

Health Standards (2010) mapped to Health and Care Standards (2015)

2010 Standards				2015 Standards		
1	a	Organisations and services operate within a clear and robust framework for decision making and accountability designed to achieve successful delivery of their purpose, aims, and objectives, in a manner that:	upholds organisational values and standards of behaviour;	0		CF unnumbered standard (gold band in diagram): Governance, Leadership and Accountability
	b		complies with all relevant regulatory, accreditation, licensing requirements, standards, directions and instructions;			
	c		secures the efficient, effective and economic use of resources;			
	d		safeguards and protects all assets, including its people; and			
	e		ensures good governance when working in partnership with others.			
2	a	Organisations and services have equality priorities in accordance with legislation which ensure that they recognise and address the:	needs of individuals whatever their identity and background, and uphold their human rights;	6.2	A	Needs of individuals are recognised and addressed whatever their identity and background, and their human rights are upheld.
	b		rights of children in accordance with the United Nations Convention on the Rights of the Child (UNCRC);	6.2	E	The rights of children are recognised in accordance with the United Nations Convention on the Rights of the Child (UNCRC).
	c		need to challenge discrimination, promote equality and human rights and seek to reduce health inequities through their strategies, policies, practices and procurement processes.	6.2	B	Discrimination is challenged, equality and human rights are promoted and efforts are made to reduce health inequities through strategies, equality impact assessment, policies, practices, procurement and engagement.
3	a	Organisations and services work in partnership with others to protect and improve the health and wellbeing of citizens and reduce health inequities by:	having systems in place to identify and act upon significant public health issues;	1.1	L	Systems, resources and plans are in place to identify and act upon significant public health issues so as to prevent and control communicable diseases and provide immunisation programmes; with effective programmes to screen and detect disease.
	b		supporting citizens to maintain and improve their health, wellbeing and independence;	1.1	C	People are supported to be healthy, safe, and happy, and to lead an active life.
	c		promoting healthy lifestyles and enabling healthy choices;	1.1	F	People are supported to make decisions about their health behaviour and wellbeing which impact on their health and the health and wellbeing of their children.
				1.1	I	People are supported to avoid harm to their health and wellbeing by making healthy choices and accepting opportunities to prevent ill health.
	d		promoting healthy and safe workplaces;	1.1	J	There is active promotion of healthy and safe workplaces and communities.
	e		ensuring that needs assessment and public health advice informs service planning, policies and practices;	1.1	M	Needs assessment and public health advice informs service planning, policies and practices.
	f		having systems and plans to prevent and control communicable diseases and provide immunisation programmes;	1.1	L	Systems, resources and plans are in place to identify and act upon significant public health issues so as to prevent and control communicable diseases and provide immunisation programmes; with effective programmes to screen and detect disease.
	g		having effective programmes to screen and detect disease	1.1	L	
4		Organisations and services are able to deliver a robust response and ensure business and service continuity in the event of any incident or emergency situation.		2.1	H	There is compliance with the requirements of the Civil Contingencies Act 2004 and supporting guidance. This will include undertaking risk assessments, having current and tested emergency plans and business continuity arrangements developed through collaboration with partner agencies. This will ensure delivery of a robust response and ensure continuity of essential health services in the event of a major incident or emergency situation.

5	a	Organisations and services use a range of methods and approaches to:	engage with partners in supporting and enabling citizens to be involved in the design, planning and delivery of services;	6.3	B	Partners are engaged in supporting and enabling people to be involved in the design planning and delivery of services.
	b		seek feedback from patients, service users and carers about their experiences; and	6.3	C	The patient's and carer's voice is heeded by health services and boards, including through the use of patient stories.
	c		demonstrate that they act on views and feedback in making changes to improve services.	6.3	D	Feedback is captured, published and acted upon in a way that provides an ongoing and continuous view of performance and demonstrates learning and improvement.
