

Substance Misuse Service and System Improvement



Llywodraeth Cynulliad Cymru
Welsh Assembly Government

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National Core Standards for Substance Misuse Services in Wales

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Contents

Introduction	2
Development of the Core standards	2
The Core Standards	3
Applying the Core Standards	3
Substance Misuse Treatment Providers	4
Implementation	4
Monitoring and Assessment	4
Annex 1	39
Annex 2	41

Introduction

1. This guidance contains the Core Standards for the planning and delivery of substance misuse services in Wales. The standards are applicable to the Responsible Authorities¹ of the Community Safety Partnerships and all providers of substance misuse treatment services in Wales. The standards are also intended to help inform citizens about what can be expected of local services for substance misuse.
2. Since 2003, the statutory responsibility for planning and performance managing the delivery of substance misuse services in Wales has rested with Community Safety Partnerships. Their commitment has been pivotal in the progress that has been made in Wales in tackling this agenda over recent years. The Welsh Assembly Government intends to continue to build on and enhance these strong partnership arrangements to move the challenging agenda forward that is set out in the "Working Together to Reduce Harm" 10 year strategy for substance misuse published in 2008 and secure further improvements in the quality of substance misuse services delivered across Wales.
3. The Substance Misuse Core Standards contained in this guidance aim to support partners in delivering the commitment in the strategy to improving the quality and consistency of substance misuse services in Wales and responding to the findings of the first comprehensive review of substance misuse services in Wales undertaken by Healthcare Inspectorate Wales². The report of that review outlined several areas that needed strengthening to ensure that a full range of good quality services are delivered consistently throughout Wales to meet the needs of the population.

Development of the Core Standards

4. The draft Core Standards were developed from the original Healthcare Standards used by Health Inspectorate Wales to undertake the first review of substance misuse services. They were also cross referenced against the revised draft Healthcare Standards for Wales to ensure synergy of approach. Following extensive consultation with stakeholders from across Wales, the Core Standards have been refined and re-checked against the final, revised Healthcare Standards for Wales which have recently been published. These are reproduced at Annex 1 for information.

¹ Local Health Boards, Local Authorities, Police Force, Police Authorities and Fire Service

² HealthCare Inspectorate Wales - Substance Misuse Services: All Wales Review Of Substitute Prescribing Services 2009

The Core Standards

5. There are 25 Core Standards for Substance Misuse presented in this document. The standards are not in priority order and have been grouped to reflect the end to end process of service planning and delivery. Embedded throughout the Core Standards are the key themes of citizen involvement, accountability, governance, safeguarding, risk management, equity, diversity, safety, quality assurance and effectiveness.
6. The Core Standards do not replace or preclude other standards such as professional standards, clinical guidelines and standards for health and social care. The aim of the Core Standards is to:
 - Strengthen the governance and accountability of substance misuse service planning and delivery;
 - Ensure that a citizen focussed approach is integrated into all key activities related to service planning, review and delivery; and ultimately,
 - Ensure that the full range of services are delivered effectively, safely and consistently across Wales.

Applying the Core Standards

Responsible Authorities

7. All of the Core Standards and the related minimum requirements will apply to each Community Safety Partnerships in Wales. Once Substance Misuse Area Planning Boards have matured, it is envisaged that Community Safety Partnership will be able to discharge and evidence the achievement of these Core Standards at the Substance Misuse Area Planning Board level. The Core Standards apply to Health Boards in the context of discharging their statutory responsibilities as a Responsible Authority within a Community Safety Partnership/Substance Misuse Area Planning Board. The Healthcare Standards for Wales are the overarching standards for driving improvement within the National Health Service Wales. These standards will continue to be the primary mechanisms for monitoring National Health Service performance within the context of the National Health Service Performance Improvement Framework and the Annual Operating Framework. Evidence to demonstrate compliance with the Healthcare Standards for Wales can also be used at Community Safety Partnership/Substance Misuse Area Planning Board level to demonstrate compliance with the Core Standards for Substance Misuse.
8. For ease of reference the revised Healthcare Standards for Wales have been mapped against the Core Standards for Substance Misuse. The key legislative, policy and best practice that underpin the Core Standards are referenced at Annex 2.

Substance Misuse Treatment Providers

9. The applicability of a Core Standard and a minimum requirement within a standard will depend upon the type of services being provided and not all will apply in every case to all treatment providers. Any exclusions must be supported by a written agreement between the service provider and the Community Safety Partnerships/Substance Misuse Area Planning Boards.

Implementation

10. **Community Safety Partnerships, Substance Misuse Area Planning Boards, other partner agencies and service providers must with immediate effect, begin embedding the Core Standards into local policies, practice and governance arrangements.** This work should build upon the improvement planning already taking place to respond to Health Inspectorate Wales' first comprehensive review of substance misuse services in Wales.

Monitoring and Assessment

11. The Welsh Assembly Government's Substance Misuse Advisory Regional Teams will monitor progress to achieve the Core Standards through the routine performance monitoring system; this will include an annual report of progress. In addition, Health Inspectorate Wales will, in future reviews, use the Substance Misuse Core Standards to measure and assess the safety and quality of substance misuse services in Wales.

