

## NHS Walsall Community Health - Standards for Better Health Declaration 2008 /2009

STANDARD		COMPLIANCE
<b>SAFETY</b>		
C1a	Healthcare organisations protect patients through systems that identify and learn from all patient safety incidents and other reportable incidents, and make improvements in practice based on local and national experience and information derived from the analysis of incidents.	<p><b>Full assurance not demonstrated over 12 month period.</b></p> <p>There was a period in year when due to system conflicts reports were not able to be uploaded. The NPSA were aware of the problem. This has been working well since December and for the 09/10 year we will demonstrate full compliance.</p>
C1b	Healthcare organisations protect patients through systems that ensure that patient safety notices, alerts and other communications concerning patient safety, which require action, are acted upon within required timescales.	<b>Compliant</b>
C2	Healthcare organisations protect children by following national child protection guidelines within their own activities and in their dealings with other organisations	<b>Compliant</b>
C3	Healthcare organisations protect patients by following National Institute for Health and Clinical Excellence (NICE) interventional procedures guidance.	<b>Compliant</b>
C4a	Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that the risk of healthcare acquired infection to patients is reduced, with particular emphasis on high standards of hygiene and cleanliness, achieving year on year reductions in MRSA.	<p><b>Lack of Benchmark to demonstrate year on year reduction.</b></p> <p>Work has been undertaken in year in relation to identifying which organisation each case of acquired infection can be attributed to, prior to 08/09 NHS WCH did not record in its own right. Within NHS WCH during the past 12 months we have improved reporting of incidents have been investigating and undertaking root causes of all attributed cases.</p>

C4b	All risks associated with the acquisition and use of medical devices are minimised	<b>Full assurance not demonstrated over 12 month period.</b> An issue was identified in year related to the EBME systems. There is some evidence that there are less incidents reported at the end of the period and that turnaround times have improved somewhat. A protocol for acquisition of devices has been included in the work equipment policy.
C4c	Healthcare organisations keeps patients, staff and visitors safe by having systems to ensure that all reusable medical devices are properly decontaminated prior to use and that the risks associated with decontamination facilities and processes are well managed.	<b>Compliant</b>
C4d	Medicines are handled safely and securely	<b>Compliant</b>
C4e	The prevention, segregation, handling, transport and disposal of waste is properly managed so as to minimise the risks to the health and safety of staff, patients, the public and the safety of the environment.	<b>Insufficient assurance</b> A report on waste management was commissioned during the year. The report indicated a number of issues related to the disposal of clinical waste. A new contract has been written, and an action plan has been developed with an aim to ensure compliance is demonstrated by 31st March to ensure full compliance as of 09/10.
<b>CLINICAL AND COST EFFECTIVENESS</b>		
C5a	They conform to National Institute for Health and Clinical Excellence (NICE) technology appraisals and, where it is available, take into account nationally agreed guidance when planning and delivering treatment and care.	<b>Compliant</b>
C5b	Clinical care and treatments are carried out under supervision and leadership.	<b>Compliant</b>
C5c	Clinicians continuously update skills and techniques relevant to their clinical work	<b>Compliant</b>
C5d	Healthcare organisations ensure that clinicians participate in regular	<b>Compliant</b>

	clinical audit and reviews of clinical services	
C6	Healthcare organisations cooperate with each other and social care organisations to ensure that patients' individual needs are properly managed and met.	<b>Compliant</b>
<b>GOVERNANCE</b>		
C7a	Apply the principles of sound clinical and corporate governance	<b>Compliant</b>
C7b	Healthcare organisations actively support all employees to promote openness, honesty, probity, accountability, and the economic, efficient and effective use of resources.	<b>Compliant</b>
C7c	Undertake systematic risk assessment and risk management	<b>Compliant</b>
C7e	Healthcare organisations challenge discrimination, promote equality and respect human rights.	<b>Compliant</b>
C8a	Healthcare organisations support their staff through having access to processes which permit them to raise, in confidence and without prejudicing their position, concerns over any aspect of service delivery, treatment or management that they consider to have a detrimental effect on patient care or on the delivery of services.	<b>Compliant</b>
C8b	Healthcare organisations support their staff through organisational and personal development programmes which recognise the contribution and value of staff, and address, where appropriate, under-representation of minority groups.	<b>Compliant</b>
C9	Healthcare organisations have a systematic and planned approach to the management of records to ensure that, from the moment a record is created until its ultimate disposal, the organisation maintains information so that it serves the purpose it was collected for and disposes of the information appropriately when no longer required.	<b>Compliant</b>
C10a	Healthcare organisations undertake all appropriate employment checks and ensure that all employed or contracted professionally qualified staff are registered with the appropriate bodies.	<b>Compliant</b>
C10b	Healthcare organisations require that all employed professionals abide by relevant published codes of professional practice	<b>Compliant</b>