6	a	Organisations and services reduce waste, variation and harm by:	identifying and participating in quality improvement activities and programmes;	3.3	A	Local capacity and capability is developed to support and enable teams to identify and address local improvement priorities, including participation in audit and recognised quality improvement methodologies, activities and programmes.
	b		supporting and enabling teams to identify and address local improvement priorities;	3.3	A	
	c		using recognised quality improvement methodologies;	3.3	A	
	d		measuring and recording progress; and	3.3	B	Progress is measured, recorded and learning is shared.
	e		spreading the learning.	3.3	B	
7	a	Organisations and services will ensure that patients and service users are provided with safe, effective treatment and care:	based on agreed best practice and guidelines including those defined by National Service Frameworks, National Institute for Health and Clinical Excellence (NICE), National Patient Safety Agency (NPSA) and professional bodies;	3.1	G	People receive a high quality, safe and effective service whilst in the care of the NHS which is based on agreed best practice guidelines including those defined by condition specific Delivery Plans, National Institute for Health and Clinical Excellence (NICE), NHS Wales Patient Safety Solutions, and professional bodies.
	b		that complies with safety and clinical directives in a timely way;	3.1	E	Systems and processes comply with safety and clinical directives in a timely way, including alerts.
	c		which is demonstrated by procedures for recording and auditing compliance with and variance from any of the above.	3.1	F	Systems ensure that non-compliance or variance from best practice is properly recorded and audited and any risks identified are managed appropriately.
8	a	Organisations and services recognise and address the needs of patients, service users and their carers by:	providing all aspects of care including referral, assessment, diagnosis, treatment, transfer of care and discharge including care at the end of life, in a timely way consistent with any national timescales, pathways and best practice;	5.1	B	All aspects of care are provided, including referral, assessment, diagnosis, treatment, transfer of care and discharge including care at the end of life, in a timely way consistent with national timescales, pathways and best practice.
	b		providing support to develop competence in self-care and promote rehabilitation and re-enablement;	6.1	Q	Support is provided to develop competence in self-care and promote rehabilitation and re-enablement; and achieve effective partnership working with other services and organisations, including social services and the third sector.
	c		working in partnership with other services and organisations, including social services and the third sector.	6.1	Q	
9	a	Organisations and services recognise and address the needs of patients, service users and their carers by:	providing timely and accessible information on their condition, care, medication, treatment and support arrangements;	4.2	I	Timely and accessible information is provided on people's conditions and care, medication, treatment and support arrangements.
	b		providing opportunities to discuss and agree options;	4.2	E	People are consulted about any treatment and care they are to receive and opportunities provided to discuss and agree options.
	c		treating their information confidentially;	4.2	F	People's personal records are kept safe regularly updated and available to them.
				4.2	G	Time is taken to listen and actively respond to any questions and concerns that the individual or their relatives may have, treating their information confidentially.
	d		obtaining informed consent, in line with best practice guidance;	4.2	H	Valid consent is obtained in line with best practice guidance; and assessing and caring for people in line with the Mental Capacity Act 2005, and when appropriate the Deprivation of Liberty Safeguards 2009.
	e		assessing and caring for them in line with the Mental Capacity Act 2005 when appropriate.	4.2	H	

10		Organisations and services recognise and address the physical, psychological, social, cultural, linguistic, spiritual needs and preferences of individuals and that their right to dignity and respect will be protected and provided for.		4.1	A	People are treated with respect, courtesy and politeness.
				4.1	B	People are able to access free and independent advice so they can make choices about their care and lifestyle.
				4.1	C	Individuals are addressed by their preferred name.
				4.1	D	Welsh Language needs are responded to sensitively.
				4.1	E	Confidentiality, modesty, personal space and privacy are respected especially in hospital wards, public spaces and reception areas.
				4.1	F	People's feelings, needs and problems are actively listened to, acknowledged and respected.
				4.1	G	All care is recognised as holistic and includes a spiritual, pastoral and religious dimension.
				4.1	H	Information and care are always provided with compassion and sensitivity. Ensuring that people and their carers have the freedom to act and decide based on opportunities to participate and on clear and comprehensive information.
				4.1	I	Consideration is given to people's environments and comfort so they may rest and sleep.
				4.1	J	People are helped to be as comfortable and pain free as their condition and circumstances allow.
				4.1	K	People are supported to be as independent as possible in taking care of their personal hygiene, appearance and feet and nails.
				4.1	L	People are supported to maintain a clean, healthy, comfortable mouth and pain-free teeth and gums, enabling them to function as normal (including eating and speaking) and prevent related problems.
				4.1	M	Continence care is appropriate and discreet and prompt assistance is provided as necessary taking into account peoples' specific needs and privacy.
				4.1	N	People are supported to feel confident to talk through all aspects of their care including sensitive areas such as life expectancy. Advanced care planning, end of life care and addressing the needs of the dying and as good a death as practical for the individual and their family is a key part of dignified care.
