

INTRODUCTION TO THE STANDARDS FOR THE THIRD SECTOR

1. About this toolkit:

PAVO, the County Voluntary Council for Powys, have kindly agreed to make this useful toolkit available to Third Sector service providers in the Hywel Dda Health Board area. It was designed for distribution among trustees, staff, partners and all others with an interest in the governance of Third Sector healthcare delivery. It was developed with the following aims:

- ✓ to raise awareness and understanding of the Standards for Health Services in Wales and its relevance to the Third Sector
- ✓ to embed the adoption of the Standards for Health Services in Wales within a wider commitment to developing good governance and quality assurance mechanisms
- ✓ to flag up examples of good governance and good practice relevant to the Third Sector
- ✓ to signpost the Third Sector to appropriate resources, training and support

Third Sector organisations in Powys piloted the 'How to Guide' produced by WCVA. They provided feedback on the adoption of the Standards to PAVO, WCVA and the Welsh Government. PAVO has since worked with local and national partners to:

- ✓ ensure that quality assurance priorities within health and social care are aligned
- ✓ encourage local commissioners and other funders to formally endorse the Standards
- ✓ ensure appropriate support is available for Third Sector organisations using the Standards for Health Services in Wales
- ✓ encourage the development of a quality mark or other form of external validation

Hywel Dda and its partners would like to acknowledge PAVO's fine work and generosity in sharing this document with Third Sector service providers in the Hywel Dda region.

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Statement from Hywel Dda Health Board (2013):

The Standards for Health Services (April 2010) are embedded within the Hywel Dda Health Board at all levels; all staff are aware of the Standards and see them as a quality framework which helps contribute to service improvement. In addition, the Health Board undertakes a Self Assessment against the Standards, which is reported annually to Healthcare Inspectorate Wales (Governance and Accountability Review).

It is important that all partner organisations are aware of the Standards and understand it is not a 'tick box' exercise that you either meet or don't meet. The Standards provide a framework for quality and safety enabling you to understand how you are performing against the Standards in your everyday work. We appreciate that using them for the first time might be daunting, particularly for smaller organisations. The templates provided in the "how to guide" should help you carry out your own self assessment against the Standards. It will help you develop a self assessment portfolio to plan for continuous review, learning and service improvement to demonstrate how your service meets the Standards and ensures effective provision for the people of this region.

2. What are the Standards for Health Services in Wales?

The Standards for Health Services in Wales are a set of 26 governance standards which provide a framework for quality and safety in health services. They were published in April 2010. **All NHS services and NHS funded services**, as well as those required to register with Healthcare Inspectorate Wales should use and meet the *Standards for Health Services in Wales* and/or the *National Minimum Standards for Independent Health Care Services in Wales*. For ease, we will refer in this toolkit to the Standards for Health Services in Wales simply as 'the Standards'.

3. How are the Standards useful?

It is necessary for ALL organisations or services funded by NHS Wales to demonstrate their use of the Standards. In addition, using the Standards can also be an important way for organisations who receive referrals from NHS services, or who wish to work with the NHS, to demonstrate the safety and quality of their standards in a way that is consistent with those within the NHS. The Standards will be particularly useful for organisations and services which do not use other standards or quality assurance systems.

The Standards can help you to **improve and develop services**. They will help your organisation to:

- ✓ review services and promote honest discussion about strengths and weaknesses in your organisation
- ✓ assess where you are doing well and have good practice to share and where you could do better and have areas for improvement
- ✓ develop improvement plans to address the weaker areas
- ✓ identify opportunities to develop and extend services

The Standards can help you to **improve engagement and participation** by:

- ✓ improving team working within your organisation
- ✓ involving your board/trustees in the process of assurance and monitoring
- ✓ involving your clients and service users in assessing the services they receive
- ✓ improving joint working with other Third Sector organisations
- ✓ promoting open dialogue with the Health Board and other funders

4. Making the Standards appropriate and proportional for the Third Sector:

The Standards have been designed for all NHS Wales funded services – from your local GP’s surgery to the Accident and Emergency ward, to a local befriending project. This means that some standards will be more or less relevant to some services and organisations than to others.

How do you ‘meet’ the Standards?

The Standards are not a ‘tick box’ exercise that you either meet or don’t meet. However, you must still comply with the appropriate laws and regulations governing your organisation and services. Some of these laws and regulations are referred to within the Standards for Health Services in Wales and compliance with these is compulsory.

