

HCC STANDARDS FOR BETTER HEALTH 2007-8 MENTAL HEALTH TRUSTS		
CORE STANDARD	ELEMENTS	
1 SAFETY		
C1(a)	Healthcare organisations protect patients through systems that identify and learn from all patient safety incidents and other reportable incidents, and make improvements in practice based on local and national experience and information derived from the analysis of incidents	1 Incidents are reported locally and to the National Patients Safety Agency (NPSA) via the National Reporting and Learning System
		2 Reported incidents are analysed to seek to identify root causes, relevant trends and likelihood of repetition
		3 Demonstrable improvements in practice are made to prevent reoccurrence of incidents as a result of information arising from the analysis of local incidents and from the NPSA's national analysis of incidents
C1(b)	Healthcare organisations protect patients through systems that ensure that patient safety notices, alerts and other communications concerning patient safety, which require action, are acted upon within required timescales	1 All communications, including drug alerts, issued by the Safety Alert Broadcast System (SABS) are implemented within the defined timescales, in accordance with <i>Chief executive's bulletin article</i> (Gateway 2326)
C2	Healthcare organisations protect children by following national child protection guidelines within their own activities and in their dealings with other organisations	1 Effective processes are in place for identifying, reporting and taking action on child protection issues in accordance with <i>Working together to safeguard children</i> (HM Government, 2006)
		2 The healthcare organisation works with partners to protect children as set out in <i>Working together to safeguard children</i> (HM Government, 2006)
		3 Criminal Records Bureau (CRB) checks are conducted for all staff and students with access to children in the normal course of their duties, in accordance with <i>CRB disclosures in the NHS</i> (NHS Employers, 2004)
C3	<i>Healthcare organisations protect patients by following National Institute for Health and Clinical Excellence (NICE) interventional procedures guidance</i>	<i>This standard will not be assessed for mental health services and learning disability services for 2007/2008</i>

CORE STANDARD		ELEMENTS
C4(a)	Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that the risk of healthcare acquired infection to patients is reduced, with particular emphasis on high standards of hygiene and cleanliness, achieving year on year reductions in MRSA	1 The healthcare organisation has systems to ensure the risk of healthcare associated infection is reduced in accordance with <i>The Health Act 2006 Code of Practice for the Prevention and Control of Health Care Associated Infections</i> (Department of Health, 2006)
C4(b)	Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that all risks associated with the acquisition and use of medical devices are minimised	1 The healthcare organisation has systems in place to minimise the risks associated with the acquisition and use of medical devices in accordance with guidance issued by the MHRA
C4(c)	<i>Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that all reusable medical devices are properly decontaminated prior to use and that the risks associated with decontamination facilities and processes are well managed</i>	<i>This standard will not be assessed for mental health services and learning disability services for 2007/2008. Cleaning and disinfection is covered under standard C21</i>
C4(d)	Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that medicines are handled safely and securely	1 Medicines are safely and securely procured, prescribed, dispensed, prepared, administered and monitored, including in accordance with the statutory requirements of the Medicines Act 1968
		2 Controlled drugs are handled safely and securely in accordance with the Misuse of Drugs Act 1971, the Misuse of Drugs Act 1971 (<i>Modification</i>) Order 2001 and <i>Safer management of controlled drugs: Guidance on strengthened governance arrangements</i> (Department of Health, 2006)
C4(e)	Healthcare organisations keep patients, staff and visitors safe by having systems to ensure that the prevention, segregation, handling, transport and disposal of waste is properly managed so as to minimise the risks to the health and safety of staff, patients, the public and the safety of the environment	1 The prevention, segregation, handling, transport and disposal of waste is properly managed to minimise the risks to service users, staff, the public and the environment in accordance with <i>Environment and sustainability Health Technical Memorandum 07-01: Safe management of healthcare waste</i> (Department of Health, November 2006)
2 CLINICAL AND COST EFFECTIVENESS		
	Healthcare organisations ensure that they conform to	1 The healthcare organisation conforms to NICE technology appraisals where relevant to its services