11	a	Organisations and services promote and protect the welfare and safety of children and vulnerable adults by:	conforming to legislation and guidance;	2.7	A	There is compliance with legislation and guidance to include: All Wales Child Protection, and Vulnerable Adult procedures & Mental Health Act 1983 in relation to persons liable to be detained, and the Mental Capacity Act 2005 regarding Deprivation of Liberty Safeguards.
	b		ensuring effective multi-agency working and co-operation;	2.7	C	Effective multi-professional and multi-agency working and co-operation are in place complying with the Social Services and Well-being (Wales) Act.
	c		training and supporting staff to recognise and act on issues and concerns, including sharing of information;	2.7	D	Staff are trained to recognise and act on issues and concerns, including sharing of information and sharing good practice and learning.
	d		sharing good practice and learning.	2.7	D	
12		Organisations and services comply with legislation and guidance to provide environments that are accessible, well maintained, fit for purpose, safe and secure, protect privacy and sustainable.		2.1	F	Issues relating to the environment such as security, safe and sustainable design, clear signage, planning, privacy, fire safety, age related general health and safety, and disability accessibility are considered.
				2.1	G	There is compliance with legislation and guidance to provide safe environments that are accessible, well maintained, fit for purpose, safe and secure, protect privacy & sustainable.

13	a	Organisations and services comply with legislation and guidance on IPC and decontamination, in order to:	eliminate or minimise the risk of healthcare associated and community acquired infections;	2.4	A	There are appropriate organisational structures and management systems for infection prevention, control and decontamination in place.
	b		emphasise high standards of hygiene and reflect best practice;			
	c		support, encourage and enable patients, service users, carers, visitors and staff to achieve and maintain high standards of hygiene;	2.4	K	Patients and visitors are supported to achieve and maintain high standards of hygiene.
	d		segregate, handle, transport and dispose of waste so as to minimise risks to patients, service users, carers, staff, the public and environment;	2.4	L	
	e		handle human tissue and subsequently dispose of it appropriately and sensitively.	2.4	L	Proper arrangements exist for the segregation, handling, transporting and disposal of waste including human tissue and subsequent disposal appropriately and sensitively.
14	a	Organisations and services will comply with legislation and guidance to ensure that:	patients’ and service users’ individual nutritional and fluid needs are assessed, recorded and addressed;	2.5	A	People’s nutritional needs and physical ability to eat and drink are assessed, recorded and addressed. They are reviewed at appropriate intervals and are referred to dietetic services as required for specialist advice and support.
	b		any necessary support with eating, drinking or feeding and swallowing is identified and provided;	2.5	H	People are provided with therapeutic diets in accordance with their medical needs. If eating and/or drinking cause people difficulties, they receive prompt assistance to eat or drink encouragement and appropriate aids or support.
	c		breastfeeding is promoted and supported.	1.1	G	Breast feeding is promoted and supported.
	d		a choice of food is offered, which is prepared safely and meets the nutritional, therapeutic, religious and cultural needs of all;	2.5	B	People are offered a choice of food and drink which is prepared safely and meets the nutritional, therapeutic, religious and cultural needs of all; and is accessible 24 hours a day.
	e		is accessible 24 hours a day.	2.5	B	
15	a	Organisations and services will ensure that:	they comply with legislation, licensing and good practice guidance for all aspects of medicines management including controlled drugs;	2.6	A	There is compliance with legislation, regulatory and professional guidance and with local guidance for all aspects of medicines management.
	b		clinicians are qualified and trained in prescribing, dispensing and administering medicines within their individual scope of practice; and	2.6	B	Health professionals are qualified, registered with their respective regulatory bodies and fit for practice to prescribe, dispense and administer medicines within their professional competence and appropriate to the needs of the patient.
	c		there is timely, accessible and appropriate medicines advice and information for patients, service users, their carers and staff including the reporting of drug related adverse incidents.	2.6	C	There is timely, accessible and appropriate medicines advice and information for patients, carers and staff. Patients are provided with sufficient information to meet their needs regarding the purpose and correct use of their medication and alternate treatment options. All patients have an opportunity to discuss and agree their treatment plan.