Providing assurance of the quality of your services through use of the Standards may give NHS organisations greater confidence to work closely with your organisation and fund your services. The Healthcare Inspectorate Wales (HIW) also assesses how well individual health service organisations perform in relation to the Standards.

We already use other professional and regulatory standards. Do the Standards replace them?

No. The Standards for Health Services in Wales have been designed to be used **alongside** other standards – both voluntary and compulsory. They are not intended to replace them or to add wholesale to them. To make things easier, the Standards for Health Services in Wales have been cross-referenced with some of the other standards commonly used within the third sector. You may monitor updates on <http://www.pembs-networking.org.uk/StandardsforHealthServices.htm>

Although we are funded by NHS Wales, we do not provide medical care. Are the Standards really that relevant to us?

Yes. Some of the Standards are specifically focused on developing and maintaining a high level of medical care. However, many of the Standards relate to ensuring general good governance (i.e. running your organisation effectively and legally) which is **relevant to your organisation whatever your size or focus of your activities**. For example, the Standards can help you reflect on your current practices relating to communication, use of data, employment, joint working, health and safety, and business planning.

You need to examine all 26 of the standards, though it is up to you to decide which order you examine them in. If any standard does not apply to your organisation [section in brackets deleted], you can note this down with a clear short statement explaining why, as you build your self-assessment portfolio.

What will we need to do to demonstrate that we are using the Standards?

The simplest way to demonstrate that you are using the Standards is to build a self-assessment portfolio. The **How To Guide**, developed by WCVA, provides a suggested step by step approach to building your self-assessment portfolio and includes **templates** to help you in the process.

5. An introduction to the Standards for Third Sector organisations:

This section tells you a little bit about each standard and asks some **initial questions** to get you thinking about how well you are currently doing. This section also signposts you to **some** of the relevant guidance and other resources available for you to use as you work on improving your services against the standards. In the next section you can find more details about where to go for further training and other support available if you want to know more about and these topics and boost your skills.

If you want to know more about the Standards themselves, you should go to the NHS Wales Governance e-manual. Here you can download the **Supporting Guidance** to the Standards which goes through the Standards in a lot more detail and signposts to a comprehensive range of relevant legislation and guidance. You can also download an **Easy-Read leaflet** about the Standards which is aimed at anybody who uses health services. These resources are all available from your local 3rd Sector Health and Wellbeing Facilitator (contact details at the end of this toolkit) or for downloading from the Standards for Health page on the Pembrokeshire Networking website: <http://www.pembs-networking.org.uk/StandardsforHealthServices.htm>

Standard 1: Governance and accountability framework

Organisations and services operate within a clear and robust framework for decision making and accountability designed to achieve successful delivery of their purpose, aims, and objectives, in a manner that:

- a) upholds organisational values and standards of behaviour;*
- b) complies with all relevant regulatory, accreditation, licensing requirements, standards, directions and instructions;*
- c) secures the efficient, effective and economic use of resources;*
- d) safeguards and protects all assets, including its people; and*
- e) ensures good governance when working in partnership with others.*

This standard is about making sure that you have effective systems and processes in place so that your organisation is running properly and you can provide high quality services and support. Consider the following:

- What are your organisation's values and objectives? Do your trustees, staff and volunteers know and understand them?

- Are you complying with all the relevant regulations, accreditation and requirements? How do you know what they are?
- How can you ensure that you are not wasting money and time?
- How do you identify and manage risks?
- Are you working well with other organisations or teams?

Standard 2: Equality, diversity and human rights

Organisations and services have equality priorities in accordance with legislation which ensure that they recognise and address the:

- a) needs of individuals whatever their identity and background, and uphold their human rights;*
- b) rights of children in accordance with the United Nations Convention on the Rights of the Child (UNCRC); and*
- c) need to challenge discrimination, promote equality and human rights and seek to reduce health inequities through their strategies, policies, practices and procurement processes.*

This standard is about making sure that everybody is treated fairly no matter their identity, background, position or age, and about adopting policies and practices which try to reduce health inequities.

- How does your organisation ensure it takes account of different people's needs (including clients, Carers, staff and volunteers)?
- How do you challenge discrimination?
- Do you actively seek to reduce health inequities? How can you demonstrate this?
- How does your organisation comply with the United Nations Convention on the Rights of Children (UNCRC) and United Nations Convention on the Rights of People with Disabilities (UNCRPD)?

