



Defining Quality in HSC



What is Quality?

- ▶ A term often used but difficult to define (Nazarko, 2004).
- ▶ No one definition of quality.
(Doherty et al 2014).

What is Quality?

‘degree or standard of excellence, esp. a high standard’ (Collins, 1998).

‘measure of excellence or state of being free from defects, deficiencies and significant variations’
(www.businessdictionary.com).

‘how good or bad something is’
(dictionary.cambridge.org).

Definitions of Quality

- ▶ Think about a service you receive regularly e.g. from a shop, hairdresser, garage or restaurant.
- ▶ List all the things which you expect from this service as an indicator of good quality.
- ▶ Come up with a sentence summarizing your definition of quality.
- ▶ Would your definition also apply to health and social care services?
- ▶ Are there any elements missing? If so what?

(Adapted from Mckibbin et al, 2008)

Definitions of Quality in HSC

- ▶ Now define quality in the context of work in health and social care.
- ▶ What aspects of practice need to be considered to provide high quality provision for service users?

(Adapted from Blanford & Knowles, 2009:36)



Definitions of Quality

- ▶ Quality is both ‘subjective and relative’
(Moss & Penn cited in Daly et al, 2004)
- ▶ The subjectivity in quality prevalent in multicultural ... communities can lead to misunderstandings when trying to define it for practice (Blanford & Knowles, 2009:400).
- ▶ What is considered as ‘quality provision’ in one setting/country may not be regarded as highly in another setting/country (Blanford & Knowles, 2009:35).
- ▶ ‘Quality is fluid’ (Daly et al, 2004)



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Definition of Quality

Includes references to :

- ▶ Conformance
- ▶ Specification
- ▶ Fitness for purpose
- ▶ Responsiveness to customer or clients

(Juran & Gruyner, 1980)

Qualities Defining an Outstanding Service



Discussion

What methods can we use internally in an organisation to assess and review quality?

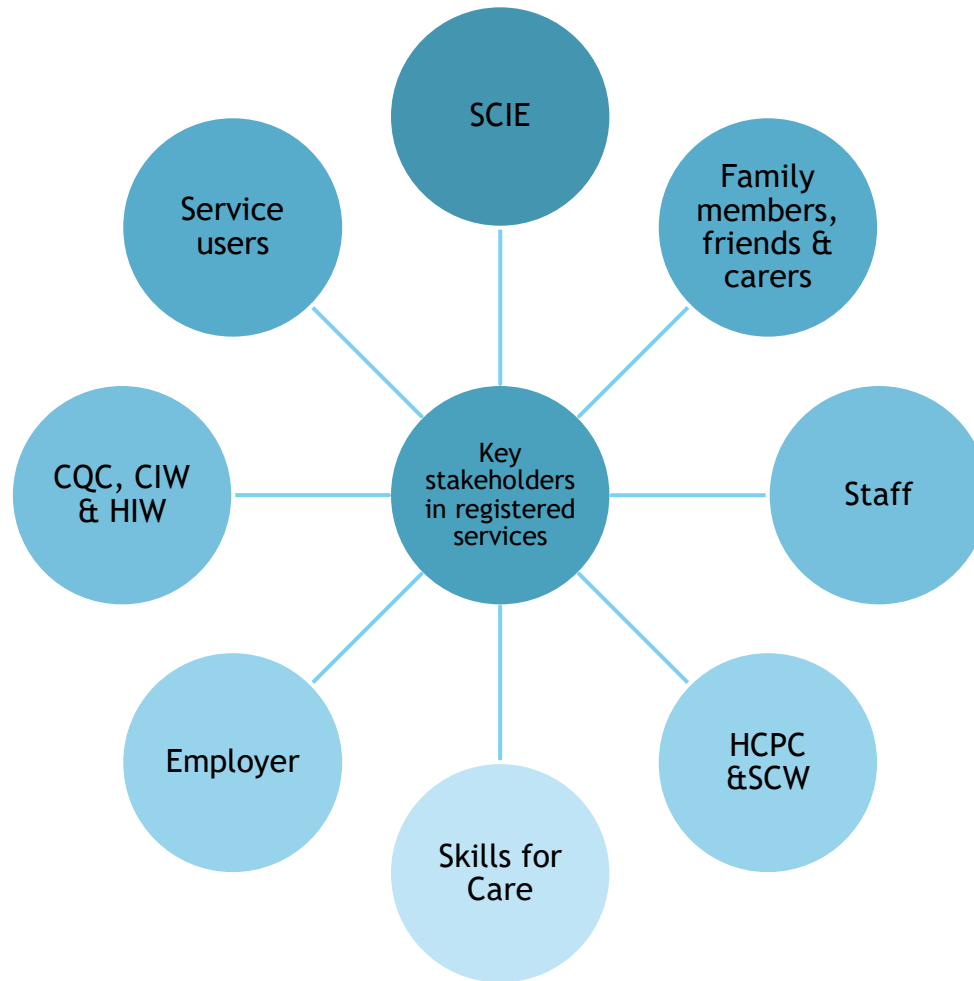
Feedback your responses.