No.	Core Standard	Minimum requirements to Achieve Core Standard	Revised Healthcare Standard For Wales
<p>Service Planning</p>	<p>1</p> <p>Governance arrangements representing best practice are in place at Community Safety Partnership and Substance Misuse Area Planning Board levels which apply the principles of sound corporate and financial governance.</p>	<p>i. Organisational/Board Code of Conduct based on Nolan principles and a system for communicating the Code.</p> <p>ii. Partnership framework agreement which must include a shared financial risk protocol, decision making structures and the roles and responsibilities of key officers and partners.</p> <p>iii. All partner organisations of Community Safety Partnerships and Substance Misuse Area Planning Boards must agree a minimum level of representation at which formal decision making will be quorate.</p> <p>iv. All partner organisations must be represented at an appropriately senior level at 75% of Community Safety Partnership and Substance Misuse Area Planning Board meetings.</p> <p>v. Across the Community Safety Partnership and Substance Misuse Area Planning Board there should be:</p> <ul style="list-style-type: none"> ● Induction processes for new directors and senior staff ● Induction processes for all staff ● Register of interests ● Internal audit arrangements to include non financial audit and management audit 	<p>Healthcare Standards for Wales: Governance and Accountability Framework.</p> <p>Healthcare Standards for Wales⁴: Civil Contingency and Emergency Planning Arrangements.</p> <p>Healthcare Standards for Wales²²: Managing Risk and Health and Safety.</p>

No.	Core Standard	Minimum requirements to Achieve Core Standard	Revised Healthcare Standard For Wales
		<ul style="list-style-type: none"> • Statement of internal control which identifies the sources of assurance • System of risk assessment and risk management of risks affecting planning or delivery of substance misuse services • Emergency planning systems and contingency management plans in place to respond appropriately to an emergency. • Risk Register • Governance and Risk Committee(s) for all services • Staff consultation and communication system • Performance Management system • Stakeholder consultation system • Arrangements for external audit 	
2	<p>A Commissioning strategy, annual delivery and expenditure plans are in place, agreed and published.</p>	<p>Strategy and related delivery and expenditure plans reflect an assessment of need with intended measurable outcomes are produced in line with national guidance.</p> <ol style="list-style-type: none"> i. Treatment System design includes all tiers of treatment, demonstrates Integrated Care Pathways (ICP) and access points. ii. The Commissioning Strategy must include an annual review cycle. 	<p>Healthcare Standards for Wales¹: Governance and Accountability Framework.</p> <p>Healthcare Standards for Wales⁸: Care Planning and Provision.</p>

No.	Core Standard	Minimum requirements to Achieve Core Standard	Revised Healthcare Standard For Wales
		<ul style="list-style-type: none"> iii. Service users, families and carers must be included in the development and review of strategies and plans. iv. The needs of diverse groups are taken into account appropriately and demonstrate compliance with relevant legislation. v. The needs of vulnerable groups are taken into account appropriately and demonstrate compliance with relevant legislation. vi. All delivery plans must be under-pinned by a local workforce development plan, in line with the Substance Misuse Workforce Development Action Plan and other relevant workforce plans. vii. All interventions commissioned must be based upon evidence of effectiveness or demonstrate an evaluation process, coupled with a risk managed exit strategy. viii. Decisions on investment and disinvestment must be evidence based, taken within an agreed framework for prioritisation and subject to appropriate consultation. ix. Strategies and related plans, service specifications, contracts and Service Level Agreements (SLAs) must reflect the Core Standards for Substance Misuse. x. All funded services must be supported by service specifications and have agreed and signed contracts or SLAs in place. 	

No.	Core Standard	Minimum requirements to Achieve Core Standard	Revised Healthcare Standard For Wales
3	<p>Community Safety Partnership/Substance Misuse Area Planning Board wide plans are in place to</p> <p>i. Identify health improvement requirements related to substance misuse;</p> <p>ii. Respond appropriately; and,</p> <p>iii. Measure improvements and the reduction in inequalities.</p>	<p>xi. All services within the treatment system are subjected to formal, quarterly reviews and findings reported to the appropriate Substance Misuse Area Planning Board/Community Safety Partnership.</p> <p>i A Community Safety Partnership/Substance Misuse Area Planning Board wide system in place which contains accountability levels and decision making protocols for the collation, analysis and application of information for assessing and responding to substance misuse related health issues. As a minimum the system should enable the regular and routine review of the following:</p> <ul style="list-style-type: none"> • The Commissioning Strategy and related plan. • Delivery and impact assessment of the annual substance misuse service improvement and expenditure plan • Contribution to the delivery of related strategies; e.g. Health and Wellbeing Strategies, Strategic Assessment and Plan for Action of Crime, Disorder and Substance Misuse, Housing Strategy. 	<p>Healthcare Standards for Wales³: Health Promotion, Protection and Improvement.</p> <p>Healthcare Standards for Wales⁴: Civil Contingency and Emergency Planning Arrangements.</p>

No.	Core Standard	Minimum requirements to Achieve Core Standard	Revised Healthcare Standard For Wales
		<ul style="list-style-type: none"> ● Progress towards achieving the Welsh Assembly Government Key Performance Indicators for substance misuse. ● Analysis of data from the Treatment Outcome Profile (TOP) ● Results of public and/or service user consultations ● Results of service user satisfaction surveys ● Substance misuse related public health data including: <ul style="list-style-type: none"> - prevalence and incidence of blood borne viruses - uptake of diagnosis and treatment for blood borne viruses - coverage of Hepatitis B vaccination in the vulnerable population - prevalence of problematic and injecting drug use - prevalence of alcohol related morbidity and mortality ● Drug related deaths and near fatal incidents ● Adverse events and near misses ● Results of case & clinical audits ● Workforce development plans 	