Standard 3: Health promotion, protection and improvement

Organisations and services work in partnership with others to protect and improve the health and wellbeing of citizens and reduce health inequities by:

- a) having systems in place to identify and act upon significant public health issues;*
- b) supporting citizens to maintain and improve their health, wellbeing and independence;*
- c) promoting healthy lifestyles and enabling healthy choices;*
- d) promoting healthy and safe workplaces;*
- e) ensuring that needs assessment and public health advice informs service planning, policies and practices;*
- f) having systems and plans to prevent and control communicable diseases and provide immunisation programmes; and*
- g) having effective programmes to screen and detect disease.*

This standard is about making sure that your organisation supports staff and volunteers to stay safe and healthy and that you are able to play your part in supporting clients and other citizens to maintain and improve their health, wellbeing and independence.

- What policies or schemes does your organisation have and use to promote and protect the health and wellbeing of staff and volunteers?
- How do you support clients and other citizens to maintain and improve their health, wellbeing and independence?

Supporting staff to stay healthy and get through ill health:

Healthy Working in Wales has been developed to support employers, employees and health professionals to improve health at work, prevent ill health and to support return to work following ill health. It includes the Corporate Health Standard, run by the Welsh Government, which is the quality mark for workplace health promotion in Wales. It also includes the Health at Work Advice Line Wales, a pilot service providing managers and employees of small businesses with easy access to professional occupational health advice over the telephone. For more information on this support go to <http://www.healthyworkingwales.com/>

Your organisation may also wish to sign up to The Mindful Employer Charter. This is aimed at increasing awareness of mental health at work and demonstrates that you are working towards supporting staff with their own mental health issues. There is an administration charge. For more information <http://www.mindfulemployer.net/>

Standard 4: Civil contingency and emergency planning arrangements

Organisations and services are able to deliver a robust response and ensure business and service continuity in the event of any incident or emergency situation.

This standard is about making sure your organisation is prepared for emergencies so that you can still deliver services.

- What risks and emergencies could stop your organisation from delivering services as usual?
- Have you got emergency plans? Have you tested them?
- Do all your staff understand their roles and responsibilities in the event of an emergency?
- How would you warn or inform service users and other citizens in an emergency?

Standard 5: Citizen engagement and feedback

Organisations and services use a range of methods and approaches to:

- engage with partners in supporting and enabling citizens to be involved in the design, planning and delivery of services;*
- seek feedback from patients, service users and Carers about their experiences; and*
- demonstrate that they act on views and feedback in making changes to improve services.*

This standard is about making sure that your organisation asks clients, Carers and other stakeholders about their experiences and views, and that you show how you are using this feedback to improve the delivery of services and plan new services.

- How does your organisation collect feedback from clients and other stakeholders?
- Are there any stakeholder groups who are reluctant to feedback or who have difficulty doing so? What could you do to make it easier for them?
- How can you demonstrate that you are acting appropriately on feedback received and sharing it with the relevant people inside and outside your organisation?

Standard 6: Participating in quality improvement activities

Organisations and services reduce waste, variation and harm by:

- identifying and participating in quality improvement activities and programmes;*
- supporting and enabling teams to identify and address local improvement priorities;*
- using recognised quality improvement methodologies;*

- d) *measuring and recording progress; and*
- e) *spreading the learning.*

This standard is about making sure that your organisation works towards improving services (reducing waste, variation and harm) in a thorough and consistent way, for example by using recognised methodologies and reliable recording and measuring systems and by making sure that everybody is on board.

- How do you identify where your organisation needs to improve? How do you decide how you are going to do it and what things you are going to tackle first?
- Are there particular methodologies or systems that could help make recognising and tackling areas for improvement easier?
- Do managers and team leaders support staff and volunteers to identify and address improvements?
- How do you measure and record improvements?
- How do you share learning?



1000 Lives Plus

1000 Lives Plus is the national improvement programme, supporting organisations and individuals, to deliver the highest quality and safest healthcare for the people of Wales. The programme is focussed on building capacity and spreading and embedding best practice in order to make sustained improvements in care. To find out more, visit <http://www.1000livesplus.wales.nhs.uk/>

Standard 7: Safe and clinically effective care

Organisations and services will ensure that patients and service users are provided with safe, effective treatment and care:

- a) *based on agreed best practice and guidelines including those defined by National Service Frameworks, National Institute for Health and Clinical Excellence (NICE), National Patient Safety Agency (NPSA) and professional bodies;*
- b) *that complies with safety and clinical directives in a timely way; and*
- c) *which is demonstrated by procedures for recording and auditing compliance with and variance from any of the above.*

This standard is about making sure that your organisation is providing people with safe and effective care by following best practice and supporting staff to keep up to date with their knowledge and skills.

