

# WELSH HEALTH CIRCULAR



Llywodraeth Cymru  
Welsh Government

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**For Action by:**  
Local Health Boards and NHS Trusts

**Action required by:**  
16 July 2015

**Sender:**  
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**Enclosure(s):** Health and Care Standards Easy Read

Yr Adran Iechyd a Gwasanaethau Cymdeithasol  
Cyfarwyddwr Cyffredinol a Phrif Weithredwr, GIG Cymru

Department for Health and Social Services  
Director General and Chief Executive, NHS Wales



Llywodraeth Cymru  
Welsh Government

**To CEOs NHS Wales all Organisations**

Our Ref: AG/VF/TLT

16 July 2015

Dear Colleague,

### **Health and Care Standards Easy Read**

The Health and Care Standards were published on 1 April 2015 to support the delivery of high quality services in the NHS in Wales.

The standards embrace the principles of co-production and prudent health care which prioritises putting patients, their families and carers at the heart of all decisions and plans about health care. It sees patients as equal partners in planning developing and assessing care to make sure it is appropriate for their needs.

Open and honest communication is emphasised in the spirit of co-production and in communicating with people health services must proactively meet individual language and communication needs.

Welsh Government has developed an easy read version of the Health and Care Standards which demonstrates our commitment of improving the way we communicate with people.

I am very pleased to commend the Health and Care Standards easy read version to you as everyone should be able to access and understand information that affects their everyday lives and information that is easier to understand helps people to make better choices.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Andrew Goodall'.