What are the External and Internal Influences on Quality?

- ▶ Legislation and Policy
- ▶ European, UK Government and Welsh Government Strategies and Initiatives.
- ▶ Stakeholders
- ▶ Service Users and Public Perceptions
- ▶ Organisational Policies and Procedures
- ▶ Continuing Professional Development
- ▶ Reflective Practice

Who Defines Quality in HSC?



Key Stakeholders in HSC Services

Stakeholder

Influence on quality

- | | |
|------------------------------------|--|
| ▶ SCIE | ▶ Knowledge & guidelines |
| ▶ Family members, friends & carers | ▶ Best quality of care for service users, experts by experience. |
| ▶ Staff | ▶ Better service & outcomes. |
| ▶ Service users | ▶ Recipients of services, experts by experience. |

Key Stakeholders in HSC Services

Stakeholder

- ▶ GSCC now HCPC (England) & CCW now SCW (Wales)
- ▶ Skills for Care, Ofqual
- ▶ Employer
- ▶ CQC (England), CIW (Wales) & HIW (Wales)

Influence on Quality

- ▶ Codes of conduct
- ▶ Regulations for social work & training
- ▶ Occupational standards
- ▶ Training & development
- ▶ Evaluation, Inspection, National Minimum Standards

(Adapted from Mckibbin et al, 2008:100)

Health Inspectorate Wales (HIW)

- ▶ Independent inspectorate and regulator of all health care in Wales.
- ▶ Contribute to improving safety of healthcare services in Wales.
- ▶ Improve people's experiences of healthcare in Wales whether as a patient, service user, carer, relative or employee.
- ▶ Strengthen the voice of patients and the public in the review of health services.
- ▶ Ensure timely, useful, accessible and relevant information about the safety and quality of healthcare in Wales is made available to all.

(www.hiw.org.uk)

Health Inspectorate Wales (HIW)

- To review and inspect NHS and independent healthcare organisations in Wales.
- Provide independent assurance for patients, the public, WG and healthcare providers that services are safe and good quality.
- Seek to identify and support improvements in services.
- Undertake special reviews and investigations where there appears to be systematic failures to ensure rapid improvements take place.

(www.hiw.org.uk)

Care Inspectorate Wales

- ▶ Register, inspect and take action to improve the quality and safety of services for the well-being of the people of Wales.
- ▶ carry out functions on behalf of Welsh Ministers
- ▶ decide who can provide services
- ▶ inspect and drive improvement of regulated services and local authority social services
- ▶ undertake thematic reviews of social care services
- ▶ take action to ensure services meet legislative and regulatory requirements
- ▶ investigate concerns raised about regulated services

(Care Inspectorate Wales (CIW), 2019)

Services Regulated by CIW

- ▶ Care homes - including those who provide care home services for children or adults
- ▶ Domiciliary support services - a service that can provide care in your own home as well as general support
- ▶ Adult placement schemes
- ▶ Child minders
- ▶ Children's day care
 - ▶ Full day care
 - ▶ Sessional day care
 - ▶ Crèches
 - ▶ Out of school care
 - ▶ Open access play provision

Services Regulated by CIW

- ▶ Independent fostering agencies
- ▶ Voluntary adoption agencies
- ▶ Residential family centre services
- ▶ Adoption support services
- ▶ CIW inspect boarding schools, residential special schools and further education colleges which accommodate students under 18, but do not register them.

(CIW, 2019)

How CIW carry out their functions

- ▶ On behalf of Welsh Ministers under the following legislation:
- ▶ [Social Services and Well-being \(Wales\) Act 2014](#) (External link) which gives powers to review the way in which local authorities discharge their social services functions; and
- ▶ [Regulation and Inspection of Social Care \(Wales\) Act 2016](#) (“the 2016 Act”) (External link) which replaces the powers under the 2000 Act. Some care services will need to re-register with us due to changes in the law.

