co-operating with each other and with local authorities and other organisations;
  - ensuring that the local Director of Public Health's Annual Report informs their policies and practices; and
  - making an appropriate and effective contribution to local partnership arrangements including Local Strategic Partnerships and Crime and Disorder Reduction Partnerships.

Related  
Developmental  
Standard:  
D13

- C23 Health care 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.

Related  
Developmental  
Standard:  
D13

- C24 Health care 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 standard**

- D13 Health care organisations
- identify and act upon significant public health problems and health inequality issues, with primary care trusts taking the leading role;
  - 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;
  - protect their populations from identified current and new hazards to health; and
  - 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.

## Appendix 1: GLOSSARY

**Access:** the extent to which people are able to receive the information, services or care they need.

**CHI:** The Commission for Health Improvement was, until April 2004, the independent, inspection body for the NHS. Its functions were transferred to the Healthcare Commission

**CHAI:** The Commission for Health, Audit and Inspection was established by the Health and Social Care (Community Health and Standards) Act 2003 and is now known as the Healthcare Commission.

**Clinical audit:** a quality improvement process that seeks to improve patient care and outcomes through systematic review of care against explicit criteria and the implementation of change. Aspects of the structure, processes, and outcomes of care are selected and systematically evaluated against specific criteria. Where indicated, changes are implemented at an individual, team, or service level and further monitoring is used to confirm improvement in health care delivery.

**Clinical governance:** a system through which NHS organisations are accountable for continuously improving the quality of their services and safeguarding high standards of care, by creating an environment in which clinical excellence will flourish.

**Clinical network:** connections across disciplines which provide integrated care across institutional and professional boundaries, raising clinical quality and improving the patient experience.

**Clinician:** professionally qualified staff providing clinical care to patients.

**Crime and disorder reduction partnerships:** partnerships between the police, local authorities, probation service, health authorities, the voluntary sector, and local residents and businesses which work to reduce crime and disorder in their area.

**Criteria:** criteria devised and published by the Healthcare Commission, and approved by the Secretary of State, with reference to which the Healthcare Commission must each financial year conduct a review of the provision of health care by and for each English NHS body, and each cross-border SHA.

**Cross-border SHA:** a special health authority performing functions in respect of both England and Wales.

**English NHS body:** a primary care trust, strategic health authority or NHS trust, all or most of whose hospitals, establishments and facilities are situated in England, or an NHS foundation trust or special health authority performing functions only or mainly in respect of England.

**Foundation trust:** a public benefit corporation established by the Health and Social Care (Community Health and Standards) Act 2003 which is authorised to provide goods and services for the purpose of the health service.

**Governance:** a mechanism to provide accountability for the way an organisation manages itself.

**Healthcare Commission:** established in April 2004 as the independent body encompassing the work of the Commission for Health Improvement (CHI). The Healthcare Commission also took on functions transferred from the national NHS value for money work of the Audit Commission and the independent health care work of the National Care Standards Commission (NCSC).. It inspects health care provision in accordance with national standards and other service priorities and reports directly to Parliament on the state of health care in England and Wales.

**Health care organisation:** English NHS bodies, cross-border SHAs and other organisations and individuals, including the independent and voluntary sectors, which provide or commission health care for individual patients and the public.

**Health care professional:** a person who is a member of a profession regulated by a body mentioned in section 25(3) of the National Health Service Reform and Health Care Professions Act 2002.

**Health care:** services provided for or in connection with the prevention, diagnosis or treatment of illness, and the promotion and protection of public health.

**Health care associated infection:** all infections acquired as a direct or indirect result of health care.

**Health inequalities:** differences in people's health between geographical areas and between different groups of people.

**Health promotion:** includes the provision of information on healthier lifestyles for patients, and how to make the best use of health services, with the intention of enabling people to make rational health choices and of ensuring awareness of the factors determining the health of the community.

**Local strategic partnerships:** non-statutory bodies intended to bring together the public, private, voluntary and community sectors at a local level. Their purpose is to improve the delivery of services and quality of life locally.

**Medical devices:** all products, except medicines, used in health care for diagnosis, prevention, monitoring or treatment. The range of products is very wide: it includes contact lenses and condoms; heart valves and hospital beds; resuscitators and radiotherapy machines; surgical instruments and syringes; wheelchairs and walking frames.

**National Service Frameworks:**  
NSFs

- set national standards and identify key interventions for a defined service or care group;
- put in place strategies to support implementation; and
- establish ways to ensure progress within an agreed time-scale.

The NSFs published to date cover:

- mental health
- coronary heart disease
- older people
- diabetes

NSFs on children, renal services and long term conditions (focusing on neurological conditions) are in preparation.

**NICE:** a special health authority for England and Wales. Its role is to provide patients, health professionals and the public with authoritative, robust and reliable guidance on current “best practice”. The guidance covers both individual health technologies (including medicines, medical devices, diagnostic techniques, and procedures) and the clinical management of specific conditions.

**NICE guidance:** guidance includes:

- **Clinical guidelines** cover the appropriate treatment and care of patients with specific diseases and conditions within the NHS in England and Wales.
- **Technology appraisals** cover the use of new and existing medicines and treatments within the NHS in England and Wales.
- **Interventional procedures** cover the safety and efficacy of interventional procedures used for diagnosis or treatment.
- **Public health guidance.**

**Patient:** those in receipt of health care provided by or for an English NHS body or cross-border SHA.

**Primary care:** first-contact health services directly accessible to the public.

**Primary care trust:** a local health organisation responsible for managing local health services. PCTs work with local authorities and other agencies that provide health and social care locally to make sure the community's needs are being met.