No.	Core Standard	Minimum requirements to Achieve Core Standard	Revised Helathcare Standard For Wales
		<p>ii. Community Safety Partnerships/Substance Misuse Area Planning Boards must have in place agreed plans with treatment providers for responding to emergency safety alerts on contaminated batches of illicit drugs and identified blood borne virus threats.</p> <p>iii. Community Safety Partnership/Substance Misuse Area Planning Board wide plans for the reduction of drug related litter that complies with current legislation and guidance covering as a minimum:</p> <ul style="list-style-type: none"> ● Recording and mapping of incidences and hot-spots for drug related litter ● Maximizing appropriate safe community disposal ● Education and training ● Provision of hotlines for reporting ● Consideration of public space design ● Communicating with the public 	

No.	Core Standard	Minimum requirements to Achieve Core Standard	Revised Healthcare Standard For Wales
4	<p>Harm reduction approaches are compliant with legislation and guidance and are embedded throughout the treatment system.</p>	<p>i. All commissioning strategies and plans must ensure the availability of the full range of substance misuse harm reduction services based upon an objective assessment of need.</p> <p>ii. Service Level Agreements (SLAs) and contracts must reflect current guidance, clinical best practice, and legislative requirements.</p> <p>iii. Service users and their families/carers are provided with advice and information on self-care which as a minimum should include:</p> <ul style="list-style-type: none"> ● overdose prevention ● safety - the home ● relapse prevention ● safer injecting ● Safe sex ● Sexual health ● Needle stick injury ● Safe disposal of used equipment 	<p>Healthcare Standards for Wales⁸: Care Planning and Provision.</p>

No.	Core Standard	Minimum requirements to Achieve Core Standard	Revised Healthcare Standard For Wales
5	<p>Planning and delivery of treatment ensures timely and equitable access to services</p>	<ul style="list-style-type: none"> • wound care • oral hygiene • healthy eating <p>iv. Service users must be provided with information and where appropriate, training on the use of medical equipment, decontamination, medicines and disposal of waste.</p>	<p>Healthcare Standards for Wales⁸: Care Planning and Provision</p>

- i. Achievement against the National Substance Misuse Key Performance Indicators 1 - 6 and their related targets and the Treatment Outcome Profile data are monitored and reported at Substance Misuse Area Planning Board/Community Safety Partnership level on a quarterly basis.
- ii. All services have published Waiting List Management Policies including prioritisation criteria and management of waiting lists in line with Welsh Assembly Guidance (2007).
- iii. Full compliance with the reporting requirements of the Welsh National Database for Substance Misuse (WNDSM).
- iiii. A service user access policy that has been developed and agreed with service users is published.
- v. There is a published up to date service directory available at a Substance Misuse Area Planning Board/Community Safety Partnership level.

No.	Core Standard	Minimum requirements to Achieve Core Standard	Revised Healthcare Standard For Wales
6	<p>Effective information systems and integrated information technology is used to inform and support the planning and delivery of treatment services.</p>	<ul style="list-style-type: none"> i. All organisations to comply with the reporting requirements of the Welsh National Database for Substance Misuse and the Treatment Outcome Profile Database. ii. All comprehensive assessments must include as a minimum the domains contained within the Welsh In-depth Integrated Substance Misuse Assessment Tool (WIIISMAT). iii. All assessments must be capable of being shared and utilised between treatment providers. iv. Information sharing protocols are in place at Community Safety Partnership and Substance Misuse Area Planning Board level and subject to systematic testing and review. v. Information sharing protocols are in place between service providers within a treatment system (including providers of supporting services such as housing) which are subject to systematic testing and review. 	<p>Healthcare Standards for Wales¹⁹: Information Management and Communication Technology.</p>

No.	Core Standard	Minimum requirements to Achieve Core Standard	Revised Healthcare Standard For Wales
7	<p>People accessing treatment are not unfairly discriminated against on the grounds of age, gender, disability, ethnicity, race, religion, or sexual orientation.</p>	<p>vi. Substance Misuse Area Planning Boards/ Community Safety Partnerships have developed, and implemented a comprehensive performance information management framework that enables the assessment of service performance against national and local performance indicators.</p> <p>i. All organisations must have policies and procedures in place that include:</p> <ul style="list-style-type: none"> ● A recognised lead officer with designated accountability and responsibility ● An assessment of need based upon an equality impact assessment that includes a community profile of age, gender and ethnic groups ● Service user surveys ● Systems for assessing the suitability of premises for disabled people ● Mechanisms to identify and respond to local needs of specific groups, such as Age Concern and local Ethnic Minority Community Leaders. ● Mechanisms to raise, investigate and report concerns and complaints 	<p>Healthcare Standards for Wales²: Equality, Diversity and Human Rights.</p>

No.	Core Standard	Minimum requirements to Achieve Core Standard	Revised Healthcare Standard For Wales
8	<p>The views of service users, carers, relatives and the public are taken into account in the design, planning, delivery and review of all substance misuse services, including general advice and information.</p>	<p>i. Commissioning plans, service specifications and their associated SLAs/Contracts must include policies and procedures for engagement with the community, service users:</p> <ul style="list-style-type: none"> ● Consultation mechanisms with the public, service users, carers and interest groups such as Age Concern, Schools, Barnardos, Minority Ethnic Communities, local resident groups and Community Health Councils ● Nominated "Champions" at Community Safety Partnership and Substance Misuse Area Planning Board levels ● Mechanisms to systematically review feedback from service user satisfaction surveys, feedback forms and suggestion schemes ● Education/training programme for key staff involved in consultation work aligned to the relevant National Occupational Standards <p>Report on how feedback has been used</p>	<p>Healthcare Standards for Wales⁵: Citizen Engagement and Feedback</p>

