



Isle of Man
Government
Reiltys Ellan Vannin



NATIONAL HEALTH AND CARE SERVICE CHARTER CONSULTATION

Department of Health and Social Care
Rheynn Slaynt as Kiarail y Theay

August 2017 FINAL

Foreword by the Minister for Health and Social Care



Kate Beecroft

Hon. Kate Beecroft, MHK
Minister for Health and
Social Care

The National Health and Social Care Act 2016 (“the Act”) requires the Department of Health and Social Care (“the Department”) to publish and maintain a Charter setting out its general commitments in respect of the National Health and Care Service.

I am pleased to offer, in this document, an opportunity for interested parties to comment on a draft of the first National Health and Care Service Charter.

As the document states the Department has committed to reviewing the Charter at least every five years and we would appreciate input from customers, the public and colleagues in establishing and confirming its content both now and into the future.

About the Consultation

The purpose of this consultation exercise is to invite comments on the proposed provisions of the draft National Health and Care Service Charter.

It is not a referendum but is an exercise for gathering information, views and evidence to allow the Department to take an informed decision on the final content of the proposed Bill. In any consultation exercise the responses received do not guarantee changes will be made to what has been proposed.

Comments should be submitted by 12th September 2017 in writing, by post to:

National Health and Care Service General Scheme Consultation
Department of Health and Social Care Crookall House,
Demesne Road,
Douglas
IMI 3QA

or by email to: colin.brew@gov.im

Paper copies of this consultation document are available, if required, via the above contact methods or by telephoning (01624) 642627.

Electronic copies of this document are also available at <https://consult.gov.im>.

To ensure that the process is open and honest, responses can only be accepted if you provide your name with your response.

Unless specifically requested otherwise, any responses received may be published either in part or in their entirety. Please mark your response clearly if you wish your response and name to be kept confidential. Confidential responses will be included in any statistical summary of the comments received.

When submitting your views please indicate whether you are responding on behalf of an organisation.

Who is being consulted

A press release will be issued seeking the views of the general public, and letters or emails will be sent to selected stakeholders.

Comments or complaints

If you wish to comment on the conduct of this consultation or make a complaint about the way the consultation has been carried out please write to:

Chief Executive's Office
Department of Health and Social Care
Crookall House
Demesne Road
Douglas
IM1 3QA

The Draft Content of the National Health and Care Service Charter

Introduction

The Department of Health and Social Care (“the Department”) has prepared this Charter, which sets out its general commitments in respect of the care which is provided under the National Health and Care Service Act 2016 (“the NHCS”)¹. This Charter sets out rights for customers², the public and colleagues and the responsibilities that we all have to ensure that the NHCS operates fairly and effectively.

Throughout the Charter, the terms “NHCS” and “colleagues” refer to the services provided and the people employed by the Department directly, via contractors (for example general practitioners, dentists, opticians and pharmacists), or through any other form of externally contracted or voluntary service.

With the help of customers, the public and colleagues we will review and, if appropriate, revise the Charter at least once every five years to ensure that it continues to empower us all to provide and receive a good service.

The Department will have regard to the Charter in the provision of care.

NHCS VALUES AND GUIDING PRINCIPLES

The NHCS is here to help everyone to:

- strive towards better health;
- keep their bodies and minds well;
- get better when they are ill or disabled;
- be cared for and supported when they cannot get better, and
- get extra support and protection when they are vulnerable or need safeguarding at any time in their lives.

THE DEPARTMENT’S PLEDGES TO OUR CUSTOMERS AND THE PUBLIC

Customers, the public and colleagues have helped us to develop these values which will be the foundation of how we work.

Supporting colleagues and customers

We are committed to people, our community and our colleagues, and will work together to provide person centred care by-

- seeking to understand individual needs;
- helping people to take responsibility for their own health and wellbeing, and
- enabling access to the best care services as required and as easily as possible.

¹ This Charter specifically relates to the services provided under this Act but can generally be applied in respect of services provided by the DHSC under other legislation.

² We use the word “customers” because we want to foster the principles of customer service. The people we care for are traditionally known as patients, service users, clients and those who care for them. By calling them our customers, we hope to treat them better.

We will:

- ✓ ensure that mental health and wellbeing is as important as physical health and wellbeing;
- ✓ be sensitive and inclusive, providing space and privacy and treating people in a family context and in their own homes wherever possible and appropriate;
- ✓ always provide care with dignity and respect and in accordance with human rights;
- ✓ place the needs and wishes of customers at the heart of all we do; every day and in every situation;
- ✓ ensure that everyone, regardless of age, disability, gender, ethnicity, religion/belief, sexuality, gender identity, marriage/civil partnership status or pregnancy/maternity status has equal access to and experience of our services;
- ✓ support customers to make decisions about their health and lifestyle choices and their care and treatment by making every effort to understand each individual and their unique preferences, values, backgrounds and emotions;
- ✓ invite carers to be involved in decisions about care planning and treatment options, where there is consent in place. This means giving them the information, advice and support they need to provide the care needed; and
- ✓ be clear as to when we can do things without consent.

The Department is committed to making the NHCS a better place to work.

