
The Health and Care Quality Standards

— Health and Social Care (Quality and Engagement) Act 2020 —

Aims and Objectives

Aims

- Introduction to the Health and Social Care (Quality and Engagement) Act 2020.
- Introduction to the Duty of Quality and the Health and Care Quality Standards.

Objectives

1. Describe the Health and Care Quality Standards.
2. Explain the 6 domains and 6 enablers.
3. Recognise how the Standards will be utilised within the NHS in Wales.
4. Discuss how this relates to your own practice.

The Health and Social Care(Quality and Engagement) Act (2020)

In order to make the H&S Care system in Wales fit for the future, continuous quality improvement is vital.

The Act's AIMS are to :

- Strengthen existing Duty of Quality
- Create a Duty of Candour in NHS service providers
- Replacing existing health councils with Llais, a citizen voice body.

Through this Act the Welsh Government are introducing a Duty Of Quality, which will ensure a safe, effective and person-centred approach to health service. It will put the quality and safety of our NHS above everything else.

The new H&C Quality Standards will build clear connections between Duty, Standards and the wider quality management. They are intended to build a structure on which to implement the Duty of Quality.

What is your understanding of Quality?

What is Quality?

- The standard of something, as measured against other things of a similar kind.
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- A degree of excellence in something.
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- A high standard.
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- A characteristic of worth, or value.

Duty of Quality & Duty of Candour

Duty of Quality can be defined as a system-wide safe, effective, timely, efficient, equitable, person-centred care.

It requires Westminster and the NHS to think about how the decisions they make can improve health care in the future.

It takes vision, planning and investment, with meticulous execution and rigorous monitoring.

It came into force April 2023.

Duty of Candour is when health professionals are open and honest when something goes wrong in their care.

It is a culture of openness and transparency of good quality care.

It improves quality by encouraging learning and avoiding future incidents.

Health and Care Quality Standards

These are the new standards within the Duty of Quality, replacing 2015 standards.

Here you see 6
Domains,
surrounded by 6
Enablers.



6 Domains

These dimensions provide a framework to assess quality and guide framework.

- *Safe*: A safe system which avoids preventable harm. Risks are identified and where possible reduced or prevented. The safety of vulnerable adults and children are promoted.
- *Timely*: Ensuring people have access to the right care quickly and easily, in the right place, first time. Treating people with the greatest health need first.
- *Effective*: An effective healthcare system is one which is evidence-based, ensuring people receive optimal outcomes that matter to them.
- *Efficient*: Use of resources is most effective to achieve best value and effectiveness, only doing what is actually needed to improve outcomes.
- *Equitable*: Embedded equality and human rights in the health care system. This does not vary no matter the location or health board, or personal characteristics.

Domains (cont)

- *Person-centred*: Ensuring everyone is treated with respect, dignity, kindness empathy and compassion, respecting privacy and caring about their well-being. Ensuring the individuals preferences and values guide the decision-making.

6 Enablers

- *Leadership:* They ensure governance, leadership and accountability is effective in delivering care. There is visible and focused leadership at all levels. They have the appropriate skills to create a functioning management system.
- *Workforce:* The workforce planning invests in people, and nurturing and growing them to create a sustainable workforce for the future. They are valued and their well-being is of paramount importance.
- *Culture:* Building a culture which nurtures and encourages their staff, valuing them in a supportive and inclusive workplace. Relationships are built on transparency and ethically and just behaviour, where staff can thrive.
- *Information:* This is available and shared for all who need it. Appropriate action is taken at every level in terms of learning, improvement and accountability.

Enablers (cont)

- *Learning, improvement and research:* Using new knowledge to influence improvements in practice, and inform decision-making. Learning and improvement is linked to strategic visions in delivering change.
- *Whole systems approach:* Strengthening relationships with all partners to achieve good outcomes, looking both within and beyond organisational boundaries to learn, and meet the evolving needs of the people.

Overview of main points of the Act and Duty of Quality

- It is there to enable continuous improvement of Care.
- Will ensure a safe, effective, person-centred approach.
- A culture of continuous learning and improvement is crucial.
- The Act applies to Welsh Ministers, Local Health Boards, NHS Trusts, and Special Health Authorities.
- All staff have a role in achieving improved service quality. Implementation is a collective responsibility.
- Healthcare Inspectorate Wales will take into account these standards when undertaking reviews and completing investigations.
- Welsh language must be embedded in the culture of quality.



Websites available for further reading

Duty of Quality Statutory Guidance 2023

<https://www.gov.wales/sites/default/files/consultations/2022-10/the-duty-of-quality-statutory-guidance-2023-and-quality-standards-2023.pdf>

Duty of Candour

<https://www.rcn.org.uk/Get-Help/RCN-advice/duty-of-candour>

Health and Social Care Act Summary

<https://www.gov.wales/health-and-social-care-quality-and-engagement-wales-act-summary-html#43964>