No.	Core Standard	Minimum requirements to Achieve Core Standard	Revised Healthcare Standard For Wales
9	<p>The principles of quality and safety underpin the delivery of services.</p>	<p>i. A clinical effectiveness strategy is in place that incorporates clinical governance and clinical audit for ensuring that up to date, evidence based practice is maintained.</p> <p>ii. Agree an organisation wide reporting system which contains mechanisms and accountability levels for the effective gathering and use of information for quality and safety monitoring and decision making purposes. The system should clearly indicate what information is required at what level and the purpose for which it is being provided.</p> <p>iii. As a minimum, the system should include a review and report of:</p> <ul style="list-style-type: none"> ● Case and/or clinical audit findings and outcomes ● Numbers of multi-disciplinary/agency audits, level of participation, findings and outcomes ● Adverse event reports and outcomes ● Implementation of evidence-based practice ● Progress against the Substance Misuse Workforce Development Action plan ● Performance against SLAs/Contracts ● Rationale and costs of using agency, bank and locum staff 	<p>Healthcare Standards for Wales¹: Governance and Accountability Framework.</p> <p>Healthcare Standards for Wales²: Safe and Clinically Effective Care</p> <p>Healthcare Standards for Wales¹⁹: Information Management and Communications Technology.</p>

No.	Core Standard	Minimum requirements to Achieve Core Standard	Revised Healthcare Standard For Wales
10	<p>Service users are provided with evidence based interventions and care that conforms to all relevant, extant guidance.</p>	<ul style="list-style-type: none"> i. Mechanisms are in place for routine and regular case audit, clinical audit and review including systems to implement changes. ii. All service specifications, SLAs and contracts reflect specific relevant guidance. iii. Systems are in place for ensuring that best practice is routinely identified and implemented. iv. Services provide education and training programmes for staff that reflect best practice and guidelines. v. Policies are in place for the continuing professional development of staff. 	<p>Healthcare Standards for Wales⁷: Safe and Clinically Effective Care</p> <p>Healthcare Standards for Wales²⁶: Workforce Training and Organisational Development</p>
11	<p>Service users are provided with responsive, appropriate and seamless interventions and care that reflects their physical, social, psychological needs and preferences.</p>	<ul style="list-style-type: none"> i. All individuals entering structured treatment modalities receive a comprehensive assessment of need that as a minimum includes the relevant domains contained within the WISMAT assessment tool. ii. The assessment must consider and record the most appropriate or preferred treatment and care, irrespective of whether that treatment is available. iii. Following Comprehensive Assessment, a Care Plan is agreed between the treatment provider and the service user. 	<p>Healthcare standards for Wales⁸: Care Planning and Provision.</p> <p>Healthcare standards for Wales⁹: Patient Information and Consent</p> <p>Healthcare standards for Wales¹⁸: Communicating Effectively.</p>

No.	Core Standard	Minimum requirements to Achieve Core Standard	Revised Healthcare Standard For Wales
		<p>iv. Mechanisms must be in place for the systematic review of care plans (minimum 3 monthly) with the service user. Revised care plans, findings and outcomes should be agreed between the treatment provider and the service user.</p> <p>v. There must be a published Directory of Services that includes access information and criteria.</p> <p>vi. Mechanisms must be in place to conduct and learn from service user satisfaction surveys.</p> <p>vii. Mechanisms must be in place to monitor and address drop-out rates, re-admission rates, planned and unplanned discharge data.</p> <p>viii. Referral and information sharing protocols must be in place for responding to an individuals' non-substance misuse specific needs. As a minimum this must include:</p> <ul style="list-style-type: none"> ● Pregnancy ● Co-occurring mental health needs ● Child Protection ● Protection of Vulnerable Adults ● Housing ● General health, including oral health ● Education 	

No.	Core Standard	Minimum requirements to Achieve Core Standard	Revised Healthcare Standard For Wales
12	<p>Service provider premises are environmentally safe, secure and properly accessible and as a minimum take account of:</p> <ul style="list-style-type: none"> ● Public and staff safety and well being ● Different service users needs, for example wheelchair access ● Privacy and Confidentiality ● Protect people, property and assets 	<p>All sites from which substance misuse services are delivered must have the following in place:</p> <ol style="list-style-type: none"> i. Health and Safety policy. ii. Building condition surveys. iii. Fire safety audits. iv. Hospital Patient Environment assessments for hospital based services. v. Monitoring of hazard/defect logs for frequency and time from report to repair. vi. Reports of practices and drills vii. Compliance with maintenance plans. viii. Evidence of consultation with service users and the local public. ix. Review incidents, complaints and claims which cite building design, condition, environmental performance or security as a contributory/root cause. x. Disability impact assessment. 	<p>Healthcare Standards for Wales¹²: Environment</p>