- How does your organisation hear about and receive best practice guidance? How do you assess its relevance and move forward with implementing or acting on it?
- How do you record and learn from incidents when best practice has not been followed?

Standard 8: Care planning and provision

Organisations and services recognise and address the needs of patients, service users and their Carers by:

- a) *providing all aspects of care including referral, assessment, diagnosis, treatment, transfer of care and discharge including care at the end of life, in a timely way consistent with any national timescales, pathways and best practice;*

- b) *providing support to develop competence in self-care and promote rehabilitation and re-enablement; and*
- c) *working in partnership with other services and organisations, including social services and the Third Sector.*

This standard is about making sure that people are treated in the right way, at the right time, in the right place and with the right staff.

- How does your organisation take into account the individual needs of clients?
- How long does it take for your organisation to provide support or services to a client or to point them to the right type of support for them? Is this timescale appropriate?
- How do you promote and support self-care, rehabilitation and re-enablement?
- Do you have effective working relationships with partners? What steps should be taken to improve them?

Standard 9: Patient information and consent

Organisations and services recognise and address the needs of patients, service users and their Carers by:

- a) *providing timely and accessible information on their condition, care, medication, treatment and support arrangements;*
- b) *providing opportunities to discuss and agree options;*
- c) *treating their information confidentially;*
- d) *obtaining informed consent, in line with best practice guidance; and*
- e) *assessing and caring for them in line with the Mental Capacity Act 2005 when appropriate.*

This standard is about making sure that your organisation provides appropriate information and opportunities to people so that they can make decisions on their condition, care, medication and support arrangements, and also that you treat people's information confidentially unless it is appropriate to share.

- How do you ensure that the information your organisation gives to clients about their condition, care, medication and support options is easy to understand? Are you sure that they find it useful?
- Do all your staff and volunteers understand what information needs to be kept confidentially and what that entails?
- Are you up to date with current patient consent legislation and best practice?
- Could the Mental Capacity Act (2005) have implications for your work and responsibilities?

The SCIE Guide on Dignity in Care

The Social Care Institute for Excellence (SCIE) has produced a practice guide to support organisations to drive up standards of dignity in care and meet the Dignity Challenge. The Dignity Challenge is a clear statement of what people can expect from a service that respects dignity.

The Dignity Challenge:

High quality care services that respect people's dignity should:

1. have a zero tolerance of all forms of abuse
 2. support people with the same respect you would want for yourself or a member of your family
 3. treat each person as an individual by offering a personalised service
 4. enable people to maintain the maximum possible level of independence, choice and control
 5. listen and support people to express their needs and wants
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6. respect people's right to privacy
7. ensure people feel able to complain without fear of retribution
8. engage with family members and Carers as care partners
9. assist people to maintain confidence and a positive self-esteem
10. act to alleviate people's loneliness and isolation.

The Guide is available at <http://www.scie.org.uk/publications/guides/guide15/files/guide15.pdf> and further information is available at <http://www.scie.org.uk/publications/guides/guide15/index.asp>

Standard 10: Dignity and respect

Organisations and services recognise and address the physical, psychological, social, cultural, linguistic, spiritual needs and preferences of individuals and that their right to dignity and respect will be protected and provided for.

This standard is about making sure that clients, Carers, volunteers and staff are treated with dignity and respected for their differences.

- Do the services your organisation provides offer dignity to clients and Carers? How do they compare with the 10 challenges from the SCIE Guide on Dignity in Care?
- Is the environment that people use or work in pleasant and appropriate to their needs? Does it allow appropriate privacy?
- How would you deal with a complaint that a staff member's dignity and respect was being compromised?

Standard 11: Safeguarding children and vulnerable adults

Organisations and services promote and protect the welfare and safety of children and vulnerable adults by:

- a) *conforming to legislation and guidance;*
- b) *ensuring effective multi-agency working and co-operation;*
- c) *training and supporting staff to recognise and act on issues and concerns, including sharing of information; and*
- d) *sharing good practice and learning.*

This standard is about making sure that children and vulnerable adults are kept safe and protected from abuse, neglect and exploitation by conforming to legislation and guidance, providing training and support, sharing good practice, and by working effectively with other organisations.

- What legislation applies to your organisation? How can you demonstrate that you are complying with it?
- Do you have a child protection or vulnerable adult safeguarding policy? Is it up-to-date and do your trustees, staff and volunteers know about it?
- Have staff and volunteers had appropriate, up-to-date training in child protection and/or the protection of vulnerable adults?
- Do staff and volunteers know when to report concerns and who to?
- Who else should you be working with to ensure children and vulnerable adults are kept safe? Are your referral and communication processes effective?
- How would you manage an allegation of abuse? Do you need a system in place to help you deal with it appropriately?

