

Walsall Hospitals NHS Trust

Healthcare Commission Standards For Better Health

Core Standards Assurance Document

Introduction

This document contains Walsall Hospitals NHS Trust's provisional final declaration on the Healthcare Commissions Standards for Better Health. The Board has not yet agreed the document.

The purpose of this document is to assist the Health Scrutiny Panel in providing a commentary to the Trust that will be included in the final declaration.

The final declaration must be made by May 4th 2006 at 12pm and therefore the Health Scrutiny Panel is requested to give their commentary so that the Trust can meet this deadline.

DOMAIN - SAFETY

Standard – C1a	Outcome
Health care 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.	Compliant

Standard – C1b	Outcome
Health care 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.	Compliant

Standard – C2	Outcome
Health care organisations protect children by following national child protection guidance within their own activities and in their dealings with other organisations.	Compliant

Standard – C3	Outcome
Health care organisations protect patients by following NICE Interventional Procedures guidance.	Compliant

Standard – C4 a	Outcome
Health care organisations keep patients, staff and visitors safe by having systems to ensure that the risk of health care acquired infection to patients is reduced, with particular emphasis on high standards of hygiene and cleanliness, achieving year-on-year reductions in MRSA.	Compliant

Standard – C4b	Outcome
Health care organisations protect patients through systems that all risks associated with the acquisition and use of medical devices are minimised.	Compliant

Standard – C4 c	Outcome
Health care organisations keep 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.	Compliant

Standard – C4 d	Outcome
Health care organisations keep patients, staff and visitors safe by having systems to ensure that medicines are handled safely and securely.	Compliant

Standard – C4 e	Outcome
Health care organisations keep patients, staff and visitors safe by having systems to ensure that: 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.	Compliant

Domain - Clinical and Cost Effectiveness

Standard – C5 a	Outcome
Healthcare organisations ensure that they conform to NICE technology appraisals and, where it is available, take into account nationally agreed guidance when planning and delivering treatment and care.	Compliant

Standard – C5b	Outcome
Healthcare organisations ensure that clinical care and treatment are carried out under supervision and leadership.	Compliant

Standard – C5c	Outcome
Healthcare organisations ensure that clinicians continuously update skills and techniques relevant to their clinical work.	Compliant

Standard – C5d	Outcome
Healthcare organisations ensure that clinicians participate in regular clinical audit and reviews of clinical services.	Compliant

Standard – C6	Outcome
Health care organisations co-operate with each other and social care organisations to ensure that patients' individual needs are properly managed and met.	Compliant

DOMAIN - Governance

Standard – C7a	Outcome
Health care organisations apply the principles of sound clinical and corporate governance.	Compliant

Standard – C7b	Outcome
Health care organisations actively support all employees to promote openness, honesty, probity, accountability, and the economic, efficient and effective use of resources.	Compliant

Standard – C7c	Outcome
Health care organisations undertake systematic risk assessment and risk management (including compliance with the controls assurance standards).	Compliant

Standard – C7d	Outcome
This standard is measured through the use of resources assessment and no declaration is required.	

Standard – C7e	Outcome
Health care organisations challenge discrimination, promote equality and respect human rights.	Compliant

Standard – C7f	Outcome
This standard will be measured through the existing targets assessment and therefore no declaration is required.	

Standard – C8a	Outcome
Health care 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.	Complaint

Standard – C8b	Outcome
Health care 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.	Compliant

Standard – C9	Outcome
Health care 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.	Compliant

Standard – C10 a	Outcome
Healthcare organisations undertake all appropriate employment checks and ensure that all employed or contracted professionally qualified staff are registered with the appropriate bodies.	Compliant

Standard – C10 b	Outcome
Health care organisations require that all employed professionals abide by relevant published codes of professional practice.	Compliant

Standard – C11 a	Outcome
Health care organisations ensure that staff concerned with all aspects of the provision of health care are appropriately recruited, trained and qualified for the work they undertake.	Compliant

Standard – C11 b	Status
Health care organisations ensure that staff concerned with all aspects of the provision of health care participate in mandatory training programmes.	Compliant

Standard – C11 c	Outcome
Health care organisations ensure that staff concerned with all aspects of the provision of health care participate in further professional and occupational development commensurate with their work throughout their working lives.	Compliant

Standard – C12	Outcome
Health care 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.	Compliant

DOMAIN - Patient Focus

Standard – C13a	Outcome
Healthcare organisations have systems in place to ensure that staff treat patients, their relatives and carers with dignity and respect	Compliant

Standard – C13b	Outcome
Health care organisations have systems in place to ensure that appropriate consent is obtained when required for all contacts with patients and for the use of any patient confidential information.	Compliant

Standard – C13c	Outcome
Health care organisations have systems in place to ensure that staff treat patient information confidentially, except where authorised by legislation to the contrary.	Compliant

Standard – C14 a	Outcome
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.	Compliant

Standard – C14 b	Outcome
Healthcare organisations have systems in place to ensure that patients, their relatives and carers are not discriminated against when complaints are made.	Compliant

Standard – C14 c	Outcome
Healthcare organisations have systems in place to ensure that patients, their relatives and carers are assured that organisations act appropriately on any concerns and, where appropriate, make changes to ensure improvements in service delivery.	Compliant

Standard – C15a	Outcome
Where food is provided, health care organisations have systems in place to ensure that patients are provided with a choice and that it is prepared safely and provides a balanced diet.	Compliant

Standard – C15b	Outcome
Where food is provided, health care organisations have systems in place to ensure that patients' individual nutritional, personal and clinical dietary requirements are met, including any necessary help with feeding and access to food 24 hours a day.	Compliant

Standard – C16	Outcome
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 after care.	Compliant

DOMAIN - Accessible & Responsive Care

Standard – C17	Outcome
The views of patients, their carers and others are sought and taken into account in designing, planning, delivering and improving healthcare services.	Compliant

Standard – C18	Outcome
Healthcare organisations enable all members of the population to access services equally and offer choice in access to services and treatment equitably.	Compliant

Standard – C19	Outcome
This standard will be measured under the existing targets and new national targets assessments and therefore no declaration is required.	

DOMAIN - Care Environment and Amenities

Standard – C20a	Outcome
Health care 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.	Compliant

Standard – C20b	Outcome
Health care services are provided in environments, which promote effective care and optimise health outcomes by being supportive of patient privacy and confidentiality.	Compliant

Standard – C21	Outcome
Health care services are provided in environments which promote effective care and optimise health outcomes by being well designed and well maintained with cleanliness levels in clinical and non-clinical areas that meet the national specification for clean NHS premises.	Compliant

DOMAIN - Public Health

Standard – C22 a	Outcome
Health care organisations promote, protect and demonstrably improve the health of the community served, and narrow health inequalities by co-operating with each other and with Local Authorities and other organisations.	Compliant

Standard – C22b	Outcome
Health care organisations promote, protect and demonstrably improve the health of the community served, and narrow health inequalities by ensuring that the local Director of Public Health’s Annual Report informs their policies and practices.	Compliant

Standard – C22c	Outcome
Health care 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.	Compliant

Standard – C23	Outcome
Health care organisations have systematic and managed disease prevention and health promotion programmes which meet the requirements of the National Service Frameworks and national plans with particular regard to reducing obesity through action on nutrition and exercise, smoking, substance misuse and sexually transmitted infections.	Compliant

Standard – C24	Outcome
Health care organisations protect the public by having a planned, prepared and, where possible, practised response to incidents and emergency situations which could affect the provision of normal services.	Compliant