

Inspiring quality in social care: celebrating quality now and creating quality in future

14 October 2021

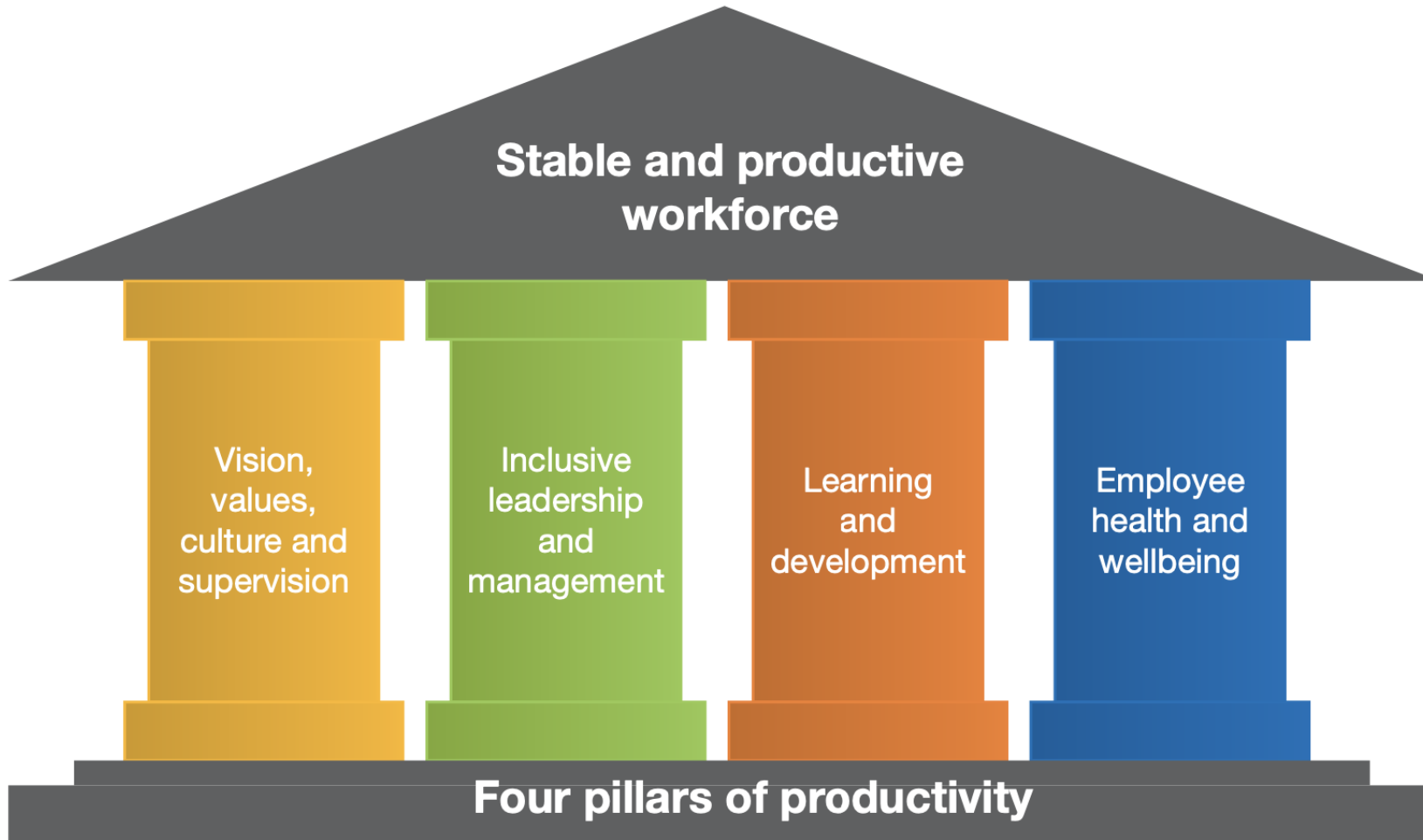


Quality
matters

What is quality in adult social care

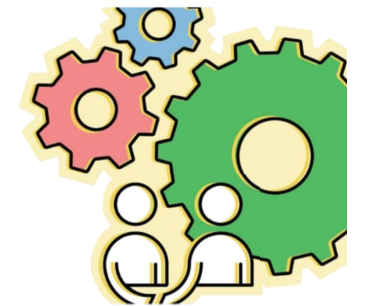
Jim Thomas, Skills for Care





What is quality in adult social care

Nick Baillie, NICE



How does NICE support quality in social care

NICE aims to **improve quality** in health & social care through development of guidance based on the **best available evidence**