C11a	Healthcare organisations ensure staff concerned with all aspects of the provision of healthcare are appropriately recruited, trained and qualified for the work they undertake.	<b>Compliant</b>
C11b	Staff participate in mandatory training programmes	<b>Compliant</b>
C11c	Healthcare organisations ensure that staff concerned with all aspects of the provision of healthcare participate in further professional and occupational development commensurate with their work throughout their working lives	<b>Compliant</b>
C12	Healthcare organisations which either lead or participate in research have systems in place to ensure that the principles and requirements of the research governance framework are consistently applied	<b>Compliant</b>
<b>PATIENT FOCUS</b>		
C13a	Staff treat patients, their relatives and carers with dignity and respect	<b>Compliant</b>
C13b	Appropriate consent is obtained when required, for all contacts with patients and for the use of any confidential patient information	<b>Compliant</b>
C13c	Staff treat patient information confidentially, except where authorised by legislation to the contrary	<b>Compliant</b>
C14a	Healthcare organisations have systems in place to ensure that patients, their relatives and carers have suitable and accessible information about, and clear access to, procedures to register formal complaints and feedback on the quality of services.	<b>Compliant</b>
C14b	The healthcare organisation has systems in place to ensure that patients, relatives and carers are not discriminated against when complaints are made.	<b>Compliant</b>
C14c	The healthcare organisation has systems in place to ensure that patients, their relatives and carers are assured that the organisation acts appropriately on any concerns and where appropriate make changes to ensure improvements in service delivery.	<b>Compliant</b>
C15a	Where food is provided healthcare organisations have systems in place to ensure that patients are provided with a choice and that it is prepared	<b>Compliant</b>

	safely and provides a balanced diet.	
C15b	Where food is provided healthcare organisations have systems in place to ensure that patients' individual nutritional, personal and clinical dietary requirements are met, including where necessary to help with feeding and access to food 24 hours a day.	<b>Compliant</b>
C16	Healthcare organisations make information available to patients and the public on their services, provide patients with suitable and accessible information on the care and treatment they receive and, where appropriate, inform patients on what to expect during treatment, care and aftercare.	<b>Compliant</b>
<b>ACCESSIBLE AND RESPONSIVE CARE</b>		
C17	The views of patients, their carers and others are sought and taken into account in designing, planning, delivering and improving healthcare services.	<b>Compliant</b>
C18	Healthcare organisations enable all members of the population to access services equally and offer choice in access to services and treatment equitably.	<b>Compliant</b>
C19	Healthcare organisations ensure that patients with emergency health needs are able to access care promptly and within nationally agreed timescales, and all patients are able to access services within national expectations on access to services.	<b>Compliant</b>
<b>CARE ENVIRONMENT AND AMENITIES</b>		
C20a	Healthcare services are provided in environments which promote effective care and optimise health outcomes by being a safe and secure environment which protects patients, staff, visitors and their property, and the physical assets of the organisation.	<b>Compliant</b>
C20b	Healthcare services are provided in environments which promote effective care and optimise health outcomes by being supportive of patient privacy and confidentiality.	<b>Compliant</b>
C21	Healthcare services are provided in environments, which promote effective care and optimise health outcomes by being well designed and	<b>Compliant</b>

	well maintained, with cleanliness levels in clinical and non-clinical areas that meet the national specification for clean NHS premises.	
<b>PUBLIC HEALTH</b>		
C22a	Healthcare organisations promote, protect and demonstrably improve the health of the community served, and narrow health inequalities by cooperating with each other and with authorities and other organisations.	<b>Compliant</b>
C22b	Healthcare organisations promote protect and demonstrably improve the health of the community service, and narrow health inequalities by ensuring that the local Director of Public Health's annual report informs their policies and practices.	<b>Compliant</b>
C22c	Healthcare organisations promote, protect and demonstrably improve the health of the community served, and narrow health inequalities by making an appropriate and effective contribution to local partnership arrangements including local strategic partnerships and crime and disorder reduction partnerships	<b>Compliant</b>
C23	Healthcare organisations have systematic and managed disease prevention and health promotion programmes which meet the requirements of the national service frameworks (NSFs) and national plans with particular regard to reducing obesity through action on nutrition and exercise, smoking, substance misuse and sexually transmitted infections.	<b>Compliant</b>