No.	Core Standard	Minimum requirements to Achieve Core Standard	Revised Healthcare Standard For Wales
		<ul style="list-style-type: none"> xi. Environmental management system is in place and subject to systematic review and improvement which complies with legislation and best practice in assessing and managing risk). To include: <ul style="list-style-type: none"> ● A Risk Register ● Trained individuals ● System for logging and reviewing complaints ● Reporting mechanism, and accountability level for monitoring reports and remedial action xii. Policies and procedures in place governing the control of visitors such as contractors. xiii. policies and procedures to safeguard outreach workers. 	
13	<p>Service users are treated with dignity and respect that is sensitive to individual need, including language, cultural and physical needs.</p>	<ul style="list-style-type: none"> i. Communication skills training programme is in place for staff. ii. Diversity training programmes are in place for staff. 	<p>Healthcare Standards for Wales⁸: Care Planning and Provision.</p> <p>Healthcare Standards for Wales⁹: Patient Information and Consent.</p> <p>Healthcare Standards for Wales¹⁰: Dignity and Respect</p>

No.	Core Standard	Minimum requirements to Achieve Core Standard	Revised Helathcare Standard For Wales
		<p>iii. Policies and procedures on dignity and respect, informed consent and the use of information and its confidentiality are developed, agreed, and their application in practice routinely audited.</p> <p>iv. An organisation wide Contract of Care is in place signed by each service user and key worker. As a minimum, the Contract of Care should cover the standards of conduct and behaviour for service users and staff and include mechanisms for dealing with inappropriate behaviour. It should be reviewed as part of organisational staff management systems and processes.</p> <p>v. Policies and procedures must be in place that include as a minimum:</p> <ul style="list-style-type: none"> ● Welsh Language requirements. ● Other languages and cultures common to the area. ● Communication with nominated relatives, carers or friends. 	

No.	Core Standard	Minimum requirements to Achieve Core Standard	Revised Healthcare Standard For Wales
14	<p>Service user information is treated confidentially, except where authorised by legislation to the contrary.</p>	<ul style="list-style-type: none"> • Communication with blind and/or deaf service users. • Service User Reading Panels of locally produced written information. • Ensuring privacy and confidentiality. • The routine analysis of complaints related to poor communication. <p>vi. Processes in place to monitor and review compliance with equality and diversity legislation.</p> <p>i. Published policies and procedures must be in place that as a minimum cover the following:</p> <ul style="list-style-type: none"> • Service users are fully informed about their rights to confidentiality on routinely collected client information such as the Treatment Outcome Profile (TOP), information disclosed during comprehensive assessment, and medical records. • The use of personal and confidential information. • Legislative requirements such as those contained within the Freedom of Information Act (2000), Data Protection Act(1998), the Protection of Children Act (1999), Access to Health Records Act (1990) and Public Interest Disclosure Act (1998). 	<p>Healthcare Standards for Wales: Patient Information and Consent</p>

No.	Core Standard	Minimum requirements to Achieve Core Standard	Revised Helathcare Standard For Wales
		<ul style="list-style-type: none"> • Information sharing protocols between agencies in line with the Wales Accord for Sharing of Personal Information (WASPI). ii. Staff education programmes include dealing with confidentiality. iii. Staff guidance in place for the management and access of information to service users, families, carers and the general public. iv. Systems are in place for staff and/or service user reporting of breaches in confidentiality. v. Systems are in place for investigating, reporting and learning lessons from breaches in confidentiality. 	

No.	Core Standard	Minimum requirements to Achieve Core Standard	Revised Healthcare Standard For Wales
15	<p>Where food and drink is provided within inpatient or residential care settings, the nutritional and fluid needs of service users are assessed, recorded and addressed in accordance with legislation and guidance.</p>	<p>i. Service users are provided with:</p> <ul style="list-style-type: none"> ● A choice of food which is prepared safely in accordance with legislation and guidance and provides a balanced diet that caters for nutritional, personal, cultural and clinical dietary requirements ● Any necessary support with eating or drinking is identified and provided ● Have access to food and drink 24 hours a day 	<p>Healthcare Standards for Wales¹⁴: Nutrition</p>
16	<p>Organisations comply with national child protection guidance within their own activities and in dealing with other organisations.</p>	<p>i. Policies and procedures in place that reflect legislative requirements and comply with national guidance. This must include:</p> <ul style="list-style-type: none"> ● Designated lead roles and responsibilities ● Allocation of resources, e.g. budget and staff ● Maintenance and review of relevant documentation for child protection ● Interagency working & information sharing protocols ● Consent and informed consent ● Availability of service user information ● Interagency training and education programmes for staff aligned to relevant National Occupational Standards 	<p>Healthcare Standards for Wales¹¹: Safeguarding Children and Safeguarding Vulnerable Adults.</p>

No.	Core Standard	Minimum requirements to Achieve Core Standard	Revised Healthcare Standard For Wales
		<ul style="list-style-type: none"> ● Arrangements to ensure that appropriately qualified staff deliver care in line with the Substance Misuse Workforce Development Action Plan, and other workforce plans ● Appropriate supervision of staff ● Referral processes and mechanisms ● Advocacy arrangements ● Working with carers and relatives ● Mechanisms for review and investigation of cases ● Child friendly environments ● Safe recruitment and selection processes of staff ● Raising concerns/making complaints ● Mechanisms for investigation and reporting of concerns/complaints ● Raising concerns/making complaints ● Mechanisms for investigation and reporting of concerns/complaints 	