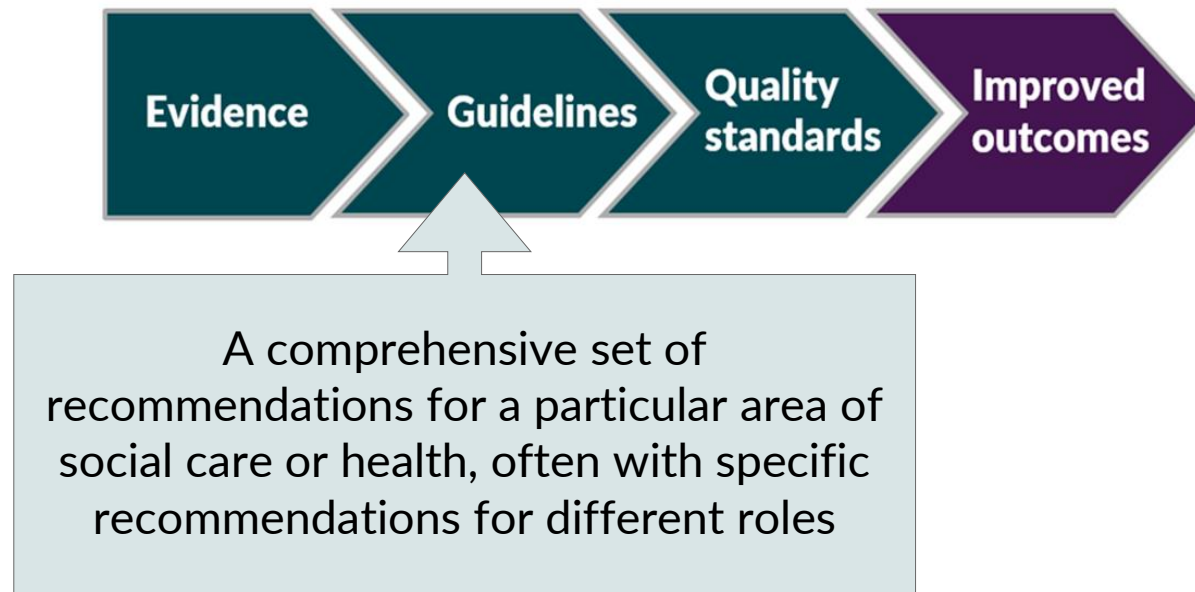
Systematic review of a range of evidence, considered by an independent committee of experts including people using services and their families, carers and advocates

NICE



How does NICE support quality in social care

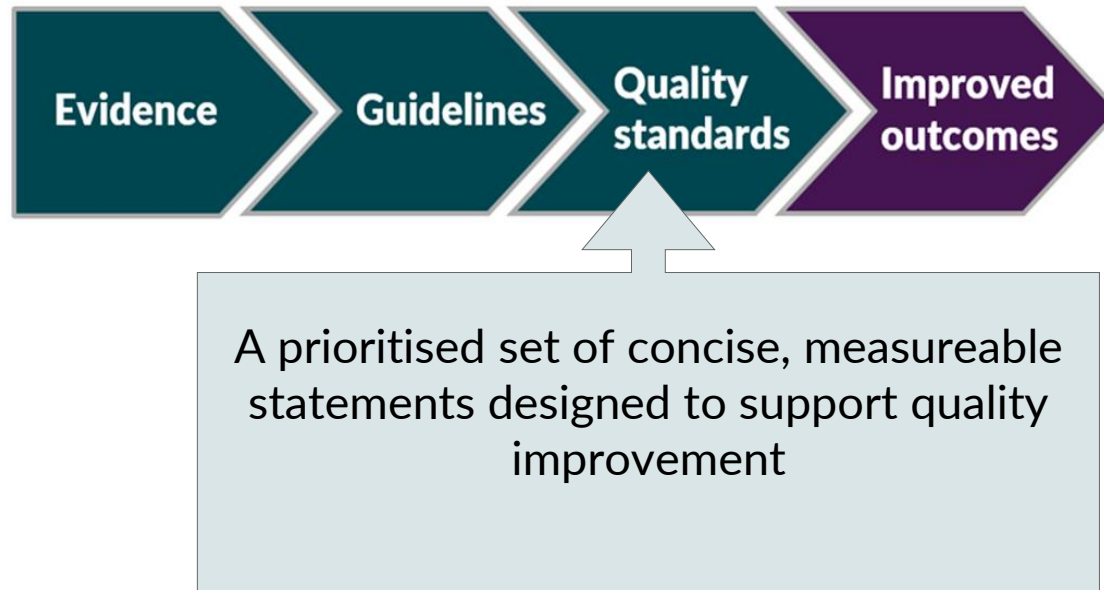
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NICE

How does NICE support quality in social care

NICE aims to **improve quality** in health & social care through development of guidance based on the **best available evidence**



NICE

NICE in the adult social care sector



NICE

People's experience in adult social care services: improving the experience of care and support for people using adult social care services [NG86](#)

1.1.1 Recognise that each [person who uses services](#) is an individual. Use each person's self-defined strengths, preferences, aspirations and needs as the basis on which to provide care and support to live an independent life.

