



Department of

**Health, Social Services
and Public Safety**

An Roinn

**Sláinte, Seirbhísí Sóisialta
agus Sábháilteachta Poiblí**

www.dhsspsni.gov.uk

Up to Standard?

A Guide to the HPSS Quality Standards



Why have Standards?

The Department of Health, Social Services and Public Safety (DHSSPS) has published a set of Quality Standards for the Health and Personal Social Services (HPSS) in Northern Ireland.

The Standards were produced following consultation with a wide range of interests including service users, carers and the public and set out the quality standards you have a right to expect from your health and social care provider whether it be in hospital or in the community. The Standards have five quality themes which are applicable across all health and social care environments (see opposite).

The Standards will:

- Enable you as a member of the public to understand the quality of service you and your family are entitled to and give you the opportunity to be actively involved in providing feedback on the quality of care you receive to ensure that health and social care services are kept *up to standard*.
- Give health and social care organisations a measure against which they can assess themselves to ensure their services are safe, of high quality and *up to standard*.
- Be the benchmark for the Regulation and Quality Improvement Authority in its role in inspecting, assessing and publicly reporting on the quality and accessibility of health and social services in Northern Ireland and in making recommendations for improvements to ensure services are *up to standard*.

The Standards' Themes

- **Corporate leadership and accountability of organisations:**
 - o HPSS organisations and professionals must provide effective leadership and clear direction to make the most of its people, skills, time and money so as to deliver safe, sustainable and high quality services in health and social care.
- **Safe and effective care:**
 - o A quality service is one which is safe, effective and sustainable. Health and social care provision is complex and will never be completely error free. However, more can always be done to avoid injury and harm to service users from treatment and care that is intended to help them.
- **Accessible, flexible and responsive services:**
 - o Services must take account of the current and future requirements of local communities and be planned in partnership with them.
- **Promoting, protecting and improving health and social well-being:**
 - o Working in partnerships with service users, carers, the wider public and local and regional organisations to tackle inequalities in health and social well-being, and to promote good health and social well-being for everyone.
- **Effective communication and information:**
 - o Ensuring good communication and the effective use of information to enable individuals, organisations and the public make informed decisions about health and social care services.

Want to know more about the Quality Standards?

The complete quality standards document can be downloaded from:

http://www.dhsspsni.gov.uk/index/health_and_social_services/governance/governance-quality.htm

You can also write, telephone or fax the DHSSPS to request a copy from:

Roisin Perkins
Quality & Performance Improvement Unit
Room D1
Castle Buildings
Belfast
BT4 3SQ

Telephone (028) 9052 8332
Fax (028) 9052 3206

The Regulation and Quality Improvement Authority is an independent body which can be accessed on <http://rqia.org.uk/>

This leaflet or the complete quality standards document can be made available in large print; Irish and Cantonese. The DHSSPS will also consider requests for other formats or translation into other ethnic minority languages.