

## Appendix 5. CCG NICE Quality Standards & Statements

### INTEGRATED HULL CC & HULL CCG QUALITY SERVICE FRAMEWORK

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Defining, measuring and supporting the improvement of quality in the provision of domiciliary and care home services.

<b>Quality Service Framework standard 1</b>  Provider treats people with compassion, dignity and respect, providing the same standard of care, irrespective of people's characteristics	<b>Quality Service Framework standard 2</b>  Where the Provider controls the environment in which care is delivered, is safe and meets the needs, preferences and priorities of people.	<b>Quality Service Framework standard 3</b>  Provider proactively works with other agencies to ensure peoples' needs are met.	<b>Quality Service Framework standard 4</b>  Provider understands people's needs, preferences and is responsive to their needs.	<b>Quality Service Framework standard 5</b>  Provider encourages people to consider the possibility of developing their life skills and building social support networks in order to live independently, considering how voluntary sector assets may be used	<b>Quality Service Framework standard 6</b>  Provider ensures they have an effective and robust quality monitoring process that takes into account the views of people / families and carers, implements best practise and lessons learned.
<b>NICE Quality standards &amp; statements:</b>  Home care for older people, 1-6  Mental wellbeing & independence for older people 1  Mental wellbeing of older people in care	<b>NICE Quality standards, statements:</b>  Home care for older people 1-6  Mental wellbeing & independence for older people 1  Mental wellbeing of older people in care	<b>NICE Quality standards &amp; statements:</b>  Dementia: independence and wellbeing 1, 3, 6, 8 & 9  Dementia: support in health and social care 1, 2 & 3  Medicines management for	<b>NICE Quality standards &amp; statements:</b>  Home care for older people 1-6  Mental wellbeing & independence for older people 1  Mental wellbeing of older people in care	<b>NICE Quality standards &amp; statements:</b>  Dementia: independence and wellbeing 2, 3,4,5, 6, 8, 9 & 10  Dementia: support in health and social care 6  Home care for older	<b>NICE Quality standards &amp; statements:</b>  NICE Pathway- People's experience in adult social care services overview

<p>homes 1-6</p> <p>Parkinson's 4</p> <p>Dementia: support in health and social care 1, 2, 5 &amp; 7</p> <p>Dementia: independence and wellbeing 2, 3, 4, 5, 6, 7, 8, 9, 10</p> <p>End of Life Care for adults 1-10</p> <p>Medicines management for people receiving social care in the community 1-4</p> <p>NICE Pathway- People's experience in adult social care services overview.</p>	<p>homes 1-6</p> <p>Parkinson's 4</p> <p>Dementia: support in health and social care 1, 2, 5 &amp; 7</p> <p>Dementia: independence and wellbeing 2, 3, 4, 5, 6, 7, 8, 9, 10</p> <p>End of Life Care for adults 1-10</p> <p>Medicines management for people receiving social care in the community 1-4</p> <p>NICE Pathway- People's experience in adult social care services overview</p>	<p>people receiving social care in the community 1-4</p> <p>Mental wellbeing of older people in care homes 6</p> <p>Parkinson's 3</p> <p>NICE Pathway- People's experience in adult social care services overview</p>	<p>homes 1-6</p> <p>Parkinson's 4</p> <p>Dementia: support in health and social care 1, 2, 5 &amp; 7</p> <p>Dementia: independence and wellbeing 2, 3, 4, 5, 6, 7, 8, 9, 10</p> <p>End of Life Care for adults 1-10</p> <p>Medicines management for people receiving social care in the community 1-4</p> <p>NICE Pathway- People's experience in adult social care services overview</p>	<p>people 1, 5</p> <p>Mental wellbeing &amp; independence for older people 2, 3</p> <p>Mental wellbeing of older people in care homes 1, 2</p> <p>NICE Pathway- People's experience in adult social care services overview</p>	
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<p><b>Quality Service Framework standard 7</b></p> <p>Provider offers suitable and appropriate training, supervision to staff and actively seeks and can demonstrate that it has listened to the views of its staff.</p>	<p><b>Quality Service Framework standard 8</b></p> <p>Provider is able to identify potential or actual harm, neglect and/or abuse (physical, emotional or financial) relating to people under its care and has a robust procedure for addressing those things</p>	<p><b>Quality Service Framework standard 9</b></p> <p>Provider ensures that people receiving care/families/carers are aware of the process of raising any concerns/complaints regarding the care received</p>			
<p><b>NICE standards, statements</b></p> <p>NICE Pathway- People's experience in adult social care services overview</p>	<p><b>NICE standards, statements</b></p> <p>NICE Pathway- People's experience in adult social care services overview</p>	<p><b>NICE standards, statements</b></p> <p>Dementia: independence and wellbeing 8, 9</p> <p>NICE Pathway- People's experience in adult social care services overview</p>			