



Llywodraeth Cynulliad Cymru
Welsh Assembly Government

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Doing Well, Doing Better

Standards for
Health Services in Wales

April 2010

Easy Read Leaflet

This leaflet gives information about the Standards for Health Services in Wales for people and patients who use health services



This leaflet is written for:

- people who use health services
- their families and carers
- the public



The Standards are used by everyone who works in the health service

The Standards help to guide the NHS on how to provide the best care and to improve care where it needs to be better



Standards help people to know what they can expect

The Standards show it is important to take care of your own health

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There are 26 standards

For further information contact
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The 26 Standards listed below tell you what each Standard is about.



1. **Governance and accountability framework:**

- running health services properly
- not wasting money and time
- making sure everyone knows their job and how to do it



2. **Equality, diversity and human rights:**

- making sure everybody is treated fairly

Governance is the way that NHS services make sure they are doing the right things, in the right way, for the right people.



3. Health promotion, protection and improvement:

- looking after our health
- healthcare staff helping people to look after themselves

4. Civil contingency and emergency planning arrangements:

- sometimes there are problems or emergencies that can stop services being delivered
- we will put plans in place to make sure we can still deliver services as well as possible
- NHS organisations have to plan how they will manage a major incident



Civil Contingency means NHS services are prepared for emergencies by making sure they have plans in place.



5. Citizen engagement and feedback:

- working with people to plan services
- asking patients about what has been good about their care and what has not been good
- the health service listening to what patients say
- the health service using feedback to make things better



6. Participating in quality improvement activities:

- the health service looking carefully at everything it does
- the health service trying to improve care where it needs to be better



7. Safe and clinically effective care:

- staff keeping up to date with their knowledge and skills
- providing people with safe care



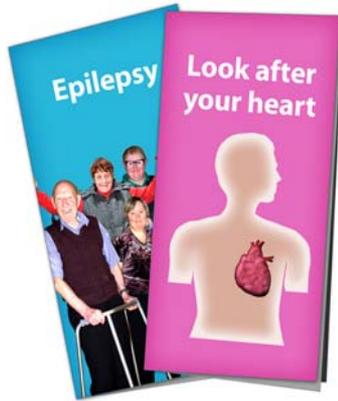
8. Care planning and provision:

Making sure that people are treated –

- in the right way
- at the right time
- in the right place
- with the right staff

Clinically Effective refers to treatment and care that has been shown to work

9. Patient information and consent:



- giving information to people so they can make their own decisions about their care
- involving patients in what happens to them
- providing support to people who are unable to make decisions about their care
- keeping information about patients private unless there are very good reasons to share it



10. Dignity and respect:

- treating patients with dignity and respect
- treating staff with dignity and respect



11. Safeguarding children and vulnerable adults:

- keeping children and vulnerable adults who use healthcare services safe
- protecting children and vulnerable adults from abuse and neglect

12. Environment:

Making sure that grounds and car parks are safe and secure for patients, visitors and staff.



Making sure that buildings and rooms are -

- safe
- properly looked after
- easy to find, enter and leave
- clean
- comfortable
- the right place to provide care



13. Infection prevention and control and decontamination:

- providing high standards of hygiene and cutting down the risk of infections

14. Nutrition:

Making sure that -

- people have food and drink to meet their needs
- food and drink is safely prepared and stored
- staff help people and patients who cannot eat and drink by themselves
- staff support mothers who want to breastfeed their baby



15. Medicines management:



- Making sure -
- medicines are prescribed safely
 - medicines are taken properly
 - medicines are not wasted

16. Medical devices, equipment and diagnostic systems:



- All equipment is -
- safe
 - clean
 - in good working order, and
 - staff and patients know how to use it properly

A diagnostic system means equipment which helps to find out what is wrong with people and patients when they are ill.



17. Blood management:

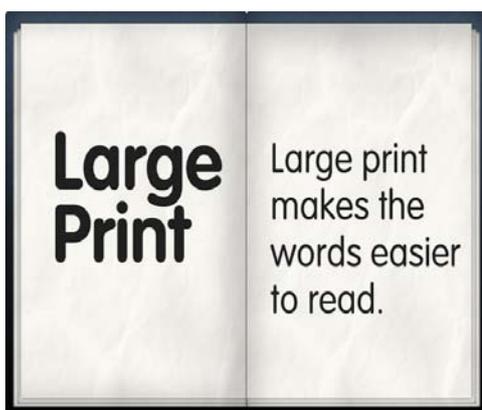
- people have a safe supply of blood and blood products when they need them



18. Communicating effectively:

Using lots of ways to communicate such as -

- speaking
- writing
- using pictures
- sign language
- communicating with each other in a way that can be understood





19. Information management and communication technology:

- using computers to support patient care and improve services
- keeping information safely
- staff following rules when sharing information about patients



20. Records management:

- making sure all records are kept safe and easily found
- records are kept up to date and clear
- staff keep records confidential and share them when needed

Communication technology is the use of tools and equipment to support patient care.



21. Research, development and innovation:

- finding new ways to treat illness
- asking some patients to take part in research to help find other ways of treating their illness
- staff following rules to make sure research is done safely

22. Managing risk and health and safety:



- looking after the health and safety of everyone who works in or uses the health service
- staff thinking carefully about everything that could cause harm and reducing the chance of something going wrong

Research in healthcare is about finding and testing new ways of treating people to make them better.

23. Dealing with concerns and managing incidents:



- helping people to make comments about health services
- making sure the health service puts things right and learn from people's comments

24. Workforce planning:



- making sure there are enough staff with the right skills to provide safe services



- the health service cannot always offer every treatment in every hospital. Sometimes healthcare services need to be provided in locations where staff have specialist training and equipment

25. Workforce recruitment and employment practices:



- making sure that the right people want to work in our health services
- staff are employed properly and supported to do their job
- staff can raise any work concerns
- staff are treated fairly when there are worries about what they do and the way they do it



26. Workforce training and organisational development:

- staff are given chances to improve their skills, so they can provide up to date care to people and patients

Workforce recruitment is about the NHS finding people with the right skills to work in healthcare.

Glossary

Accountability means responsibility for the way in which they manage their services

Clinical means the treatment and care of patients

Civil Contingency means NHS services are prepared for emergencies by making sure they have plans in place.

Clinically Effective refers to treatment and care that has been shown to work

Communication technology is the use of tools and equipment to support patient care

Contingency means an event that is likely to happen

Decontamination means removing pollution, infection or dirt

Diagnostic system means equipment which helps to find out what is wrong with people and patients when they are ill

Diversity means varied

Engagement means to take part in or be involved in

Equality means having the same rights

Governance is the way that NHS services make sure they are doing the right things, in the right way, for the right people

Incidents are unexpected or unintended things that can sometimes happen, that may affect patients, staff or other people

Innovation means bringing in new methods and new ideas

Recruitment means employing new staff

Research in healthcare is about finding and testing new ways of treating people to make them better

Vulnerable means someone who may be harmed by someone else or because they are not able to defend themselves

Workforce recruitment is about the NHS finding people with the right skills to work in healthcare