

Quality Standards Framework

Pennine Lancashire Transformation Programme

Quality Standards Framework

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Emerging models of care and quality standards - Standards applicable across the New Model of Care and its components

Local specifications	All health, care and wellbeing service commissioners will:	What This Means For Me
	<ul style="list-style-type: none"> • Ensure that major spending decisions undergo a health impact assessments and act to address inequities in access, interventions, outcomes • Ensure that decisions are made on the best evidence possible • Ensure that people/communities are involved in service development activities in accordance with NICE, NHS and local government guidelines • Understand the health and care needs of their populations and ensure that providers of care services promote resilience, self-care and independence • Recognise, value and reflect the role of carers within service developments 	<ul style="list-style-type: none"> • I (or my carer on my behalf) will be supported and empowered to take responsibility and ownership of my own health, care and wellbeing so that I can live independently • I will be encouraged to maintain good health and an active lifestyle throughout my whole life • I will tell my story once • I will know who to contact as my first port of call • I am very clear about what I can personally do to improve my condition or my management of it • I have easy and timely access to services that: <ul style="list-style-type: none"> • Are of high quality no matter who is providing them • See me as an individual and respect me as a person • Empower me to take responsibility and ownership of my own health, care and wellbeing • Ensure I am aware of the choices available to me and the consequences of the choices that I make • Support me to be as well and healthy as I can be and make a positive contribution through my life course • Work alongside me when I have extra needs and maximise my wellbeing
	<p>All health, care and wellbeing service providers will:</p> <ul style="list-style-type: none"> • Act to address inequities in access, interventions, outcomes • Offer everyone they come into contact with the opportunity to have a conversation to help improve their health and wellbeing. Where relevant, this will be evidenced in the care plan • Provide up-to-date, evidence-based, and accessible information to support people to take personal responsibility when making decisions about their own health, care, and wellbeing • Ensure that people/communities are involved in service planning and delivery in accordance with NICE, NHS and local government guidelines • Empower people to take responsibility for their own health and wellbeing, focusing on what they can do for themselves • With the individual’s consent, ensure relevant information, including any previous or planned contact with health and care professionals, is visible to all health and social care professionals involved in providing care • Ensure the latest technological developments are exploited to ensure that information, care and support is delivered as effectively and efficiently as possible • Recognise, value and reflect the role of carers within service delivery 	

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Living Happy, Healthy and Well

Quality standards		What This Means For Me
Local specifications	<ul style="list-style-type: none"> • NICE and NHS standards for living well and prevention services <ul style="list-style-type: none"> • We will take a “health and wellbeing in all policies” approach and work with local organisations to develop specifications for ensuring individual, community and environmental health and wellbeing is promoted and prioritised. • We will specifically work with the following sectors to do this: <ul style="list-style-type: none"> • Businesses and workplaces • Education and schools • Leisure • Housing • Transport • Community and voluntary sector 	<ul style="list-style-type: none"> • I can be assured that all organisations in my local area are committed to improving my health and wellbeing and that of my community

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Keeping Happy, Healthy and Well

Quality standards	<ul style="list-style-type: none"> NICE and NHS standards for living well and prevention services NICE framework standards for general practice Royal Pharmaceutical Society – Professional Standards for Pharmacists Enhanced health in care homes framework. 	What This Means For Me
Local specifications	<ul style="list-style-type: none"> All commissioned services, including GPs, will work within neighbourhood health and care teams to manage care delivery, incorporating input from primary, community, social care, mental health, specialist services and the wider public sector. 	<ul style="list-style-type: none"> My information is available to support discussions about my care, no matter which organisation I see I have a self-management plan and I know when to access more joined up or specialist care if I need it I will be able to make informed decisions about my care I will communicate my choice to friends and family and partners involved in my care I will experience seamless care and support without unnecessary duplication My holistic care needs are regularly assessed and reviewed Those looking after me know what’s going on with me People involved in my care are trained and educated with skills required I understand the choices that are available to me and I have realistic expectations All regulated care providers know what “good looks like” I (or my family) will be able to tell you whether the care I receive is right for me.

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Joined Up Care and Support

Quality standards	<ul style="list-style-type: none"> • Best practice standards such as “My Home Life” quality framework • The national minimum standards for Urgent Care Centres – currently being developed by NHS England (development draft version 13.24) • Minimum core competencies for paediatrics and mental health, including dementia and learning disabilities • All relevant CQC standards relating to intermediate care, social services, community services. • Adult and children safeguarding standards (OfSTED and CQC) are understood and embedded across all service provision • NICE framework standards for general practice • Enhanced health in care homes framework • End Of Life Gold Framework 	What This Means For Me
		<ul style="list-style-type: none"> • I know what my care will be, where it will be delivered and how • I know who my care coordinator is, how to contact them and I can get hold of them when I need to • My care is built around me, I am fully included (with my carers if I have them) in the planning for my care and I am confident I can manage my own health

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Local specifications	<ul style="list-style-type: none"> • All service users are risk stratified and where risks are identified will have a named care coordinator • All individuals who would benefit from a single care plan will have one and this will follow them into specialist care if they require it • All care plans allow for rapid access into 'stepped up care' in a planned manner, if conditions worsen • Everyone who has a care plan has a named "care coordinator" who works with them to coordinate care across health and social care • All individuals in receipt of a care plan will have access to telephone advice and triage provided 24 hours a day, seven days a week, which will provide a prompt response to their urgent needs • All individuals will receive the highest quality care, delivered by the right person, regardless of the time of day or day of the week • All care pathways are simplified, to best effect, and are delivered as close to a person's home as possible • Pathways for dementia and learning disabilities and mental health will include the appropriate assessment areas • Patients will be appropriately navigated through urgent care • GPs will receive communications following their patient's attendance at urgent care • All staff will work together with the person (and their carer) at the centre to proactively manage their long term physical and mental health conditions 	<ul style="list-style-type: none"> • I am able to recognise when I have an urgent need and I know what is the most appropriate care service to contact, that is responsive and meets my need • If I feel I have an urgent need I can speak to someone who knows what they are talking about • I will have a care coordinator who will work alongside me to minimise the negative social impact and consequences of my ill health/poor wellbeing
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In-hospital Care and Support

Quality standards	<ul style="list-style-type: none"> • NICE for in hospital services • CQC for in hospital services • NHSI – monitor; trust development authority, etc. • Other national and clinical frameworks 	What This Means For Me <ul style="list-style-type: none"> • I know what my key options are and my choices in relation to hospital based care and support • I know what's happening and why in relation to hospital based care and
Local	<ul style="list-style-type: none"> • The length of time people stay in hospital will be appropriate to their 	

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<p>specifications</p>	<p>needs</p> <ul style="list-style-type: none"> • Following admission to, or treatment in, hospital, a treatment summary will be communicated back to the patient's GP and other care providers • A holistic discharge assessment will be completed when the patient is ready to leave hospital, which considers their support needs and those of their family/carers, to effectively facilitate their return home or to their place of care • Following admission to hospital, the patient's GP and relevant providers will be actively involved in coordinating their discharge plan • Discharge will be prompt and into well organised community care 	<p>support</p> <ul style="list-style-type: none"> • I am confident that I will be involved in shared decision making about my care and support • I am involved in planning for my discharge from hospital • I understand the care and support that I will receive when I leave hospital and who will provide this
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