Protecting vulnerable people in The Hywel Dda region:

Each County has a Local Safeguarding Children Board (LSCB), which is responsible for co-ordinating local arrangements to safeguard and promote the welfare of children within the County. Each County has a slightly different representation and structure to their LSCB, which will, at a minimum include members from the Local Authority, Local Health Board and Police Authority. At present, work is underway to set up a Dyfed-Powys Regional Safeguarding Children Board, which will also have representation from one of the CVC Chief Officers, on behalf of third sector organisations. This Board will formally take effect from 1st April 2014. Further information for third sector organisations, can be obtained from your local CVC.

Your local Adult Protection Committee (APC) is a joint forum responsible for providing a strategic lead in protecting vulnerable adults within the County; for example through monitoring and reviewing local adult protection policies, auditing specific cases and promoting awareness. For further information, visit <http://www.ssiacymru.org.uk/>

PAVO has developed a safeguarding resource pack for the Third Sector. The 'Safeguarding Children and Young People Resource Pack' is available on CD and includes an introduction to the topic, key documents and useful links. The 'Protection of Vulnerable Adults Pack' contains definitions, information on roles and responsibilities, guidance on policies and procedures plus links to further resources. These packs are available by contacting the PAVO Helpdesk: **0845 009 3288** or info@pavo.org.uk

Standard 12: Environment

Organisations and services comply with legislation and guidance to provide environments that are:

- a) accessible;*
- b) well maintained;*
- c) fit for purpose;*
- d) safe and secure;*
- e) protect privacy; and*
- f) sustainable.*

This standard is about making sure that your organisation's premises are safe, clean, accessible, comfortable and sustainable.

- Are your organisation's premises accessible to all clients, Carers, volunteers and staff? Are they safely accessible for people with a disability or sensory loss?
- Do you have a system for undertaking repairs and maintenance work?
- Do your premises protect the privacy of clients and staff?
- What are you doing to reduce utility bills, promote recycling and reduce waste?

Standard 13: Infection prevention and control and decontamination

Organisations and services comply with legislation and guidance on IPC and decontamination, in order to:

- a) eliminate or minimise the risk of healthcare associated and community acquired infections;*
- b) emphasise high standards of hygiene and reflect best practice;*
- c) support, encourage and enable patients, service users, Carers, visitors and staff to achieve and maintain high standards of hygiene;*
- d) segregate, handle, transport and dispose of waste so as to minimise risks to patients, service users, Carers, staff, the public and environment; and*
- e) handle human tissue and subsequently dispose of it appropriately and sensitively.*

This standard is about making sure that your organisation supports and enables clients, visitors and staff to achieve and maintain high standards of hygiene so that the risk of infection is reduced.

- How can your organisation demonstrate that high standards of hygiene are maintained in your premises?
- Do your staff or volunteers work in clients' homes? How can you maintain high standards of hygiene there?
- How do you assess the risks posed by and to individual clients?

Standard 14: Nutrition

Organisations and services will comply with legislation and guidance to ensure that:

- a) patients' and service users' individual nutritional and fluid needs are assessed, recorded and addressed;*
- b) any necessary support with eating, drinking or feeding and swallowing is identified and provided;*
- c) breastfeeding is promoted and supported.*

Where food and drink are provided:

- d) a choice of food is offered, which is prepared safely and meets the nutritional, therapeutic, religious and cultural needs of all; and*
- e) is accessible 24 hours a day.*

This standard is about making sure that the food and drink your organisation provides is appropriate to clients' individual needs, that food and drink is safely prepared and stored, and that support with feeding and drinking is provided if necessary.

- Does your organisation provide food or drink to clients, staff or visitors? How do you monitor whether this is safely prepared and provided?
- How do you know that the food you provide meets the nutritional, therapeutic, religious and cultural needs of clients?
- What support do you offer to those who cannot eat or drink independently?