We will:

- ✓ Make it clear what we expect from colleagues and what they can expect from us as an employer.
- ✓ Give good education, training and support and invest in colleague development.
- ✓ Help colleagues to stay safe and well and help them look after the health and safety of themselves and others.
- ✓ Involve colleagues in decision making.

Communication - Asking and Listening

We will:

- ✓ always make it easy for customers to stay informed about their health and care. This means clearly explaining the short and long term care and treatment options available, including the risks and benefits, and making this information simple, accessible, up to date and freely available in different formats and mediums;
- ✓ give customers access to their care records and all communications about them between care professionals and provide for factual inaccuracies to be corrected;
- ✓ make information about our services available in a variety of ways, ensuring it is clear and accessible for all. This includes information about locating and accessing services and clinics, up-to-date contact details, and information on waiting times;

- ✓ ensure any confidential information provided to us is kept securely and only shared with other organisations where this is legally required or permitted or with your permission;
- ✓ ensure everyone involved in a customer's care has access to the information they need to provide the best care;
- ✓ inform customers about how the information held about them (including anonymised information) is used and advise as to the basis on which they can request that their information is not used;
- ✓ encourage everyone to be courageous, to speak up and do the right thing and we will make sure that we listen and demonstrate that we have heard;
- ✓ enter into honest and ongoing conversations with customers, colleagues, the general public and other organisations by creating opportunities and making it simple for everyone to share their views and ideas on our care services in a meaningful way; whether good or bad, and in an anonymous way if requested. We will use those views and ideas to improve our services for everyone; and
- ✓ introduce ourselves by name, take the time to listen, and provide support where there are any concerns or questions.

Respect and Integrity

We will:

- ✓ trust and be trusted;
- ✓ respect others and behave ethically and with integrity in everything that we do;
- ✓ be an open and honest provider of health and care services;
- ✓ give customers the option to consent to or refuse the care which is offered, subject to their capacity to make such decisions, and
- ✓ ensure customers admitted to hospital do not have to share sleeping accommodation with members of the opposite sex.

Excellence and Efficiency

We will:

- ✓ fulfil our legal responsibilities diligently and professionally;
- ✓ support best practice and innovation and always seek to overcome barriers in a spirit of goodwill;
- ✓ develop our skills and knowledge to do our role to the best of our ability;
- ✓ ensure that services are safe, effective and efficient and are provided by well trained, competent and dedicated care professionals;
- ✓ work in close partnership with other local organisations to provide coordinated and joined up care, and to guide customers to the relevant information and support they need. This includes working with other Government Departments and statutory providers; those providers who we commission services from on behalf of our customers; and voluntary sector organisations;

- ✓ contribute to the development of new legislation and provide information when new or changed services are being planned;
- ✓ learn from the-experiences of customers, the wider public and colleagues, and from good practice worldwide;
- ✓ inform customers of opportunities to participate in research studies;
- ✓ be a cost-efficient organisation. We will use resources efficiently, effectively and consistently and will be open about how we spend taxpayers' money whilst seeking to deliver affordable services which provide good outcomes for all that use them;
- ✓ reduce waste, including the waste of customers' time;
- ✓ work constantly to prevent harm to our-customers and colleagues; and
- ✓ support environmental sustainability. This includes, for example, minimising the energy requirements of buildings, choosing environmentally friendly and sustainable building materials, maximising operational energy efficiency, reducing waste and supporting sustainable transport.

Safeguarding

We actively support the aims of the Safeguarding Children Board and the Safeguarding Adults Partnership.

We aim to:

- provide everyone with safe care;
- intervene whenever protection is needed from avoidable harm and abuse and care and treatment that is degrading;
- enable children, young people and adults to safeguard themselves; and
- support those who are at risk and/or vulnerable.

SOCIAL RESPONSIBILITIES

In view of the wide range of NHCS services and the size of the Department, we play a key role in maintaining a sustainable community. Examples of our contribution include providing grant aid to voluntary sector organisations in order to support a broader delivery of care services to local people. We also commission a significant amount of services from voluntary and private sector organisations.

HOW OUR CUSTOMERS CAN HELP US TO HELP THEM

Our customers should:

- try their best to take responsibility for their own health and wellbeing. This means putting into practice any advice given and following the care and treatment plan agreed with a NHCS professional;
- be honest about their health and care needs, their expectations and their short and long term aims. This means being actively involved and participating in decisions about their own care, treatment options and plans;
- make every effort to attend appointments. If unable to attend an appointment customers should tell us as soon as possible so that we can plan effectively for other customers;

- always treat NHCS colleagues with courtesy and respect, and
- provide timely and honest feedback on our services and help us understand what is working well and what could be improved. This might also mean choosing to take part in opportunities to help develop our services.

RAISING CONCERNS

Although our commitment is to try to get care right first time we need to know when this does not happen so that we can do something about it. We have a number of ways in which customers can raise a concern about the services they receive.

In particular, the Department has a complaints procedure which encourages face to face discussion between a complainant and those NHCS colleagues who have been involved in their care.

We promise to listen to all concerns and to try to resolve any problems straight away. However, if the problem is too difficult to resolve using the complaints procedure, perhaps because the problem is complicated or people have different points of view, the Independent Review Body can assist in specific cases.



The information in this booklet can be provided in large print or audio format upon request.

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