**Dr Andrew Goodall**

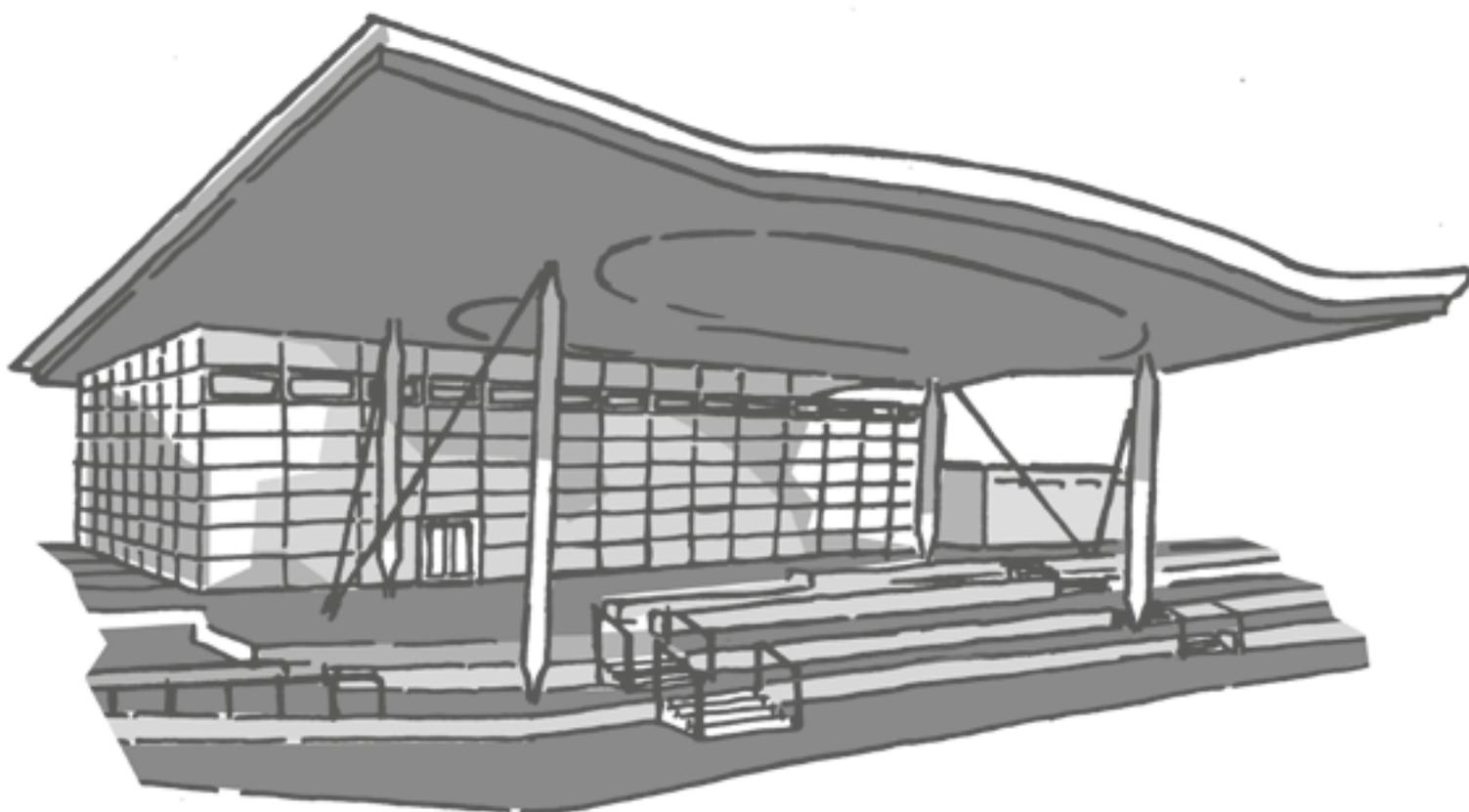


Llywodraeth Cymru  
Welsh Government

# Health and Care Standards

[www.gov.wales](http://www.gov.wales)

This is an **Easy Read** document from the  
Welsh Government



July 2015

# How to use this document

## Easy to Read Version



This is an Easy Read version. The words and their meaning are easy to read and understand.



You may need help and support to read and understand this document. Ask someone you know to help you.



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Where the document says 'we', this means Welsh Government.



To get more copies of this Easy Read version please contact:

Healthcare Quality Division  
Welsh Government.

Phone: 02920 825510 or 01267267278



E-mail: Standards for health  
[standardsforhealthservices@wales.gsi.gov.uk](mailto:standardsforhealthservices@wales.gsi.gov.uk)

Website:  
[www.wales.nhs.uk/governance-emanual/  
home](http://www.wales.nhs.uk/governance-emanual/home)

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# Chapter 1

## Introduction



In the summer of 2013 the Minister for Health and Social Services said that Welsh Government would review the health and care standards in Wales.



We talked to lots of people to help us write the health and care standards.

Now lots of people are helping to make them happen.



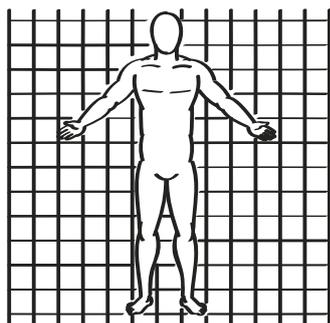
The new health and care standards are to help health services in Wales give you the best possible care.

The standards are also to help you look after your own health and well-being.

The new health and care standards are grouped together into 7 **themes** or topics.



Every person in Wales has the right to good health care. You also have the right to help and support to keep yourself healthy.



All health services should be person centred. They should focus on your needs and listen to you.



The NHS in Wales wants to make sure that health services:

- do the right things well
- know how well they are doing
- are open and honest in everything they do
- are caring and kind
- work hard.

# Chapter 2

## Themes

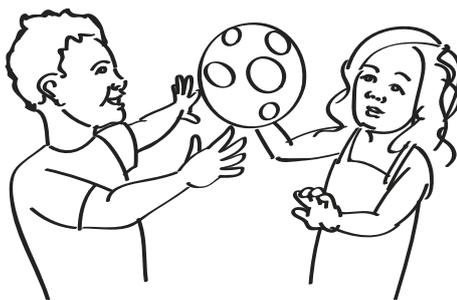
The 7 themes were written after talking to lots of people about what was important to them when they use health services in Wales



The themes should work together. They explain how health services should always give good, safe care.

There are 3 parts in each theme:

1. What the theme is about
2. What it means for a person when the standards in that theme are met
3. What services need to do to meet the standards.



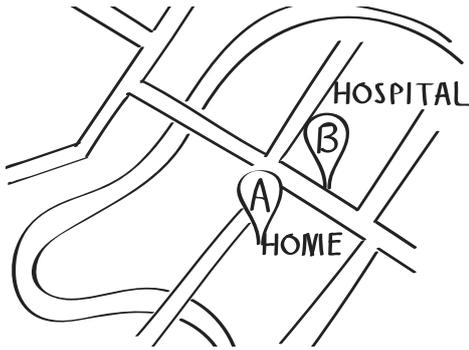
Theme 1 is called Staying Healthy. We want to make sure that:

- You know how to look after your own health and well-being.
- You live a long, healthy and active life.
- Children have a good healthy start in life.
- You get the information you need, when you need it, in the way you want it.