				2.6	D	Adverse drug reactions and medicine related adverse incidents are reported and investigated where appropriate.

16	a	Organisations and services ensure the safe and effective procurement, use and disposal of medical equipment, devices and diagnostic systems that:	conform to health, safety and environmental legislation and guidance;	2.9	A	There is compliance with health, safety and environmental legislation, regulation and guidance.
	b		are maintained, cleaned and calibrated in accordance with manufacturer's guidelines;	2.9	B	Processes ensure that equipment, and devices are maintained, cleaned and calibrated in accordance with manufacturer's guidelines, ensuring they are appropriate for their intended use and for the environment in which they are used.
	c		are appropriate for their intended use and for the environment in which they are used;	2.9	B	are used.
	d		decontaminates reusable medical devices properly;	2.4	J	Suitable and sustainable systems, policies and procedures are in place for medical device decontamination by competent staff in an appropriate environment.
	e			2.9	E	Suitable and sustainable systems, policies and procedures are in place for medical device decontamination by competent staff in an appropriate environment.
	f		is supported by an ongoing programme of training and competence assessment for staff and users;	2.9	C	An ongoing programme of training and competence assessment covers staff and users.
17	a	Organisations and services ensure that patients have access to a safe and sufficient supply of blood, blood products and blood components, through:	there is timely reporting and management of any device, equipment or system faults.	2.9	D	Timely reporting and management arrangements exist to address any device, equipment or system faults in use or in stock, including any alert or warning notices issued by appropriate agencies such as MHRA.
	b		compliance with legislation and national guidance on the supply and use of blood, blood products and blood components;	2.8	B	There is compliance with legislation and national guidance on the supply and appropriate use of blood, blood components and products.
	c		the use of schemes and systems to reduce wastage of blood, blood products and blood components;	2.8	C	Effective schemes and systems are in place to actively manage stock, minimise wastage, and plan effectively for shortages.
	d		effective planning for blood shortages;	2.8	C	
	e		an ongoing programme of education, training and competence assessment	2.8	D	A continuous innovative programme of education, training and competence
18	a		the reporting of all adverse blood reactions and incidents.	2.8	E	Processes are in place that enhance the safety of blood transfusion and support the recognition and reporting of, and shared learning from all incidents, adverse blood events and reactions.
	b		internally and externally;	3.2	I	There is compliance with legislation and guidance to ensure effective, accessible, appropriate and timely communication and information sharing. The purpose, effectiveness, methods, security and appropriateness of communication is considered internally and externally with patients, service users, carers and staff, and about patient, service users and carers using a range of media and formats.
	c		with patients, service users, carers and staff using a range of media and formats;	3.2	I	
	d		about patients, service users and their carers;	3.2	I	
	e		on the full range and locations of services they provide;			
19	a	Organisations and services support and facilitate patient care and service delivery by:	addressing all language and communication needs.	3.2	D	Language and communication needs are addressed for people with specific care needs including: learning disabilities, dementia, stroke, sensory loss, neurological developmental problems and brain injury.
	b		developing and using safe and secure information systems in accordance with legislation and within a robust governance framework;	3.4	A	Safe and secure information systems are developed in accordance with legislation and within a robust governance framework.
	c		having processes to operate and manage information and data effectively and to maintain business continuity;	3.4	B	Processes exist to operate and manage information and data effectively, to maintain business continuity and support and facilitate patient care and delivery.
	d		ensuring data quality is robust and timely;	3.4	C	Data and information are accurate, valid, reliable, timely, relevant, comprehensible and complete.
	e		using information to review, assess and improve services;	3.4	D	Information is used to review, assess and improve services.
19	a		sharing information with relevant partners using protocols when necessary.	3.4	E	Information is shared with relevant partners using protocols when necessary to provide good care for people.
	b					
	c					
	d					
	e					

20	a	Organisations and services manage all records in accordance with legislation and guidance to ensure that they are:	designed, prepared, reviewed and accessible to meet the required needs;	3.5	H	Records are designed, prepared, reviewed and accessible to meet the required needs.
	b		stored safely, maintained securely, are retrievable in a timely manner and disposed of appropriately;	3.5	I	Records are stored securely, maintained, are retrievable in a timely manner and disposed of appropriately.
	c		accurate, complete, understandable and contemporaneous in accordance with professional standards and guidance;	3.5	J	Records are accurate, up-to-date, complete, understandable and contemporaneous in accordance with professional standards and guidance;
	d		shared as appropriate.	3.5	J	and shared when appropriate.
21	a	Organisations and services will:	ensure that the principles and requirements of the Research Governance Framework for Health and Social Care are consistently applied;	3.3	C	There is consistent application of the principles and requirements of the Framework for Health and Social Care Research and Development.
	b		have an outcome focussed research and development strategy that benefits patients and improves service delivery;	3.3	D	Research and innovation has a direct impact on improving the efficiency and effectiveness of services, delivering better health and wellbeing outcomes for people, and improving the experience of care.
	c		promote research, development and innovation.	3.3	E	There is a structured approach to promoting and supporting research and Innovation and it is applied in every day practice.