1.1.12 [Commissioners](#) and service providers should consider seeking advice from [voluntary and community sector](#) organisations such as disabled people's organisations and user-led organisations with expertise in equality and diversity issues to ensure that they can deliver services that meet the needs and preferences arising from:

- gender, including transgender
- sexual orientation and sexuality
- disability
- ethnicity
- religious and cultural practices.

NICE

1.1.9 Local authorities and service providers should work with people who use adult social care services and their carers as far as possible to [co-produce](#):

- the information they provide
- organisational policies and procedures
- staff training.

1.3.11 Build in flexibility to the [care and support plan](#) to accommodate changes to a person's priorities, needs and preferences – for example, by using direct payments (see [recommendations 1.3.20 and 1.3.21](#)) and agreeing a rolling 3-monthly budget so that people can use their money differently each week.

NICE guidance for adult social care

Topic	Guideline	Quality standard
Autism	CG142	QS51
Care and support of people growing older with learning disabilities	NG96	QS187
Community engagement	NG44	QS148
Decision making and mental capacity	NG108	QS194
Dementia	NG97	QS184
Domestic violence and abuse	PH50	QS116
End of life care	NG13 NG142	QS144 QS13
Home care	NG21	QS123
Intermediate care including reablement	NG74	QS173
Learning disabilities and behaviour that challenges: service design and delivery	NG93	QS101
Managing medicines for adults receiving social care in the community	NG67	QS171
Managing medicines in care homes	SC1	QS85

NICE guidance for adult social care

Topic	Guideline	Quality standard
Mental wellbeing for older people in care homes	NG32 PH16	QS50 QS137
Oral health for adults in care homes	NG48	QS151
Older people with social care needs and multiple long-term conditions	NG22	QS132
People's experience in adult social care services	NG86	QS182
Preventing suicide	NG105	QS189
Safeguarding adults in care homes	NG189	TBC
Supporting adult carers	NG150	QS200
Transition between inpatient hospital settings and community or care home	NG27	QS136
Transition between inpatient mental health settings and community and care homes settings	NG53	QS159
Wellbeing at work	PH22 NG13 NG146	QS147 QS202

NICE quality improvement resource

- Relevant NICE guidance mapped against CQC key lines of enquiry
- Inform discussion between local commissioners and providers to improve quality
- Coproduced with local authority commissioners, providers and key national stakeholder organisations
- Developed by Quality matters shared commitment priority 3 'Commissioning for better outcomes'

NICE Quality Improvement Resource: adult social care			
WELL LED: CQC adult social care services framework - are services well-led?			
W1: Is there a clear vision and credible strategy to deliver high-quality care and support, and promote a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people?	W2: Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?	W3: How are...	
<p>QS147: Healthy workplaces: improving employee mental and physical health and wellbeing</p> <p>Statement 1: Employees work in organisations that have a named senior manager who makes employee health and wellbeing a core priority.</p> <p>Link</p>	<p>SC1: Managing medicines in care homes</p> <p>Recommendation 1.1.1: Commissioners and providers (organisations that directly provide health or social care services) should review their policies, processes and local governance arrangements, making sure that it is clear who is accountable and responsible for using medicines safely and effectively in care homes.</p> <p>Link</p>	<p>QS30: Deme independent and wellbeir</p>	
<p>QS147: Healthy workplaces: improving employee mental and physical health and wellbeing</p> <p>Statement 2: Employees are managed by people who support their health and wellbeing.</p> <p>Link</p>	<p>SC1: Managing medicines in care homes</p> <p>Recommendation 1.5.2: Health and social care practitioners should consider working with all relevant stakeholders to develop a locally agreed action plan, in line with other local and national strategies and governance arrangements, for improving the safety of residents and reducing medication errors in care homes.</p> <p>Link</p>	<p>QS30: Deme independent and wellbeir</p>	
<p>QS147: Healthy workplaces: improving employee mental and physical health and wellbeing</p> <p>Statement 3: Employees are managed by people who are trained to recognise and support them when they are experiencing stress.</p> <p>Link</p>	<p>SC1: Managing medicines in care homes</p> <p>Recommendation 1.6.1: Commissioners and providers of health or social care services should all be aware of local arrangements for notifying suspected or confirmed medicines-related safeguarding incidents.</p> <p>Link</p>	<p>QS30: Deme independent and wellbeir</p>	
<p>QS147: Healthy workplaces:</p> <p>Statement 4: Employees have the opportunity to contribute to decision-</p> <p>Link</p>	<p>SC1: Managing medicines in care</p> <p>Recommendation 1.6.2: Care home providers should have a clear process for reporting medicines-related safeguarding</p> <p>Link</p>	<p>QS30: Deme independent</p>	

NICE

Quality matters



Finding NICE guidance

www.nice.org.uk/about/nice-communities/social-care

[Social Care e-bulletin](#)

NICE National Institute for
Health and Care Excellence