Supporting good nutrition in community settings

In 2011 the Welsh Government published an All-Wales Pathway for the Management of Malnutrition in the Community in response to high rates of malnutrition amongst older people. The pathway may be used by anybody who comes into contact with people who would benefit from help and support with nutrition, particularly older people, who are living in the community (such as their own homes or in a care home). It provides guidance on how to support awareness raising and information sheets with tips to help eating and drinking, as well as information on when and how to access further support. The pathway and resource pack and further resources are available from

<http://wales.gov.uk/topics/health/publications/socialcare/guidance1/nutrition/?lang=en> [Welsh language version needed here]

Standard 15: Medicines management

Organisations and services will ensure that:

- a) they comply with legislation, licensing and good practice guidance for all aspects of medicines management including controlled drugs;*
- b) clinicians are qualified and trained in prescribing, dispensing and administering medicines within their individual scope of practice; and*

- c) *there is timely, accessible and appropriate medicines advice and information for patients, service users, their Carers and staff including the reporting of drug related adverse incidents.*

This standard is about making sure that any medicines your organisation stores or administers is managed effectively, efficiently and safely, and that advice or information about medicines is appropriate.

- What legislation, licensing and good practice guidance should your organisation be complying with? How do you monitor compliance?
- Is the place where you store medicines safe, secure and appropriate?
- What advice and information do you provide on medicines? How do you make sure that it is up-to-date and relevant?

Standard 16: Medical devices, equipment and diagnostic systems

Organisations and services ensure the safe and effective procurement, use and disposal of medical equipment, devices and diagnostic systems that:

- a) *conform to health, safety and environmental legislation and guidance;*
- b) *are maintained, cleaned and calibrated in accordance with manufacturer's guidelines;*
- c) *are appropriate for their intended use and for the environment in which they are used;*
- d) *decontaminates reusable medical devices properly;*
- e) *is supported by an ongoing programme of training and competence assessment for staff and users; and*
- f) *there is timely reporting and management of any device, equipment or system faults.*

This standard is about making sure that the equipment your organisation uses is safe, clean, in good working order and that staff and users know how to use it properly.

- What system does your organisation have to know when to replace equipment? What happens when equipment is no longer fit for purpose?
- How do you make sure that equipment is maintained, cleaned and stored appropriately?
- How do you identify the training needs of staff, volunteers and users? What training do you provide? How do you know it is working?
- What do you do when a fault is reported?

Standard 17: Blood management

Organisations and services ensure that patients have access to a safe and sufficient supply of blood, blood products and blood components, through:

- a) *compliance with legislation and national guidance on the supply and use of blood, blood products and blood components;*
- b) *the use of schemes and systems to reduce wastage of blood, blood products and blood components;*
- c) *effective planning for blood shortages;*
- d) *an ongoing programme of education, training and competence assessment for all staff involved in the transfusion process; and*
- e) *the reporting of all adverse blood reactions and incidents.*

This standard is about making sure that people have a safe supply of blood and blood products when they need them. It is relevant if your organisation offers a service where blood, blood products and blood components are produced or used.

Standard 18: Communicating effectively

Organisations and services comply with legislation and guidance to ensure effective, accessible, appropriate and timely communication and information sharing:

- a) internally and externally;*
- b) with patients, service users, Carers and staff using a range of media and formats;*
- c) about patients, service users and their Carers;*
- d) on the full range and locations of services they provide; and*
- e) addressing all language and communication needs.*

This standard is about making sure that your organisation communicates with service users, Carers, staff, volunteers and others in a way that is appropriate for them.

- What training does your organisation provide to staff and volunteers to help them communicate effectively with colleagues, service users and Carers?
- Do you have a communications strategy or plan?
- What is your policy on sharing information about service users and Carers?
- How do you respond when faced with people with different communication or language needs?

Standard 19: Information management and communications technology

Organisations and services support and facilitate patient care and service delivery by:

- a) developing and using safe and secure information systems in accordance with legislation and within a robust governance framework;*
- b) having processes to operate and manage information and data effectively and to maintain business continuity;*
- c) ensuring data quality is robust and timely;*
- d) using information to review, assess and improve services; and*
- e) sharing information with relevant partners using protocols when necessary.*

This standard is about making sure that your organisation uses safe and secure information management and communications technology systems to support care and improve services.

- How does your organisation manage information and data?
- Is the data you keep reliable, accurate and up-to-date? How do you know?
- How do you use the information that you collect to review, assess and improve services?
- What information do you share with partners? How can you demonstrate that the way you share information is appropriate?

Standard 20: Records management

Organisations and services manage all records in accordance with legislation and guidance to ensure that they are:

- a) designed, prepared, reviewed and accessible to meet the required needs;*
- b) stored safely, maintained securely, are retrievable in a timely manner and disposed of appropriately;*
- c) accurate, complete, understandable and contemporaneous in accordance with professional standards and guidance; and*
- d) shared as appropriate.*

The Wales Accord on the Sharing of Personal Information (WASPI):

The Wales Accord on the Sharing of Personal Information (WASPI) provides a framework for providers of health, education, safety, crime prevention and social wellbeing services in Wales which hold information about individuals on how to share that information with others legally, safely and with confidence.