CORE STANDARD		ELEMENTS
C5(a)	National Institute for Health and Clinical Excellence (NICE) technology appraisals and, where it is available, take into account nationally agreed guidance when planning and delivering treatment and care	2 The healthcare organisation can demonstrate how it takes into account nationally agreed best practice as defined in national service frameworks (NSFs), NICE clinical guidelines, national plans and nationally agreed guidance, when delivering services care and treatment
C5(b)	Healthcare organisations ensure that clinical care and treatment are carried out under supervision and leadership	1 Appropriate supervision and clinical leadership is provided to staff involved in delivering clinical care and treatment in accordance with guidance from relevant professional bodies
C5(c)	Healthcare organisations ensure that clinicians (professionally qualified staff providing care to patients) continuously update skills and techniques relevant to their clinical work	1 Clinicians from all disciplines participate in activities to update the skills and techniques relevant to their clinical work
C5(d)	Healthcare organisations ensure that clinicians participate in regular clinical audit and reviews of clinical services	1 Clinicians are involved in prioritising, conducting, reporting and acting on clinical audits
		2 Clinicians participate in reviewing the effectiveness of clinical services through evaluation, audit or research
C6	Healthcare organisations cooperate with each other and social care organisations to ensure that patients' individual needs are properly managed and met	1 Staff work in partnership with colleagues in other health and social care organisations to meet the individual needs of service users including in accordance with the <i>National Service Framework for Mental Health</i> (Department of Health, 1999)
3 GOVERNANCE		
C7(a) & C7(c)	Healthcare organisations apply the principles of sound clinical and corporate governance	1 The healthcare organisation has effective arrangements in place for clinical governance
		2 There are effective corporate governance arrangements in place that accord with <i>Governing the NHS: A guide for NHS boards</i> (Department of Health and NHS Appointments Commission, 2003), and the <i>Corporate governance framework manual for NHS trusts</i> (Department of Health, April 2003)
		3 The healthcare organisation systematically assesses and manages its risks

CORE STANDARD		ELEMENTS
C7(b)	Healthcare organisations actively support all employees to promote openness, honesty, probity, accountability, and the economic, efficient and effective use of resources	1 The healthcare organisation actively promotes openness, honesty, probity and accountability to its staff and ensures that resources are protected from fraud and corruption in accordance with the <i>Code of conduct for NHS Managers</i> (Department of Health, 2002) and <i>NHS Counter Fraud and Corruption Manual Third Edition</i> (NHS Counter Fraud Service, 2006)
C7(d)	<i>Healthcare organisations ensure financial management achieves economy, effectiveness, efficiency, probity and</i>	<i>This standard will be measured through the use of resources assessment</i>
C7(e)	Healthcare organisations challenge discrimination, promote equality and respect human rights	1 The healthcare organisation challenges discrimination and respects human rights in accordance with the Human Rights Act 1998, <i>No Secrets: Guidance on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse</i> (Department of Health, 2000), The Sex Discrimination (Gender Reassignment) Regulations 1999, The Employment Equality (Religion or Belief) Regulations 2003, The Employment Equality (Sexual Orientation) Regulations 2003 and The Employment Equality (Age) Regulations 2006
		2 The healthcare organisation promotes equality, including by publishing information specified by statute, in accordance with the general and specific duties of the Race Relations Act 1976 (as amended), the Code of practice on the duty to promote race equality (Commission for Racial Equality 2002), the Disability Discrimination Act 2005, the Code of practice on the duty to promote disability equality (Disability Rights Commission, 2005), the Equality Act 2006, Gender Equality Duty Code of Practice (Equal Opportunities Commission, November 2006) and <i>Delivering Race Equality in Mental Health Care</i> (Department of Health, 2005)
C7(f)	<i>Healthcare organisations meet the existing performance requirements</i>	<i>This standard will be measured through the existing national targets assessment</i>
C8(a)	Healthcare organisations support their staff through having access to processes which permit them to raise, in confidence and without prejudicing their position, concerns over any aspect of service delivery, treatment or management that they consider to have a detrimental effect on patient care or on the delivery of services	1 Staff are supported, and know how, to raise concerns about services confidentially and without prejudicing their position