Theme 2 is called Safe Care. We want to make sure that:

- You are supported to protect your health and your family's health.
- You are kept safe and protected from harm through the right care and support.
- You get good, safe care from all health services.



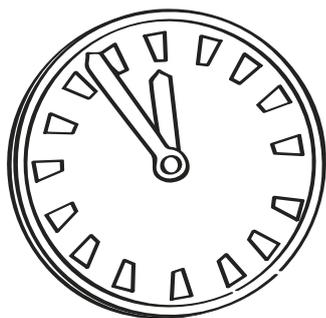
Theme 3 is called Effective Care. We want to make sure that:

- You get the right care and support as close to where you live as possible.
- You get the right care and support to look after your own health and well-being.
- You get care and support to stay healthy that is based on good research.



Theme 4 is called Dignified Care. We want to make sure that:

- You get good quality care from all health services.
- You are listened to.
- Everyone is treated with kindness, dignity and respect in all health services.



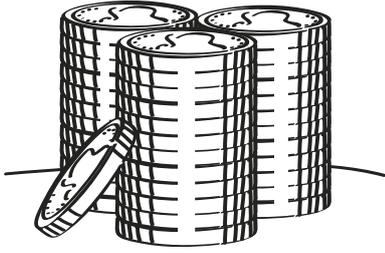
Theme 5 is called Timely Care. We want to make sure that:

- You can get to see a doctor when you need to.
- Your health needs are understood and treated as soon as possible.



Theme 6 is called Individual Care. We want you to make sure that:

- Everyone is treated fairly to make sure they can have a healthy life.
- You are treated as a person with your own needs.
- You get care and support in Welsh if you want to.



Theme 7 is called Staff and Resources.  
We want to make sure that:

- We use NHS Wales' money in the best ways to care for people and help them stay healthy.
- You can work with health services to help them use resources like money, buildings and staff in a better way.
- Health staff have good training and know how to care for you.

# Chapter 3

## Standards

A **standard** is the best level of care we want to reach for all health services in Wales.

There are 22 standards that are grouped together into the 7 themes.

Each standard has a number of ways to decide how the standard will be met. These are called **criteria**.

Staying Healthy has 1 standard:



## **Health Promotion, Protection and Improvement**

We want you to be supported to look after your own health and well-being.

We want you to know what care and support services there are to help you.

We want you to be supported to take part in society and feel valued.

We want children to have a good healthy start in life.

We want carers to be supported.

We want you to be supported to make choices about your own health and well-being.

We want health services to work together with people and other services.

Theme 2 has 9 standards:



## **Managing Risk and Promoting Health and Safety**

We want to make sure we look after your health and safety.

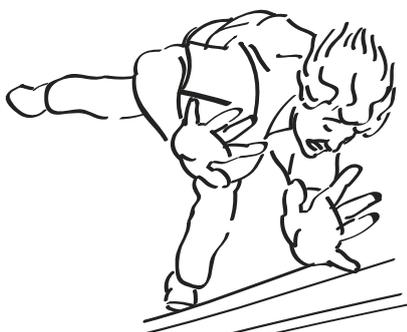
We must make sure that we know about any risks and we manage these risks as well as we can.



## **Preventing Pressure and Tissue Damage**

We want to help you look after your skin.

We want to make sure you do not get sore skin from sitting or lying down for too long.



## **Falls Prevention**

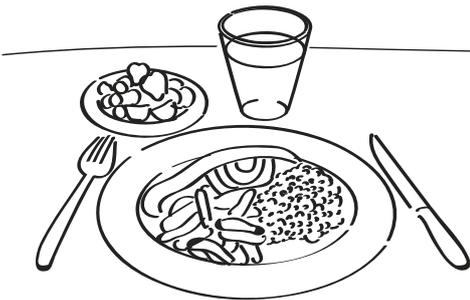
We want to check if people are likely to fall.

We want to do everything we can to stop people from falling and hurting themselves.



## **Infection Prevention and Control (IPC) and Decontamination**

We want everyone to help us control and stop infections so that people do not get ill.



