



National Health and Social Care Standards for Scotland

**What your healthcare and support
should be like if you live in Scotland**



Please tell us what you think



Who we are

We are the government in Scotland.

What this booklet is about



We want to know what people think of the new **National Health and Social Care Standards** for Scotland.

What are the new National Health and Social Care Standards?



In this booklet we will call them **standards** for short.

The standards are a bit like rules.

They say what people's **healthcare** and **support** should be like.



Healthcare is care you get from people like doctors and nurses.



Support is when you get help from staff to do things like:

- live at home
- look after yourself
- go out and do things



The standards should help **everyone** in Scotland get good healthcare and support.



The standards should help make sure people get their human rights.

These are rights that everyone has. Like the right to be treated fairly.



The standards will also help health and support people know what to do.

How did we make the new standards?



People told us that the old standards needed to change.

So we asked lots of people to help us make some new standards.



First we made some **Principles** to go with the standards.



The Principles are 5 things that should happen when you get healthcare and support.

They say that:

1. People should treat you with respect
2. People should be nice and caring to you
3. You should be able to take part in things
4. You should have the right support at the right time
5. You should get support to feel happy and well



What happens now?



The new standards in this booklet are not final yet.

We will look at what everyone says about them first.

Then we will make the final standards.



The new standards will start to happen from Spring 2017.

Now you can find out what the new standards say at the moment.



We want to know what you think of them.

There are some questions for you to answer after each standard and at the end.

You can find out how to tell us what you think on page 31.

The new National Health and Social Care Standards

Standard 1. I get good care and support that is right for me

Some examples of what should happen:

- I am always treated fairly.
No one treats me badly



- Staff give me care in a way that makes me feel good and safe.
It feels right for me.



- Staff help me do the best I can.
They believe I can do things





- Staff listen to me because I know what I want and need



- I have a big say in the care and support I get, to make sure it is right for me



- If I can't get the support I want, staff tell me why

They help me find other support



- I can live in my own home if possible



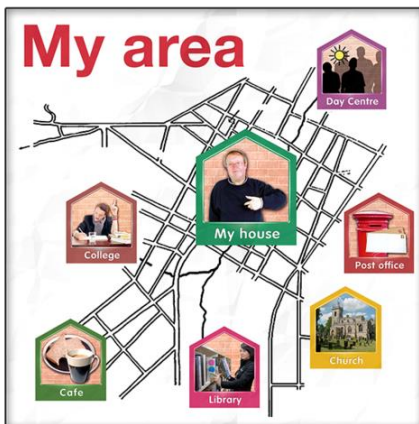
- I can get things to help me look after myself. Like computers or other things that help me look after my health



- Staff help me get the healthcare I need



- I get support to make good choices that make me healthy, happy and safe



- I get support to be part of my local area and join in with things



If I am under 16 years old

- I can learn and play with other children as well



Question

Do you agree with this standard?

Yes ☐ A bit ☐ No ☐

Standard 2. I have a big say in my care and support

Some examples of what should happen:



- Staff give me information and advice in a way that is easy for me

I can get support to speak up from someone called an advocate if I need it



- I can tell people what I want in a way that feels right for me

People do not try to rush me



- I can choose who gives me care and support and what it will be like if possible

If possible I can visit the care and support place first to see what it is like



- Staff ask other people who know me well what I want if I find it hard to say



- I can choose what I want to do, like how to spend my money, what to wear and what to do each day



- Staff help me do new things if I want to. They help me know if things may be safe or unsafe



- I get support to do things that make me happy and more confident



Question

Do you agree with this standard?

Yes ☐ A bit ☐ No ☐

Standard 3. I feel good about the people who support and care for me



Some examples of what should happen:

- Staff talk to me. They get to know me and what I want



- Staff are kind and caring to me



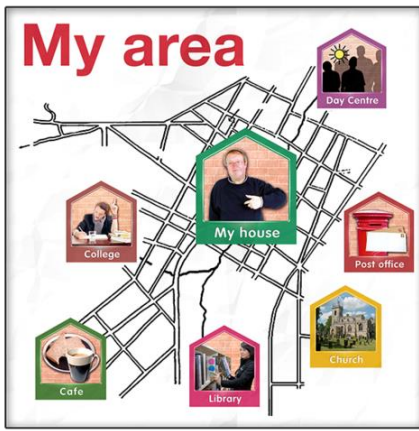
Training

One Day
Up to 10 People

- Staff have the right skills and training to support me



- Staff have enough time to spend with me
- I can get help quickly if I need it



- Staff help me feel safe in the area where I live



- Staff talk to me to find out things and ask me questions about what I want



Question

Do you agree with this standard?