CORE STANDARD		ELEMENTS
C8(b)	Healthcare organisations support their staff through organisational and personal development programmes which recognise the contribution and value of staff, and address, where appropriate, under-representation of minority groups	1 The healthcare organisation supports and involves staff in organisational and personal development programmes as defined by the relevant areas of the Improving Working Lives standard at Practice Plus level
		2 Staff from minority groups are offered opportunities for personal development to address under-representation in senior roles
C9	Healthcare organisations have a systematic and planned approach to the management of records to ensure that, from the moment a record is created until its ultimate disposal, the organisation maintains information so that it serves the purpose it was collected for and disposes of the information appropriately when no longer required	1 The healthcare organisation has effective systems for managing clinical records in accordance with <i>Records management: NHS code of practice</i> (Department of Health, April 2006)
C10(a)	Healthcare organisations undertake all appropriate employment checks and ensure that all employed or contracted professionally qualified staff are registered with the appropriate bodies	1 The necessary employment checks are undertaken for all staff in accordance with <i>Safer recruitment - A guide for NHS employers</i> (NHS Employers, 2006) and <i>CRB disclosures in the NHS</i> (NHS Employers, 2004)
C10(b)	Healthcare organisations require that all employed professionals abide by relevant published codes of professional practice	1 The healthcare organisation explicitly requires staff to abide by relevant codes of professional conduct and takes action when codes of conduct are breached
C11(a)	Healthcare organisations ensure that staff concerned with all aspects of the provision of healthcare are appropriately recruited, trained and qualified for the work they undertake	1 The healthcare organisation recruits staff in accordance with relevant legislation and with particular regard to the Sex Discrimination (Gender Reassignment) Regulations 1999, The Employment Equality (Religion or Belief) Regulations 2003, The Employment Equality (Sexual Orientation) Regulations 2003, The Employment Equality (Age) Regulations 2006, Race Relations Act 1976 (as amended), the Disability Discrimination Act 2005 and the Equality Act 2006
		2 The healthcare organisation undertakes workforce planning which aligns workforce requirements to its service needs

CORE STANDARD		ELEMENTS
C11(b)	Healthcare organisations ensure that staff concerned with all aspects of the provision of healthcare participate in mandatory training programmes	1 Staff participate in relevant mandatory training programmes
		2 Staff and students participate in relevant induction programmes
C11(c)	Healthcare organisations ensure that staff concerned with all aspects of the provision of healthcare participate in further professional and occupational development commensurate with their work throughout their working lives	1 Staff have opportunities to participate in professional and occupational development at all points in their career in accordance with <i>Working together - learning together: a framework for lifelong learning for the NHS</i> (Department of Health, 2001)
C12	Healthcare organisations which either lead or participate in research have systems in place to ensure that the principles and requirements of the research governance framework are consistently applied	1 The healthcare organisation has an effective research governance framework in place which complies with the requirements of the <i>Research governance framework for health and social care, second edition</i> (Department of Health, 2005)
4 PATIENT FOCUS		
C13(a)	Healthcare organisations have systems in place to ensure that staff treat patients, their relatives and carers with dignity and respect	1 The healthcare organisation ensures that staff treat service users, carers and relatives with dignity and respect at every stage of their care and treatment and takes action where dignity and respect has been compromised
		2 The healthcare organisation meets the needs and rights of different service user groups with regard to dignity including by meeting relevant requirements of the Human Rights Act 1998, the Race Relations Act 1976 (as amended), the Disability Discrimination Act 1995, the Disability Discrimination Act 2005 and the Equality Act 2006
C13(b)	Healthcare organisations have systems in place to ensure that appropriate consent is obtained when required, for all contacts with patients and for the use of any confidential patient information	1 Valid consent, including from those who have communication or language support needs, is obtained by suitably qualified staff for all decisions, treatments, procedures (including post-mortem) and investigations in accordance with the <i>Reference guide to consent for examination or treatment</i> (Department of Health, 2001), <i>Families and post mortems: a code of practice</i> (Department of Health, 2003), <i>Code of Practice to the Mental Health Act 1983</i> (Department of Health, 1999) and <i>Code of Practice to the Mental Capacity Act 2005</i> (Department of Constitutional Affairs, 2007)