How CIW carry out their functions

- ▶ [The Care Standards Act 2000](#) (External link) (pending the re-registration of all regulated social care providers under the 2016 Act from 2 April 2018 onwards), [Adoption and Children Act 2002](#) (External link) and the [Children and Families \(Wales\) Measure 2010](#) (External link) which give power to register and/or inspect providers of social care services in Wales.
- ▶ CIW regulate social care and early years services using the regulations and national minimum standards made by the National Assembly for Wales and the Welsh Government.
- ▶ The regulations allow CIW to regulate the conduct of providers in Wales.

(CIW, 2019)

Social Care Wales

- ▶ Aim to lead and support improvement in Wales by creating an environment of working together and developing new relationships across the Welsh public service.
- ▶ Their purpose is to build confidence in the workforce, and lead and support improvement in social care.

(Social Care Wales (SCW), 2019)

Social Care Wales

- ▶ sets standards for the care and support workforce, making them accountable for their work
- ▶ develops the workforce so they have the knowledge and skills to protect, empower and support those who need help
- ▶ works with others to improve services for areas agreed as a national priority
- ▶ sets priorities for research to collect evidence of what works well
- ▶ shares good practice with the workforce so they can provide the best response
- ▶ provides information on care and support for the public, the workforce and other organisations.

(SCW, 2019)

Useful Links

Social Care Wales (SCW)

<https://socialcare.wales/?record-language-choice=en-cy>

Health and Care Professions Council (HCPC)

<http://www.hcpc-uk.co.uk/>

Social Care Institute for Excellence (SCIE)

<https://www.scie.org.uk/>

Skills for Care

<http://www.skillsforcare.org.uk/Home.aspx>

Estyn

<https://www.estyn.gov.wales/language>

Ofqual

<https://www.gov.uk/government/organisations/ofqual>

Useful Links

Qualifications Wales

<https://www.qualificationswales.org/english/>

Care Quality Commission (CQC)

<http://www.cqc.org.uk/>

Care Inspectorate Wales

<https://careinspectorate.wales/>

Healthcare Inspectorate Wales

<https://hiw.org.uk/>

Organisation for Economic Cooperating and Development
(OECD)

<http://www.oecd.org/about/>

Service User Expectations



- ▶ Public services aim to provide what service users expect.
- ▶ Managers of public services should concern themselves with user expectations as well as designing service provision.
- ▶ Users will have expectations relating to safety, design and conformance.

Service User Expectations



- ▶ People using public services assume they do not place themselves or their dependents at risk.
- ▶ Burden or duty of care is on public servants.
- ▶ Service users are entitled to expect that services have been thoughtfully designed to meet their needs.



Service User Expectations

- ▶ There must be a reasonable match between the intent of the design of a service and the actual service delivered.
- ▶ Training and supervision of staff and the environment directly affects conformance to standards/criteria for quality provision.
- ▶ Accessibility to services is essential.

(Doherty et al 2014:236)

The Importance of Quality Provision

- ▶ National standards provide a framework for quality.
- ▶ Inspection, rating scales and checklists measure areas of practice which are easily observed.
- ▶ Changes to practice are often imposed externally, rather than initiated by practitioners.

The Importance of Quality Provision

- ▶ Assessing, evaluating and building quality from the inside is also essential.
- ▶ Encouraging practitioners to evaluate their own work develops greater awareness of high quality practice.
- ▶ Hence the importance of being a reflective practitioner.

What is a quality health and social care service?



Caring People Caring for People

Summary

- ▶ Notion of quality – one of the key concepts underpinning developments during past 20 years – interpretation varies between countries.
- ▶ Current research supports the view that quality in relation to early childhood education and care requires adequate training and fair working conditions for staff (OECD, 2006, cited in Miller & Cable, 2008)
- ▶ Quality provision - linked to staff working in settings (Sylva et al, 2003, cited in Miller & Cable, 2008).

Summary

Quality Improvement:

‘a journey towards ever higher quality, involving teamwork, commitment and some thorough self-examination of practice’ (NQIN, 2007: cited in Pilcher, 2009)

‘the positive motivation of the whole team are ... fundamental’ (Pilcher, 2009)

Summary

“A person who sees quality and feels it as he works is a person who cares. A person who cares about what he sees and does is a person who is bound to have some characteristics of Quality”

(Robert Pirsig, ZEN and the Art of Motorcycle Maintenance in Doherty et al 2014: 222)

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