Yes ☐ A bit ☐ No ☐

Standard 4. I feel good about the organisation I get care and support from



Some examples of what should happen:

- The organisation says sorry if something goes wrong

They try to make things better



- I can have a say in how to make the care and support better for everyone



- I can say if I am unhappy about something

I will be treated fairly if this happens



- I feel that the organisation is good and works well



Question

Do you agree with this standard?

Yes ☐ A bit ☐ No ☐

Standard 5. This standard is about the building that you may get care and support in

For example, you may live in a care home or go to a day centre



Some examples of what should happen:

- The building is clean, nice and safe



- Staff tell me if there are cameras in the building and how I can still be private

The cameras are called CCTV cameras



- If I get care all hours of the day I can use a TV, radio, phone and the internet





- It is easy for me to get into the parts of the building I need to use



- I can take part in things to do, in the building and outside it



- If I am an adult or child I can share my room with someone I know well or who looks after me if I want to

Staff help me decide about this



- My pet can live with me in my care home if possible



Question

Do you agree with this standard?

Yes ☐ A bit ☐ No ☐

**Standards 6 and 7 are
extra standards for some people.**



**Standard 6. This standard is about
when the law says people can make
some choices for you**

For example, the law may say you have to
stay in hospital for a while if you have
a big mental health problem.



Some examples of what should happen:

- Staff help me know what my rights are
to do with my behaviour
and what will happen



- Staff do not hold my body down
to stop me unless they have to

This only happens for a short time
if it does happen

Staff have proper training to do this



- Staff will only search my body or things if they really need to

They will tell me why if this happens



- Staff give me and other people good support with our behaviour




- The support I get helps to stop me hurting myself or other people



Question

Do you agree with this standard?

Yes ☐ A bit ☐ No ☐



Standard 7. This standard is for children and young people who are under 16 and need support

For example, you may live in a children's home or with foster carers.

Some examples of what should happen:



- I get support to feel better about myself and my life



- Staff help me understand decisions that people make about me even if I am not happy with them



- I can live with other people in my family and my brothers and sisters if I want to and it is safe



- People who make decisions about me know me and what I want

They can make good decisions about me



- I get support to stay in touch with family or people who are important to me and still be safe



- I get support to do the best I can at school, college and work
- I get support to do my own things in a safe way



- If I leave home and go missing people do everything they can to find me and make sure I am safe



Question

Do you agree with this standard?

Yes ☐ A bit ☐ No ☐

Questions



There are some more questions starting below. Please answer them if you can.

Question 1

Do you think the new standards are right for both healthcare and support?

Yes ☐ A bit ☐ No ☐



Question 2

Do you think the new standards are right for what people who get healthcare and support need?

Yes ☐ A bit ☐ No ☐



Question 3

Do you think these new standards will help make healthcare and support better?

Yes ☐ A bit ☐ No ☐



Is there anything else you want to tell us about the standards? Like anything that should change or is missing? Or anything we need to think about?



Question 4

What should the new standards be called?

National Care Standards

☐

National Health and Social Care Standards

☐

National Healthcare and Social Care Standards

☐

National Care and Health Standards

☐

National Care and Support Standards

☐

Something else. Please tell us what

☐



About you

Are you answering these questions as:

One person

☐

An organisation

☐

Your name.

Or the name of the organisation
if you are part of an organisation



Address and postcode



Email



Phone number





**Can we write about what you tell us
in a report or on our website?**

Yes. And you can use my name

☐

Yes. But I don't want you to use my name

☐

No I don't want you to write about
what I said

☐

**Can we get in touch with you again
if we want to know more about
what you tell us?**

Yes

☐

No

☐

The Date



We will tell people about the final standards in different ways.

Is one of these ways best for you?



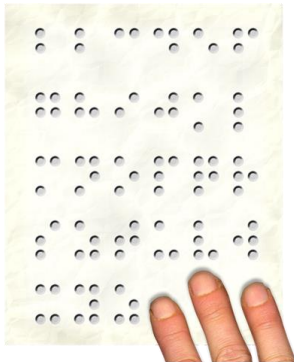
Easy read. This is easy words and pictures like this booklet

☐


Large writing (Large Print)

☐

CD (audio)

☐


Braille

☐

Another language
Please tell us which one

☐

How would you like to look at the final standards?



On a computer

☐

Paper copy

☐

Both

☐

How to tell us what you think of the new National Health and Social Care standards



Please tell us by **22 January 2017**.



You can tell us by writing to:

National Care Standards Review
Scottish Government
Area 2-ER
St. Andrews House
Regent Road
Edinburgh
EH1 3DG



By email to:

NationalCareStandards@gov.scot



By phone to:

0131 244 3546

Thank you!