CORE STANDARD		ELEMENTS
		2 Service users, including those with language and/or communication support needs, are provided with information on the use and disclosure of confidential information held about them in accordance with <i>Confidentiality: NHS code of practice</i> (Department of Health, 2003)
C13(c)	Healthcare organisations have systems in place to ensure that the trust treat patient information confidentially, except where authorised by legislation to the contrary	1 Staff act in accordance with <i>Confidentiality: NHS code of practice</i> (Department of Health, 2003), the Data Protection Act 1998, <i>Protecting and using patient information: a manual for Caldicott guardians</i> (Department of Health, 1999), The Human Rights Act 1998 and the Freedom of Information Act 2000 when using and disclosing service users' personal information
C14(a)	Healthcare organisations have systems in place to ensure that patients, their relatives and carers have suitable and accessible information about, and clear access to, procedures to register formal complaints and feedback on the quality of services	1 Service users, relatives and carers are given suitable and accessible information about, and can easily access, a formal complaints system
		2 Service users, relatives and carers are provided with opportunities to give feedback on the quality of services
C14(b)	Healthcare organisations have systems in place to ensure that patients, their relatives and their carers are not discriminated against when complaints are made	1 The healthcare organisation has systems in place to ensure that service users, carers and relatives are not treated adversely as a result of having complained
C14(c)	Healthcare organisations have systems in place to ensure that patients, their relatives and their carers are assured that the organisation acts appropriately on any concerns and where appropriate, make changes to ensure improvements in service delivery	1 The healthcare organisation acts on, and responds to, complaints appropriately and in a timely manner
		2 Demonstrable improvements are made to service delivery as a result of concerns and complaints from service users, relatives and carers
C15(a)	Where food is provided healthcare organisations have systems in place to ensure that patients are provided with a choice and that it is prepared safely and provides a balanced diet	1* Service users are offered a choice of food in line with the requirements of a balanced diet, reflecting the needs and preferences and rights (including faith and cultural needs) of its service user population
		2 The preparation, distribution, handling and serving of food is carried out in accordance with food safety legislation and national guidance (including the Food Safety Act 1990, the Food Safety (General Food Hygiene) Regulations 1995 and EC regulation 852/2004)

CORE STANDARD		ELEMENTS
C15(b)	Where food is provided healthcare organisations have systems in place to ensure that patients' individual nutritional, personal and clinical dietary requirements are met, including where necessary help with feeding and access to food 24 hours a day	1* Service users have access to food and drink 24 hours a day
		2* The nutritional, personal and clinical dietary requirements of individual service users are assessed and met, including the right to have religious dietary requirements met
		3* Service users requiring assistance with eating and drinking are provided with appropriate support
C16	Healthcare organisations make information available to patients and the public on their services, provide patients with suitable and accessible information on the care and treatment they receive and, where appropriate, inform patients on what to expect during treatment, care and after care	1 The healthcare organisation provides suitable and accessible information on the services it provides and in languages and formats relevant to its service population which accords with the Disability Discrimination Act 1995 and the Disability Discrimination Act 2005 and the Race Relations Act 1976 (as amended)
		2 Service users and, where appropriate, carers (including those with communication or language support needs) are provided with sufficient and accessible information on care, treatment and after care, including a copy of their care plan under the care programme approach, in accordance with the <i>National Service Framework for Mental Health (Department of Health 1999)</i> , the <i>Code of Practice to the Mental Capacity Act 2005</i> (Department of Constitutional Affairs 2007) and, if detained, about their rights under the Mental Health Act 1983
5 ACCESSIBLE AND RESPONSIVE CARE		
C17	The views of patients, their carers and others are sought and taken into account in designing, planning, delivering and improving healthcare services	1 The healthcare organisation seeks the views of service users, carers and the local community, including those from disadvantaged and marginalised groups, when planning, delivering and improving services in accordance with <i>Strengthening Accountability, patient and public involvement policy guidance - Section 11 of the Health and Social Care Act 2001</i> (Department of Health, 2003)
		2 The healthcare organisation demonstrates to service users, carers and the local community how it has taken their views into account when planning, delivering and improving services for service users in accordance with <i>Strengthening Accountability, patient and public involvement policy guidance - Section 11 of the Health and Social Care Act 2001</i> (Department of Health, 2003)

