Getting the Basics Right

Outcomes

Lawful

Adhere to age-equality legislation

Adhere to disability, race, religion, sexuality, and gender legislation
----
Protect the human rights of the individual

Protect information and confidentiality

Aspirational

The best possible quality of life

People are free to express their individualism

People think their care is excellent

A high quality service

Accountable

Clear systems and accountability for reporting abuse and negligence
----
Nutritional, personal, and clinical dietary requirements to be met
----
Medication to be administered in an appropriate and timely fashion
----
Safe, clean care

Provide services that are committed to keeping high standards of care.

Local Priority Indicators

Evidence that confidentiality is maintained

Evidence that the workforce know which patients have food related special needs and are ensuring they get it

Key lines of enquiry

10.1 Clear systems and accountability are established for reporting abuse and neglect
10.2 Service User's nutritional, personal, and clinical dietary requirements are met
10.3 Medication is administered appropriately
11.1 Quality of life is maximised service users
11.2 Service users have the freedom to express their individualism
12.1 Legislation on age-equality is always adhered to
12.2 Legislation on disability, race, religion, sexuality and gender are always adhered to
12.3 Human rights regarding mental & physical abuse are always adhered to
12.4 Confidentiality is always protected

Evidence

10.1 % Patients who stated that they were given information on how to complain about the hospital care they received
10.2 Evidence of policies, which ensure that older people are receiving and eating food that meets their personal dietary requirements including religious and cultural needs
10.3 Evidence that there are safe procedures for medication, with users keeping control where possible
11.1 Evidence that older people's needs and wishes described in the care plan are adhered to when providing treatment and care
11.2 Evidence that social, educational, cultural and recreational activities meet individual's expectations
12.1 Evidence of a race, disability, gender, sexuality and religion equality scheme according to appropriate acts
12.2 Evidence of adherence to human rights legislation e.g. the Universal Declaration of Human Rights, the European Convention on Human Rights and the European Union Charter of Fundamental Rights.
12.3 Human Rights, the European Convention of Human Rights and the European Union Charter of Fundamental Rights
12.4 Evidence that patient information is shared to enable care, with their consent