

<p>CORE STANDARDS</p>
<p>Core Standard 1</p> <p>Healthcare organisations protect patients through systems that:</p> <ul style="list-style-type: none"> a) 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. b) ensure that patient safety notices, alerts and other communications concerning patient safety which require action are acted upon within required timescales
<p>Core Standard 2</p> <p>Healthcare organisations protect children by following national child protection guidelines within their own activities and in their dealings with other organisations</p>
<p>Core Standard 3</p> <p>Healthcare organisations protect patients by following National Institute for Clinical Excellence (NICE) interventional procedures guidance</p>
<p>Core Standard 4</p> <p>Healthcare organisations keep staff and visitors safe by having systems to ensure that:</p> <ul style="list-style-type: none"> a) 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 Methicillin – Resistant Staphylococcus Aureus (MRSA) b) all risks associated with the acquisition and use of medical devices are minimised c) All reusable medical devices are properly decontaminated prior to use and that the risks associated with decontamination facilities and processes are well managed d) medicines are handled safely and securely e) 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
<p>Core Standard 5</p> <p>healthcare organisations ensure that:</p> <ul style="list-style-type: none"> a) they conform to national institute for clinical excellence (NICE) technology appraisals and, where it is available, take into account nationally agreed guidance when planning and delivering treatment and care b) clinical care and treatment are carried out under supervision and leadership c) clinicians continually update skills and techniques relevant to their clinical work d) clinicians participate in regular clinical audit and reviews of clinical services

Core Standard 6

Healthcare organisations co operate with each other and social care organisations to ensure that patients' individual needs are properly managed and met

Core Standard 7

Healthcare organisations:

- d) apply the principles of sound clinical and corporate governance
- e) undertake systemic risk assessment and risk management
- f) actively support all employees to promote openness, honesty, probity, accountability and the economic, efficient and effective use of resources
- g) ensure financial management achieves economy, effectiveness, efficiency, probity and accountability in the use of resources
- h) challenge discrimination, promote equality and respect human rights
- i) meet the existing the performance requirements

Core Standard 8

Healthcare organisations support their staff through:

- a) having access to processes which permit the 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 delivery of services
- b) organisational and personal development programmes which recognise the contribution and value of staff, and address, where appropriate, under representation of minority groups

Core Standard 9

Healthcare organisations have a systemic 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 sot that it serves the purpose it was collected for and disposes of the information appropriately when no longer required

Core Standard 10

Health care organisations:

- a) undertake all appropriate employment checks and ensure that all employed or contracted professionally qualified staff are registered with the appropriate bodies
- b) require that all employed professionals abide by relevant published codes of professional practice

Core Standard 11

Healthcare organisations ensure that staff concerned with all aspects of the provision of healthcare:

- a) are properly recruited, trained and qualified for the work they undertake
- b) participate in mandatory training programmes
- c) participate in further professional and occupational development commensurate with

their work throughout their working lives
<p>Core Standard 12</p> <p>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</p>
<p>Core Standard 13</p> <p>Healthcare organisations have systems in place to ensure that:</p> <ol style="list-style-type: none"> a) staff treat patients, their relatives and carers with dignity and respect b) appropriate consent is obtained when required, for all contacts with patients and for the use of any confidential patient information c) staff treat patient information confidentially, except where authorised by legislation to the contrary
<p>Core Standard 14</p> <p>Healthcare organisations have systems to ensure that patients, their relatives and carers:</p> <ol style="list-style-type: none"> a) have suitable and accessible information about, and clear access to, procedures to register formal complaints and feedback on the quality of services b) are not discriminated against when complaints are made c) are assured that organisations act appropriately on any concerns and, where appropriate, make changes to ensure improvements in service delivery
<p>Core Standard 15</p> <p>Where food is provided, healthcare organisations have systems in place to ensure that:</p> <ol style="list-style-type: none"> a) patients are provided with a choice and that it is prepared safely and provides a balanced diet b) patients' individual nutritional, personal and clinical dietary requirements are met, including any necessary help with feeding and access to food 24 hours a day
<p>Core Standard 16</p> <p>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</p>
<p>Core Standard 17</p> <p>The views of patient and their carers and others are sought and taken into account in designing, planning, delivering and improving healthcare services</p>
<p>Core Standard 18</p> <p>Healthcare organisations enable all members of the population to access services equally and offer choice in access to services and treatment equitably</p>

Core Standard 19

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

Core Standard 20

Healthcare services are provided in environments which promote effective care and optimise health outcomes by being:

- a) a safe and secure environment which protects patients, staff, visitors and their property, and the physical assets of the organisation
- b) supportive of patient privacy and confidentiality

Core Standard 21

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

Core Standard 22

Healthcare organisations promote, protect and demonstrably improve the health of the community served, and narrow health inequalities by:

- a) cooperating with each other and with local authorities and other organisations
- b) making appropriate and effective contribution to local partnership arrangements including local strategic partnerships and crime and disorder reduction partnerships
- c) ensuring that the local Director of Public Health's Annual Report informs their policies and practices

Core Standard 23

Healthcare organisations have systematic and managed disease prevention and health promotion programmes which meet the requirements of the national service frameworks (NSF's) and national plans with particular regard to reducing obesity through action on nutrition and exercise, smoking, substance misuse and sexually transmitted infections

Core Standard 24

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