CORE STANDARD		ELEMENTS
C18	Healthcare organisations enable all members of the population to access services equally and offer choice in access to services and treatment equitably	1 The healthcare organisation ensures that all members of the population it serves are able to access its services on an equitable basis including acting in accordance with the Sex Discrimination Act 1975, the Disability Discrimination Act 1995, the Disability Discrimination Act 2005, the Race Relations Act 1976 (as amended) and the Equality Act 2006
		2 The healthcare organisation offers service users choice in access to services and treatment, where appropriate, and ensures that this is offered equitably
C19	<i>Healthcare organisations ensure that patients with emergency health needs are able to access care promptly and within nationally agreed timescales, and all patients are able to access services within national expectations on access to services</i>	<i>This standard will be measured under the existing national targets and new national targets assessment</i>
6 CARE ENVIRONMENT AND AMENITIES		
C20(a)	Healthcare services are provided in environments which promote effective care and optimise health outcomes by being a safe and secure environment which protects patients, staff, visitors and their property, and the physical assets of the organisation	1 The healthcare organisation effectively manages the health, safety and environmental risks to service users, staff and visitors, including by meeting the relevant health and safety at work and fire legislation and <i>The Management of Health, Safety and Welfare Issues for NHS staff</i> (NHS Employers, 2005)
		2 The healthcare organisation provides a secure environment which protects service users, staff, visitors and their property, and the physical assets of the organisation
C20(b)	Healthcare services are provided in environments which promote effective care and optimise health outcomes by being supportive of patient privacy and confidentiality	1* The healthcare organisation provides services in environments that are supportive of service user privacy and confidentiality (including the provision of single sex facilities and accommodation), in accordance with <i>Safety, privacy and dignity in mental health units: guidance on mixed sex accommodation for mental health services</i> (NHS Executive 1999)
C21	Healthcare services are provided in environments, which promote effective care and optimise health outcomes by being well designed and well maintained, with cleanliness levels in clinical and non-clinical areas that meet the national specification for clean NHS premises	1 The healthcare organisation has taken steps to provide care in well designed and well maintained environments including in accordance with <i>Building Notes and Health Technical Memorandum</i> , the Disability Discrimination Act 1995, the Disability Discrimination Act 2005 and associated code of practice
		2** Care is provided in clean environments, in accordance with the <i>National specification for clean linen in the NHS</i> (National Patient Safety Agency 2007) and the relevant requirements of The Health Act 2006 Code of Practice for the Prevention and Control of Health Care Associated Infections (Department of Health, 2006)

CORE STANDARD		ELEMENTS
7 PUBLIC HEALTH		
C22(a)	Healthcare organisations promote, protect and demonstrably improve the health of the community served, and narrow health inequalities by cooperating with each other and with local authorities and other organisations	1 The healthcare organisation works with local partners to deliver the health and well being agenda, such as by working to improve health and social care pathways for service users across the health community and participating in equity audits to identify population health needs
C22(b)	<i>Healthcare organisations promote, protect and demonstrably improve the health of the community served, and narrow health inequalities by ensuring that the local Director of Public Health's annual report</i>	<i>This standard will not be assessed for mental health services and learning disability services for 2007/2008</i>
C22(c)	Healthcare organisations promote, protect and demonstrably improve the health of the community served, and narrow health inequalities by making an appropriate and effective contribution to local partnership arrangements including local strategic partnerships and crime and disorder reduction partnerships	1 The healthcare organisation works with local partners to deliver the health and well being agenda, such as by working to improve health and social care pathways for service users across the health community and participating in equity audits to identify population health needs
C23	Healthcare organisations have systematic and managed disease prevention and health promotion programmes which meet the requirements of the national service frameworks (NSFs) and national plans with particular regard to reducing obesity through action on nutrition and exercise, smoking, substance misuse and sexually transmitted infections. The elements are driven by the health improvement and health promotion requirements set out in NSFs and national plans with a particular focus on the following priority areas: <i>encouraging sensible drinking of alcohol, encouraging people to stop smoking and providing a smokefree environment, promoting opportunities for healthy eating, increasing physical activity, reducing drug misuse,</i>	1 The healthcare organisation collects, analyses and shares data about its service users and services, including with its commissioners, to influence health needs assessments and strategic planning to improve the health of the community served
		2 The healthcare organisation provides assessment, advice and support to service users in relation to public health priority areas and their physical health needs, including referral to primary health care and ensuring access to health checks and screening programmes
		3 The healthcare organisation provides support and advice for service users to improve their mental health and well being, including support in retaining or accessing employment, training or volunteering opportunities
		4 The healthcare organisation implements policies and practices to improve the health and well being of its workforce

CORE STANDARD		ELEMENTS
C24	Healthcare organisations protect the public by having a planned, prepared and, where possible, practised response to incidents and emergency situations, which could affect the provision of normal services	1 The healthcare organisation has a planned, prepared and, where possible, practised response to incidents and emergency situations (including control of communicable diseases), which includes arrangements for business continuity management, in accordance with <i>The NHS Emergency Planning Guidance</i> (Department of Health, 2005) and <i>UK influenza pandemic contingency plan</i> (Department of Health, 2005)
	* Adequate levels of assurance can be provided by an outcome of "excellent" for each relevant site from Patient	
	** Adequate levels of assurance can be provided by an outcome of "excellent" for each relevant site from Patient Environment Action Teams' assessments for 2007/2008, where there is no contradictory evidence from the Healthcare Commission's inspections of <i>The Health Act 2006 Code of Practice for the Prevention and Control of Health Care Associated Infections</i>	