The WASPI framework is recognised as one of the key elements of the Welsh Government's Sharing Personal Information programme. The WASPI framework sets out agreed requirements and mechanisms for the exchange of personal information between different partner organisations and complies with the Information Commissioner's 'Data Sharing Code of Practice'. For more information and to sign up, visit <http://www.waspi.org/>

This standard is about making sure that records within your organisation are kept safe and are easily found and that they are clear and up-to-date.

- What arrangements does your organisation have for creating, maintaining and destroying records?
- How do you ensure all records are accurate, complete and understandable?
- Do staff know and understand the need for safe record keeping as well as their roles and responsibilities associated with it?

Standard 21: Research, development and innovation

Organisations and services will:

- a) ensure that the principles and requirements of the Research Governance Framework for Health and Social Care are consistently applied;*
- b) have an outcome focussed research and development strategy that benefits patients and improves service delivery; and*
- c) promote research, development and innovation.*

This standard is about promoting research, development and innovation that benefits service users and improves service delivery whilst following appropriate research rules and frameworks. It is relevant to services participating in research, development and innovation.

- Are you aware of the Research Governance Framework for Health and Social Care?
- How do you involve service users and Carers, as appropriate, in the design, conduct and reporting of research?
- How do you share results and learning?

Standard 22: Managing risk and health and safety

Organisations and services will have systems and processes in place which comply with legislation and guidance that:

- a) applies best practice in assessing, managing and mitigating risk;*
- b) implements policies and arrangements for reviewing and continuously improving all aspects of their activities and environment to protect and improve the health, safety and wellbeing of their patients, service users, Carers, staff and the public; and*
- c) acts upon safety notices, alerts and other such communications.*

This standard is about making sure that your organisation looks after the health and safety of all staff and volunteers and anybody who uses your services.

- How does your organisation assess risks?
- How do you protect the health, safety and wellbeing of service users, Carers, staff and the public? What do you do to review and improve these arrangements?
- What happens when you receive a safety notice or alert? How do you know who to send it to and when appropriate action has been taken?

Standard 23: Dealing with concerns and managing incidents

Organisations and services comply with legislation and guidance to deal with complaints, incidents, near misses, and claims - known collectively as 'concerns' which ensure that they:

- a) are reported, acted upon and responded to in an appropriate and timely manner;*
- b) are handled and investigated openly, effectively and by those appropriately skilled to do so;*
- c) offer patients, service users and their Carers support including advocacy and where appropriate redress;*
- d) provide appropriate support to staff; and*
- e) learn and share lessons from local and national reviews to improve services.*

This standard is about making sure that your organisation responds effectively and deals fairly, openly and proactively with concerns raised, including through giving support to service users or staff and through demonstrating that lessons have been learned.

- Does your organisation have a Comments, Complaints or Incidents procedure? What is it based on?
- Do staff and volunteers know what your procedure for dealing with concerns is? Do they need more training?
- How do you work with and support staff or volunteers involved in a concern?

Standard 24: Workforce planning

Organisations and services work with partners to develop an appropriately constituted and sustainable workforce by:

- a) having effective workforce plans which are integrated with service and financial plans;*
- b) meeting the needs of the population served through an appropriate skill mix;*
- c) reflecting the demographic profile of its population;*
- d) promoting the continuous improvement of services through better ways of working; and*
- e) enabling the supply of trainees, students, newly qualified staff and new recruits and their development.*

This standard is about making sure that your organisation has enough staff with the right skills to provide safe services.

- Does your organisation have enough staff to deliver the services you offer safely?
- Do you make plans for how you will continue to provide safe services when there are staff shortages?
- Does your workforce reflect the demographic and communication needs of the local population?
- How do you support and develop new staff and trainees?

Standard 25: Workforce recruitment and employment practices

Organisations and services ensure that their workforce:

- a) have all necessary recruitment and periodic employment checks and are registered with the relevant bodies;*
- b) are appropriately recruited, trained, qualified and competent for the work they undertake;*
- c) act, and are treated, in accordance with identified standards and codes of conduct;*
- d) have access to processes which permit them to raise, in confidence and without prejudice, concerns over any aspect of service delivery, treatment or management;*
- e) are supervised and supported in the delivery of their role; and*
- f) are dealt with fairly and equitably when their performance causes concern.*

This standard is about making sure that the right people are attracted to work for your organisation and that they are appropriately recruited and supported at work.