No.	Core Standard	Minimum requirements to Achieve Core Standard	Revised Helathcare Standard For Wales
		<p>i. A Community Safety Partnership and Substance Misuse Area Planning Board wide reporting system to monitor and review the arrangements for safeguarding children and compliance with legal and best practice requirements. This should contain details of linkages to Local Safeguarding Children's Boards and Children and Young People's Partnerships and specify roles, responsibilities and accountability levels for the effective gathering and use of information for monitoring and decision making purposes. As a minimum this must include the report and review of:</p> <ul style="list-style-type: none"> ● Number of child admissions to adult wards ● Adverse and/or critical incidents ● Progress toward achieving staff training plan aligned to the Substance Misuse Workforce Development Action Plan ● Analysis of the outcome of referrals to treatment ● Compliance with legislative requirements and national guidance ● Implementation of recommendations arising from reviews and/or investigations 	

No.	Core Standard	Minimum requirements to Achieve Core Standard	Revised Helathcare Standard For Wales
17	<p>Organisations comply with safeguarding requirements for the protection of vulnerable adults within their own activities and in dealing with other organisations.</p>	<p>i. Policies and procedures are in place that reflect legislative requirements and comply with national guidance. This must include:</p> <ul style="list-style-type: none"> ● Designated lead roles and responsibilities ● Allocation of resources, e.g. budget and staff ● Maintenance and review of relevant documentation for safeguarding vulnerable adults ● Interagency working and information sharing protocols ● Consent and informed consent ● Availability of service user information ● Joint training and education programmes for staff ● Arrangements to ensure appropriately qualified staff deliver care ● Appropriate supervision of staff ● Referral processes and mechanisms ● Advocacy arrangements ● Working with carers and relatives ● Mechanisms for review and investigation of cases ● Security arrangements ● Safe recruitment and selection processes of staff 	<p>Healthcare Standards for Wales¹: Safeguarding Children and Safeguarding Vulnerable Adults.</p>

No.	Core Standard	Minimum requirements to Achieve Core Standard	Revised Healthcare Standard For Wales
		<ul style="list-style-type: none"> ● Raising concerns/making complaints ● Mechanisms for investigation and reporting of concerns/complaints <p>ii. A Community Safety Partnership and Substance Misuse Area Planning Board wide reporting system to monitor and review the arrangements for protecting vulnerable adults and compliance with legal and best practice requirements. This should specify roles, responsibilities and accountability levels for the effective gathering and use of information for monitoring and decision making purposes. As a minimum this must include the report and review of:</p> <ul style="list-style-type: none"> ● Number of child admissions to adult wards ● Adverse and/or critical incidents ● Progress toward achieving staff training plan aligned to the Substance Misuse Workforce Development Action Plan ● Analysis of the outcome of referrals to treatment ● Compliance with legislative requirements and national guidance ● Implementation of recommendations arising from reviews and/or investigations 	

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18	<p>Case records are created, maintained, stored and disposed of in accordance with extant legislation and national guidance that safeguards service user confidentiality.</p>	<p>i. Operational policies and procedures are in place covering the creation of records to their ultimate disposal. As a minimum policies and procedures must cover the following:</p> <ul style="list-style-type: none"> ● Information security policy including Freedom of Information ● Informed consent processes for use of information ● Security arrangements for records including controlled access ● Implementation of the Caldicott principles ● Environmentally safe storage for records ● Protocols for the retrieval of records within set time scales ● Mechanisms and processes for the transportation of records ● Records archive and disposal policy ● Internal and external audit of records <p>ii. Induction and refresher training for all staff covering legislative and national guidance on record keeping.</p> <p>iii. Systems in place for the regular monitoring and review of records management systems.</p>	<p>Healthcare Standards for Wales²⁰: Records Management.</p>

No.	Core Standard	Minimum requirements to Achieve Core Standard	Revised Healthcare Standard For Wales
19	<p>Systems are in place to identify, report, investigate and learn from adverse events and near misses involving service users.</p>	<p>i. Policy and procedures in place within service provider organisations to identify and report adverse events to Community Safety Partnership/Substance Misuse Area Planning Board in a timely manner. As a minimum to include:</p> <ul style="list-style-type: none"> ● Compliance with all responsible authorities' requirements for reporting and investigating adverse events ● Involving service users and their family/carers where appropriate, in investigating, reporting and learning from an adverse event or near miss ● Procedures in place to learn from adverse events and near misses and translate learning into remedial action ● A published incident reporting policy and procedures. ● Staff education programmes on reporting, investigating and learning from adverse events 	<p>Healthcare Standards for Wales²³: Dealing with Concerns and Managing Incidents</p>
20	<p>Complaints about service provision and delivery are investigated promptly and thoroughly and the outcome reported back to the complainant.</p>	<p>i. A published complaints procedure in place that is subject to regular review covering the following:</p> <ul style="list-style-type: none"> ● How to make a complaint ● Nominated lead individuals within each Community Safety Partnership/Substance Misuse Area Planning Board and all service provider organisations 	<p>Healthcare Standards for Wales²³: Dealing with Concerns and Managing Incidents</p>

No.	Core Standard	Minimum requirements to Achieve Core Standard	Revised Helathcare Standard For Wales
		<ul style="list-style-type: none"> ● Investigation and reporting procedure and timescale ● Service user group involvement ● Support mechanisms for those individuals who may need help in making a complaint. ● Criteria to determine the severity and priority of complaints. ● Consent and confidentiality ● Access to records ● Service User satisfaction surveys ● Review system to learn from complaints and translate learning into service changes ● System for feeding back to the complainant. ● Staff education programme <p>Mechanism at Community Safety Partnership/Substance Misuse Area Planning Board level to review complaints concerning service provision and delivery.</p>	

