



national **care** standards

Taking care of

you

A guide to national care standards



SCOTTISH EXECUTIVE



What are National Care Standards?

We want to improve your quality of life by raising the level of care and support you receive. To achieve this Scottish Ministers have developed and published national care standards for a wide range of care services. Types of care services include childminders and nurseries, care homes and services giving support to people in their own homes, for example home helps or help with day-to-day physical tasks like dressing. Other services include private medical services, boarding in private schools and fostering services.

The aim is to ensure that you receive the same high quality of service, no matter where you live in Scotland.

We have tried to create the standards from your point of view. We realise how important it is that you are recognised and accepted as an individual by those providing care services and have based the standards on the following principles:

- **dignity**
- **privacy**
- **choice**
- **safety**
- **realising potential**
- **equality and diversity**

If you, a member of your family, or someone you know is using care services now, or may need to use them in the future, our standards will give you guidance and, hopefully, help you when making decisions.

They are designed to explain what you can expect from care services as you use them at different stages. They also provide a useful reference and help you to raise concerns or make a complaint.

Care services in Scotland are regulated by the Care Commission, which inspects services to make sure these standards are being met.

More details about the Care Commission and what it does are printed on the opposite page.

“we want to improve your quality of life by raising the level of care and support you receive”

The Care Commission

The Care Commission was set up by the Regulation of Care (Scotland) Act 2001 and inspects all care services registered under this law at least once a year. Some services will be inspected twice.

The Care Commission's aim is to raise standards of care by involving people who are cared for and by working with people who provide care.

When inspecting care services, the Care Commission takes into account the national care standards. The Care Commission is guided by the principles of keeping people safe, supporting independence and promoting dignity and choice.

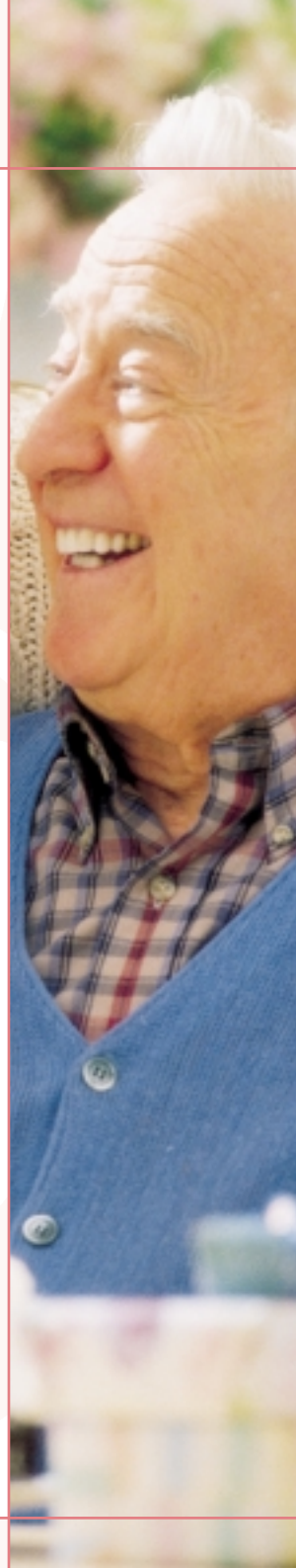
It is also the Care Commission's job to investigate any complaints about a care service, or about its own operations.

The Care Commission's powers mean it can enforce changes to a care service to make sure the people using it are protected. But action like this will only be taken when other efforts have failed.

You can contact the Care Commission at:

The Care Commission
Compass House
11 Riverside Drive
Dundee
DD1 4NY

Tel: 01382 207100
Fax: 01382 207289
Lo-call: 0845 603 0890
Website:
www.carecommission.com





National Care Standards have been published for:

Services for adults

- Adult placement services
- Care homes for people with drug and alcohol misuse problems
- Care homes for people with learning disabilities
- Care homes for people with mental health problems
- Care homes for older people
- Care homes for people with physical and sensory impairment
- Housing support services
- Services for people in criminal justice supported accommodation
- Short breaks and respite care
- Support services

Services for children and young people

- Adoption agencies
- Care homes for children and young people
- Childcare agencies
- Early education and childcare up to the age of 16
- Foster care and family placement services
- School care accommodation services

Services for both adults and children

- Care at home
- Hospice care
- Independent hospitals
- Independent specialist clinics
- Nurse agencies

To see a copy of any of the national care standards, visit
www.scotland.gov.uk/publications

Your local library should also have the national care standards booklets.

Alternatively, copies are available free from:

The Stationery Office Bookshop
71 Lothian Road
Edinburgh EH3 9AZ
Tel: 0870 606 55 66

Another useful website is the Care Standards and Sponsorship Branch of the Scottish Executive's Health Department, which is responsible for the national care standards. The address is:

www.scotland.gov.uk/about/HD/CCD1/00017652/caresstandardshome.aspx