				3.3	F	There is clear visible leadership and a strong collaborative approach with university and industry partners.
				3.3	G	Quality of clinical records is improved through implementing standards which enable re-use of the data for research.
22	a	Organisations and services will have systems and processes in place which comply with legislation and guidance that:	applies best practice in assessing, managing and mitigating risk;	2.1	A	Best practice is applied in assessing, managing and mitigating risk which draws on people’s experiences of the service.
	b		implements policies and arrangements for reviewing and continuously improving all aspects of their activities and environment to protect and improve the health, safety and wellbeing of their patients, service users, carers, staff and the public;	2.1	B	Risk management and health and safety are embedded within all healthcare settings and are monitored to ensure continuous improvement.
	c		acts upon safety notices, alerts and other such communications.	2.1	D	Safety notices, alerts and any such communication are acted upon.
23	a	Organisations and services comply with legislation and guidance to deal with complaints, incidents, near misses, and claims - known collectively as ‘concerns’ which ensure that they:	are reported, acted upon and responded to in an appropriate and timely manner;	6.3	I	Concerns are reported, acted upon and responded to in an appropriate and timely manner and are handled and investigated openly, effectively and by those appropriately skilled to do so.
	b		are handled and investigated openly, effectively and by those appropriately skilled to do so;	6.3	I	
	c		offer patients, service users and their carers support including advocacy and where appropriate redress;	6.3	J	Patients, service users and their carers are offered support including advocacy and where appropriate redress.
	d		provide appropriate support to staff;	7.1	L	are provided with appropriate skills, equipment and support to enable them to meet their responsibilities to consistently high standards.
	e		learn and share lessons from local and national reviews to improve services.	6.3	L	Appropriate support is provided to health staff and learning and services improve through sharing lessons from local and national reviews.

24	a	Organisations and services work with partners to develop an appropriately constituted and sustainable workforce by:	having effective workforce plans which are integrated with service and financial plans;	7.1	A	having effective workforce plans which are integrated with service and financial plans;
	b		meeting the needs of the population served through an appropriate skill mix;	7.1	B	meeting the needs of the population served through an appropriate skill mix with staff having language awareness and the capability to provide services through the Welsh language;
	c		reflecting the demographic profile of its population;			
	d		reflecting the demographic profile of its population;	7.1	C	promoting the continuous improvement of services through better ways of working;
	e		enabling the supply of trainees, students, newly qualified staff and new recruits and their development.	7.1	D	enabling the supply of trainees, students, newly qualified staff and new recruits and their development;
25	a	Organisations and services ensure that their workforce:	have all necessary recruitment and periodic employment checks and are registered with the relevant bodies;	7.1	F	have all necessary recruitment and periodic employment checks and are registered with the relevant bodies;
	b		are appropriately recruited, trained, qualified and competent for the work they undertake;	7.1	G	are appropriately recruited, trained, qualified and competent for the work they undertake;
	c		act, and are treated, in accordance with identified standards and codes of conduct;	7.1	H	act, and are treated, in accordance with identified standards and codes of conduct;
	d		have access to processes which permit them to raise, in confidence and without prejudice, concerns over any aspect of service delivery, treatment or management;	7.1	I	The workforce: are able to raise, in confidence without prejudice, concerns over any aspect of service delivery, treatment or management;
	e		are supervised and supported in the delivery of their role;	7.1	J	are mentored, supervised and supported in the delivery of their role;
	f		are dealt with fairly and equitably when their performance causes concern.	7.1	K	are dealt with fairly and equitably when their performance causes concern;
26	a	Organisations and services ensure that their workforce is provided with appropriate support to enable them to:	maintain and develop competencies in order to be developed to their full potential;	7.1	M	maintain and develop competencies in order to be developed to their full potential;
	b		participate in induction and mandatory training programmes;	7.1	N	attend induction and mandatory training programmes;
	c		have an annual personal appraisal and a personal development plan enabling them to develop their role;	7.1	O	have an annual appraisal and a personal development plan;
				7.1	P	develop their role;
	d		demonstrate continuing professional and occupational development;	7.1	Q	demonstrate continuing professional development;
	e		access opportunities to develop collaborative practice and team working.	7.1	R	access opportunities to develop collaborative practice and team working;