No.	Core Standard	Minimum requirements to Achieve Core Standard	Revised Healthcare Standard For Wales
21	<p>Management of Medicines, Medical devices, equipment and waste</p> <p>The management of medicines including use and storage will comply with controlled drugs legislation, other legislation, licensing and guidance.</p>	<p>Reporting and review policies and procedures are in place covering:</p> <ul style="list-style-type: none"> ● Risk assessment ● Procurement systems and procedures ● Dispensing, prescribing and administration of medicines ● Storage, security and access ● Incident and hazards ● Adverse events <p>ii. Staff are qualified and trained in prescribing and/or administering medicines within their scope of practice.</p> <p>iii. Staff education programmes are in place covering legislative requirements, national guidance including health and safety regulations commensurate with their role.</p> <p>iv. Appropriate information available to service users, family and carers on the use and safe storage of medicines.</p>	<p>Healthcare Standards for Wales: Medicines Management.</p>

No.	Core Standard	Minimum requirements to Achieve Core Standard	Revised Healthcare Standard For Wales
22	<p>The procurement, use and disposal of medical equipment and devices are managed properly within current guidelines and legislative requirements.</p>	<p>i. Reporting and review policies and procedures are in place covering:</p> <ul style="list-style-type: none"> ● Risk assessment ● Adverse events and near misses ● Maintenance, sterilisation, cleansing & calibration ● Fault reporting, response and contingency ● Decontamination for reusable items ● Planned replacement programmes for equipment ● Appropriate protective equipment ● Procurement systems and procedures ● Use of equipment ● Storage, security and access. ● Issue and disposal of sharps ● Incident and hazards <p>ii. Staff education programmes are in place covering legislative requirements, national guidance including health and safety regulations commensurate with their role.</p>	<p>Healthcare Standards for Wales¹³: Infection Prevention and Control (IPC) and Decontamination.</p> <p>Healthcare Standards for Wales¹⁶: Medical Devices, Equipment and Diagnostic Systems.</p>

No.	Core Standard	Minimum requirements to Achieve Core Standard	Revised Healthcare Standard For Wales
23	<p>Organisations have human resource management systems in place that:</p> <ul style="list-style-type: none"> i. Support staff and value the individual contribution; and ii. Treat staff with dignity and respect, value, understand and respect diversity. 	<ul style="list-style-type: none"> iii. Appropriate advice and information is routinely available to service users, family and carers on the use and safe storage of equipment. i. A formal, annual performance review system is in place for all staff which includes a review of personal and professional development needs. All staff should have a personal development plan in line with the Substance Misuse Workforce Development Action Plan. ii. All staff receive training in performance review appropriate to their level and role within the organisation. iii. Performance and developmental review is linked explicitly to the targets contained in the Substance Misuse Workforce Development Action Plan and other professional development requirements as appropriate and the organisations' workforce development plan. iv. Services have equality schemes and policies in place, that ensure that all aspects of service delivery conforms to equalities legislation and guidance v. Human resource policies are subject to periodic equality impact assessment. 	<p>Healthcare Standards for Wales²⁵: Workforce Recruitment and Employment Practices</p>

No.	Core Standard	Minimum requirements to Achieve Core Standard	Revised Healthcare Standard For Wales
		<p>vi. Mechanisms in place within service provider organisations that enables staff to raise concerns in confidence and without prejudice to their position, about any aspect of service delivery, treatment or management. As a minimum, procedures should include:</p> <ul style="list-style-type: none"> ● Confidentiality policy protecting individual staff who raise concerns ● Published procedures for investigating and reporting findings within treatment provider organisations and to related Substance Misuse Area Planning Board and/or its constituent Community Safety Partnerships ● Decision making mechanisms to act on investigation findings 	

No.	Core Standard	Minimum requirements to Achieve Core Standard	Revised Healthcare Standard For Wales
24	<p>Staff responsible for developing and delivering services are appropriately recruited, trained and qualified for the work they undertake in line with extant national guidance.</p>	<ul style="list-style-type: none"> i. Recruitment procedures in place including defined processes and criteria for advertising, interview and selection. ii. Procedures in place to ensure that all necessary employment checks are undertaken and that all employed or contracted professionally qualified staff are registered with the relevant bodies. iii. The results of references and professional registration checks are recorded, reviewed where appropriate and maintained in a secure and consistent way. iv. All contracts of employment to include a duty to comply with any relevant codes of professional practice and conduct. v. Training programmes are in place for staff involved in recruitment. vi. A workforce development plan, is in place, including Induction, skills training and Continuing Professional Development programmes, mapped across to National Occupational Standards (NOS) in line with Substance Misuse Workforce Development Action Plan. vii. All service specifications and their supporting SLAs and contracts to detail the organisational policies on workforce development 	<p>Healthcare Standards for Wales²⁵: Workforce Recruitment and Employment Practices</p>

No.	Core Standard	Minimum requirements to Achieve Core Standard	Revised Helathcare Standard For Wales
		<p>viii. All service specifications to include an indicative range of appropriate roles and qualifications commensurate with the nature of the service being specified.</p> <p>ix. All posts in all organisations have up to date job descriptions which identify the required professional qualifications, competencies and skills linked to the Substance Misuse Workforce Development Action Plan and other relevant workforce plans e.g. Children and Young Peoples workforce strategies.</p>	