- How does your organisation make sure that staff are regularly CRB-checked, have other necessary employment checks and are registered with the relevant bodies?
- How do you ensure that staff act and are dealt with in accordance with relevant standards and codes of conduct?
- Do you have a whistle-blowing policy?
- What supervision do you give to staff? How can you demonstrate that it is effective?

Standard 26: Workforce training and organisational development

Organisations and services ensure that their workforce is provided with appropriate support to enable them to:

- a) maintain and develop competencies in order to be developed to their full potential;*
- b) participate in induction and mandatory training programmes;*
- c) have an annual personal appraisal and a personal development plan enabling them to develop their role;*
- d) demonstrate continuing professional and occupational development; and*
- e) access opportunities to develop collaborative practice and team working.*

This standard is about making sure that your organisation gives staff the opportunity to develop their knowledge and skills so that they can undertake their roles and meet the current and future needs of your organisation.

- How does your organisation ensure that staff and volunteers maintain and develop the skills and knowledge needed to do their jobs?
- Do you offer an induction or training programme? Do all staff participate in this?
- Do you conduct annual personal appraisals? How do these link in to your organisation's objectives?
- How do you help collaborative practice and team working?

Where to go for training and support in The Hywel Dda region:

For more information on the Standards – and how to use them:

<http://www.pembs-networking.org.uk/StandardsforHealthServices.htm>

The Standards for Health Services section on the Pembrokeshire Networking website has copies and links to the key Standards for Health documents listed below. This website will be regularly updated as resources are developed and further information and support becomes available.

- **The Standards for Health The Hywel Dda region Third Sector Online Toolkit:**

The toolkit contains introductory information on the Standards and how they are appropriate to Third Sector organisations, with Hywel Dda region-based information and guidance as appropriate. Also available is information mapping the Standards against other standards used commonly within the Third Sector [‘such as PQASSO’ deleted].

- **The How to Guide:**

Helping You to Use ‘Doing Well, Doing Better, the Standards for Health Services’: A ‘How to Guide’ for Third Sector Organisations has been designed to support you to create a Self Assessment Portfolio which will help you plan for continuous review, learning and service improvement.

- **The NHS Wales Governance e-Manual:**

The Doing Well, Doing Better: Standards for Health Services in Wales section contains a full list of the Standards. The e-manual also contains the **Supporting Guidance** document which includes comprehensive links to relevant legislation and technical guidance and documents mapping the Standards against other professional standards, regulations, and other quality requirements used within the NHS. The NHS Wales Governance e-Manual can also be accessed directly at <http://www.nhswalesgovernance.com/>

For information on training:

Training on the Standards for Health is available through the 3rd Sector Health and Wellbeing Facilitator at your local County Voluntary Council (CVC) – CAVS (Carmarthenshire), CAVO (Ceredigion) or PAVS (Pembrokeshire).

The three CVCs across the Hywel Dda region offer regular courses on a range of topics including:

- Staff Development
- Introduction to Tendering
- Supervision and Appraisal
- Volunteer Recruitment, Selection and Induction
- Introduction to Trading
- Roles and Responsibilities of Trustees and Management Committee Members
- Business and Strategic Planning

To find out more contact your local CVC – details are available at the end of the toolkit.

For support with specific enquiries and troubleshooting:

Your CVC Team can signpost you to appropriate training and resources and can offer you further support with adopting the Standards within your organisation and putting together the self-assessment portfolio. They can also support you with addressing any quality improvement issues that using the Standards might raise, such as developing new policies or helping mediate conflict within your organisation.

Development services include:

- Funding advice
- Individual hands-on help
- Citizen & community engagement
- Governance & trusteeship advice
- Development & promotion of volunteering

CAVS, CAVO, PAVS & PAVO also create and facilitate opportunities for you to network and work with other Third Sector organisations providing services as well as communicate and collaborate with statutory service providers such as Hywel Dda Health Board and Carmarthenshire, Ceredigion and Pembrokeshire County Councils.

Contact your local 3rd Sector Health and Wellbeing Facilitator to see how they can help you:

CAVS (Carmarthenshire): **01267 245552** or debbie.bence@cavs.org.uk

CAVO (Ceredigion): **01570 423232** or amanda.reid@cavo.org.uk

PAVS (Pembrokeshire): **01437 769422** or michelle.copeman@pavs.org.uk

PAVO (Powys): **0845 009 3288** or info@pavo.org.uk