**Public health:** Public health is concerned with improving the health of the population, rather than treating the diseases of individual patients. Public health functions include:

- Health surveillance, monitoring and analysis
- Investigation of disease outbreaks, epidemics and risk to health
- Establishing, designing and managing health promotion and disease prevention programmes
- Enabling and empowering communities to promote health and reduce inequalities
- Creating and sustaining cross-Government and intersectoral partnerships to improve health and reduce inequalities

- Ensuring compliance with regulations and laws to protect and promote health
- Developing and maintaining a well-educated and trained, multi-disciplinary public health workforce
- Ensuring the effective performance of NHS services to meet goals in improving health, preventing disease and reducing inequalities
- Research, development, evaluation and innovation
- Quality assuring the public health function

**Public Service Agreement:** The PSA for the Department of Health sets out the priorities for the Department's spending programme and, for each priority, the target it is expected to achieve.

**Quality assurance:** a systematic process of verifying that a product or service being developed is meeting specified requirements.

**Research governance framework:** defines the broad principles of good research governance and is key to ensuring that health and social care research is conducted to high scientific and ethical standards and applies to all research undertaken within the remit of the Secretary of State for Health.

**Risk management:** covers all the processes involved in identifying, assessing and judging risks, assigning ownership, taking actions to mitigate or anticipate them, and monitoring and reviewing progress.

**Service user:** an individual who uses a health care service, including those who are not in need of treatment, such as blood donors, carers or those using screening services.

**Strategic health authority:** responsible for:

- developing plans for improving health services in its local area;
- making sure local health services are of a high quality and are performing well;
- increasing the capacity of local health services so they can provide more services; and
- making sure national priorities are integrated into local health service plans.

**Systematic risk assessment:** a systematic approach to the identification and assessment of risks using explicit risk management techniques.

## **Appendix 2: Extracts from the Health and Social Care (Community Health and Standards) Act 2003**

### **The “Duty of Quality”:**

#### **45 Quality in health care**

(1) It is the duty of each NHS body to put and keep in place arrangements for the purpose of monitoring and improving the quality of health care provided by and for that body.

(2) In this Part "health care" means-

(a) services provided to individuals for or in connection with the prevention, diagnosis or treatment of illness; and

(b) the promotion and protection of public health.

(3) In subsection (2)(a), "illness" has the meaning given by section 128(1) of the 1977 Act.

### **The Power for the Secretary of State to prepare and publish standards, and the duty of upon every English NHS body and cross-border SHA to take account of the standards:**

#### **46 Standards set by Secretary of State**

(1) The Secretary of State may prepare and publish statements of standards in relation to the provision of health care by and for English NHS bodies and cross-border SHAs.

(2) The Secretary of State must keep the standards under review and may publish amended statements whenever he considers it appropriate.

(3) The Secretary of State must consult such persons as he considers appropriate-

(a) before publishing a statement under this section;

(b) before publishing an amended statement under this section which in the opinion of the Secretary of State effects a substantial change in the standards.

(4) The standards set out in statements under this section are to be taken into account by every English NHS body and cross-border SHA in discharging its duty under section 45.

### **CHAI’s annual reviews, reviews and investigations, their use of set criteria and the requirement upon CHAI to take into account the standards:**

#### **50 Annual reviews**

(1) In each financial year the CHAI must conduct a review of the provision of health care by and for-

(a) each English NHS body, and

(b) each cross-border SHA,

and must award a performance rating to each such body.

(2) The CHAI is to exercise its function under subsection (1) by reference to criteria from time to time devised by it and approved by the Secretary of State.

- (3) The CHAI must publish the criteria devised and approved from time to time under subsection (2).
- (4) In exercising its functions under this section in relation to any health care the CHAI must take into account the standards set out in statements published under section 46.

### **51 Reviews: England and Wales**

- (1) The CHAI has the function of conducting reviews of-
- (a) the overall provision of health care by and for NHS bodies;
  - (b) the overall provision of particular kinds of health care by and for NHS bodies;
  - (c) the provision of health care, or a particular kind of health care, by and for NHS bodies of a particular description.
- (2) If the Secretary of State so requests, the CHAI must conduct-
- (a) a review under subsection (1)(a);
  - (b) a review under subsection (1)(b) of the overall provision of a kind of health care specified in the request; or
  - (c) a review under subsection (1)(c) of the provision of health care, or health care of a kind specified in the request, by or for NHS bodies of a description so specified.
- (3) The Secretary of State must consult the Assembly before making a request under subsection (2).
- (4) In conducting a review under this section in relation to any health care the CHAI must take into account-
- (a) the standards set out in statements published under section 46, where the health care is provided by or for an English NHS body or cross-border SHA;
  - (b) the standards set out in statements published under section 47, where the health care is provided by or for a Welsh NHS body.

### **52 Reviews and investigations: England**

- (1) The CHAI has the function of conducting other reviews of, and investigations into, the provision of health care by and for English NHS bodies and cross-border SHAs.
- (2) The CHAI may in particular under this section conduct-
- (a) a review of the overall provision of health care by and for English NHS bodies and cross-border SHAs;
  - (b) a review of the overall provision of a particular kind of health care by and for English NHS bodies and cross-border SHAs;
  - (c) a review of, or investigation into, the provision of any health care by or for a particular English NHS body or cross-border SHA.
- (3) The CHAI has the function of conducting reviews of the arrangements made by English NHS bodies and cross-border SHAs for the purpose of discharging their duty under section 45.
- (4) If the Secretary of State so requests, the CHAI must conduct-
- (a) a review under subsection (2)(a);
  - (b) a review under subsection (2)(b) of the overall provision of a kind of health care specified in the request;

(c) a review or investigation under subsection (2)(c), or a review under subsection (3), in relation to the provision of such health care by or for such body as may be specified in the request.

(5) In exercising its functions under this section in relation to any health care the CHAI must take into account the standards set out in statements published under section 46.