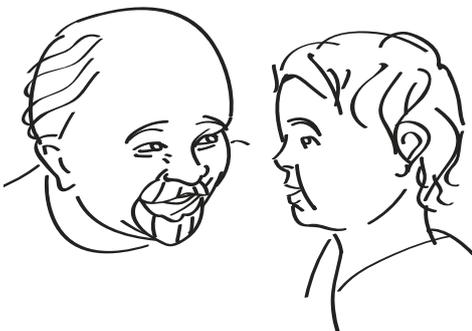
## **Nutrition and Hydration**

We want you to be supported to eat and drink so that you can get better quicker.



## **Medicines Management**

We want you to get the right medicine at the right time.



## **Safeguarding Children and Safeguarding Adults at Risk**

We want health services to support and protect all children and any adults who are vulnerable or at risk.



## **Blood Management**

We want you to be able to get blood when you need it.



## **Medical Devices, Equipment and Diagnostic Systems**

We want health services to make sure all the equipment they use is safe and works well.

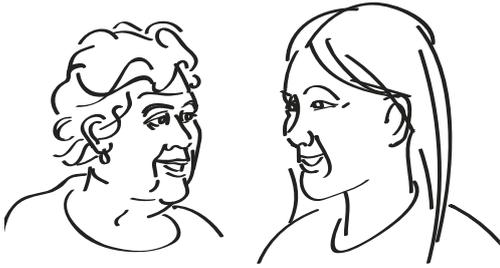
Theme 3 has 5 standards:



## **Safe and Clinically Effective Care**

We want you to get the right care and support for your needs.

We want to make sure we know the best ways to care and support people.



## **Communicating Effectively**

We want to make sure that your communication needs are met.

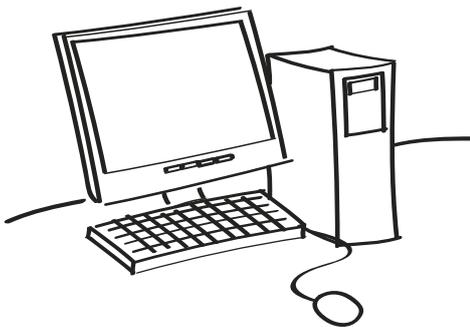
We want you to be able to understand information about your care and your health.

We want you to be able to tell us what you need or what you think.



## **Quality Improvement, Research and Innovation**

We want to look at different ways to make health services better based on good research.



## **Information Governance and Communications Technology**

We want to make sure that health services have the right information.

We also want to make sure that the information is shared safely.



## Record Keeping

It is very important that health services keep good records to make sure you get the right care.

Health services must follow the rules about how to record information and keep it safe.

Theme 4 has 2 standards:

## Dignified Care

We want everyone to be treated with dignity, respect and kindness.

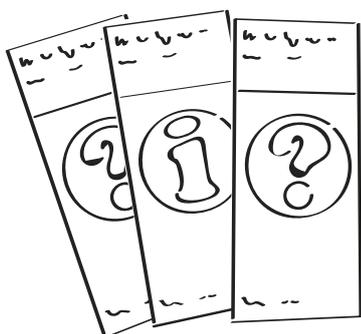
We want to make sure that your needs are met whatever your religion, language, culture or feelings.



## Patient Information

We want you to have good information about your care that is easy to understand.

We want you to be supported to make choices about your care.



Theme 5 has 1 standard:



## **Timely Access**

We want you to have:

- the right care
- at the right time
- in the right place
- with the right staff.

Theme 6 has 3 standards:



## **Planning Care to Promote Independence**

We want you to be supported to look after your own health and well-being.

We want you to be able to make choices about your care.



## **People's Rights**

We want all health services to understand and support equality and human rights for everyone.



## **Listening and Learning from Feedback**

We want you and your family to be able to tell us about the care you get from health services.

We want to know what is working well and what is not working well.

We want health services to be open and honest with you when you tell them that something has gone wrong.

We want to learn from what you tell us and make services better.

Theme 7 has 1 standard:

## **Workforce**

We want to make sure that health services have enough staff.



We want staff to have the right skills and training to be able to give you the best care.

# Chapter 4

## How to use the standards

We want the health and care standards to support how health services are run.

We want health services to check how well they are meeting the standards.

They can do this in lots of different ways.

We want health services to work with you and use the standards to make services better.

There is more information about the standards and how to use them on the NHS Wales Governance e-Manual website:  
[www.wales.nhs.uk/governance-emanual/](http://www.wales.nhs.uk/governance-emanual/)