

# Unit 2: A Level Health & Social Care

## 2.2.2 Recognising high quality care

**A framework of standards** is set by law to maintain high quality in provision of services in Wales.

- (i) The Health and Care Standards 2015
- (ii) Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA)
- (iii) National Minimum Standards for Regulated Childcare

These frameworks reflect the aims of the **Social Services and Well-being (Wales) Act 2014** and seek to improve consistency of quality by putting people at the centre of high-quality services and responding quickly to provider failings with new models and concepts.

**How are high quality standards of care achieved in health, social care and childcare?**

**The ethos behind high quality of care is that everyone in the NHS and Social Services has a part to play in safe, effective, person-centred care. This includes individuals and organisations.**

**Representatives if standards are not met and quality is compromised:**

**Community Health Councils (CHC):** independent bodies set up by law and regulated by the Board of Community Councils. Each local health board has a CHC. They monitor and inspect all primary services such as GPs, pharmacists, opticians, hospitals (including private hospitals) and care homes. CHCs act as a public voice to suggest improvements in quality and can act as an advocate.

**Commissioner Bodies** – Children’s Commissioner, Older People’s Commissioner and Welsh Language Commissioner. Champions the rights of children, older people, and people with Welsh as a first language. Informs why rights are important and looks at decisions made by public bodies that affect rights.

**Public Service Ombudsman:** has legal rights to investigate complaints about public services, independent care providers and local government bodies who have broken their code of conduct.

**Patient Groups:** groups of patients who provide feedback on a wide range of care, treatments and areas of health feeding into the CHCs.

**1000 Lives (Improvement Cymru):** the voice of improvement in Welsh healthcare, supporting through advice, courses, coaching and sharing ideas.

**Welsh Audit Office:** working as part of the Welsh Concordat between Bodies, inspecting regulating and auditing health and social care in Wales. This organisation also audits accounts and conducts value for money surveys.

### Who regulates and inspects services and organisations?

#### Healthcare

**Healthcare Inspectorate Wales:** Inspects NHS and independent health care providers against a range of standards and guidance to highlight areas in need of improvements. Independent, aiming to improve quality by sharing good practice and taking action when standards are not met.

#### Education

**Her Majesty’s Inspectorate for Education and Training (Estyn):** Inspects schools, nurseries and training establishments to improve the quality of education and training in Wales. Aims to support providers by developing a self-improvement and learning culture putting learners at the heart of everything. Provides accountability to the public for the standards in training and education, encourages responsibility, initiative & innovation.

#### Social Care and Childcare

**Care Inspectorate Wales:** regulates, inspects, and takes action to improve the quality and safety of services. Independent regulator of Social Care and Child Care. Sectors inspected are: Occupational Health, Social Workers, Nurses, Teachers and Day-care Specialists. Area managers from the CIW work with local authorities with a vision to focus on people’s experiences and understand the impact of services on their lives to improve quality.