No.	Core Standard	Minimum requirements to Achieve Core Standard	Revised Healthcare Standard For Wales
25	<p>All interventions are delivered by appropriately trained and qualified staff that are supervised where appropriate.</p>	<ul style="list-style-type: none"> i. Policies in place for the appropriate supervision and management of staff in accordance with professional guidelines. ii. Policies in place for the regular performance review of staff including a review of training and development needs. iii. Mechanisms in place for the introduction of new guidance, guidelines and practices. iv. All service providers are able to evidence that SLA, Contract and Service Specification outcomes are achievable with the available skills mix and that robust supervision and management arrangements are imbedded into the delivery of services. 	<p>Healthcare Standards for Wales²⁴: Workforce Planning.</p> <p>Healthcare Standards for Wales²⁶: Workforce Training and Organisational Development.</p>

Healthcare Standards for Wales 2010

References

Legislative References

No.	Title
1	Access to Health Records Act 1990
2	Access to Medical Records Act 1988
3	Adoption and Children Act 2002
4	Carriage of dangerous goods & use of transportable pressure equipment Regulations 2007
5	Children's Act 1989
6	Computer Misuse Act 1990
7	Control of Substances Hazardous to Health Regulations 1988
8	Controlled Waste (Registration of Carriers and Seizure of Vehicles) (Amendment) Regulations 1998
9	Controlled Waste Regulations 1992
10	Data Protection Act (1998)
11	Environment Protection Act 1990
12	Environmental Protection (Duty of Care) Regulations 1991
13	European Working Time Directive
14	Freedom of Information Act 2000
15	Gender Recognition Act (2004)
16	Hazardous Waste (England and Wales) Regulations 2005
17	Health and Social care Act (2001)
18	Human Fertilisation and Embryology Act 1990/92
19	Human Rights Act 1998
20	Human Tissue Act (2004)
21	List of Wastes (Wales) Regulations 2005
22	Management of Health and Safety at Work Regulations 1999
23	Medicines (Labelling) Regulations 1976
24	Medicines Act 1968
25	Mental Capacity Act 2005
26	Mental Health Act 1983
27	Misuse of Drugs Act 1971

No.	Title
28	Poisons Act 1972
29	Police and Criminal Evidence Act 1984
30	Protection of Children Act (1999)
31	Public Interest Disclosure Act 1998
32	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (Not 1999)
33	The Children Act 2004
34	The Health and Safety at Work, etc. Act 1974
35	Waste Electrical and Electronics Equipment Regulations, 2006
36	Waste Management Licensing Regulations 1994

National Policy & Guidance References

No.	Title
1	<i>(A revision of the Duthie Report (1988))</i> Royal Pharmaceutical Society, 2005
2	A spoonful of sugar, medicines management in National Health Service Hospitals, Audit Commission, December 2001
3	All Wales Area Child Protection Committees (2002 [Amended 2004]) <i>All Wales Child Protection Procedures</i> Funded by Welsh Assembly Government
4	All Wales Child Protection Procedures Review Group (2002) [Amended 2004 and 2005]
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6	All Wales Training and Development Managers, <i>Best Practice Guide</i> to Audit Commission <i>Setting the Record Straight</i>
7	Beyond Boundaries - Citizen-centred local services for Wales, Welsh Assembly Government, 2006
8	BS ISO/IEC 17799:2000 (BS 7799-1:2000) Information technology - Code of practice for information security management
9	BS ISO/IEC 27001:2005 (BS 7799-2:2005) Information technology - Security techniques - Information security management systems - Requirements
10	Commissioning guidance for substance misuse services, Welsh Assembly Government, (2005)
11	Confidentiality Code of Practice for Health and Social Care in Wales (2005)
12	Department for Constitutional Affairs - Public Sector Data Sharing, Guidance on the Law
13	Department of Health (1992) <i>Choosing with Care</i> , London
14	Department of Health (1997) <i>The Caldicott Committee, Report of the review of patient-identifiable information</i> , London
15	Department of Health (2000) <i>No Secrets, Guidance on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse</i> , London
16	Designed for Life - creating world class health and social care for Wales in the 21st century May 2005 National Health Service Wales
17	Designed to Comply National Health Service Wales 2006
18	Drug Misuse and Dependence - UK Guidance on Clinical Management
19	Environmental strategy for the National Health Service 2006
20	European Working Time Directive
21	General Medical Council (2000) <i>Confidentiality, Protecting and Providing Information</i> , London
22	General Medical Council (2003) <i>A Licence to Practice and Revalidation</i>
23	Guidance and definitions for the Welsh National Database for Substance Misuse
24	HB228: 2001 Guidelines for managing risk in healthcare

No.	Title
28	Health Advisory Service Thematic Review of Children and Young People Substance Misuse Services 1996
29	Health Technical Memoranda (HTM) (See Appendix 3)
30	General Medical Council (2003) <i>A Licence to Practice and Revalidation</i>
31	Healthcare Waste Strategy for Wales, 2006
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33	Hidden Harm - Three Years On: Realities, Challenges and Opportunities (February 2007)
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35	HSC 1999/065 Clinical Governance: In the new National Health Service
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37	Information Commissioner's Office - Use and Disclosure of Health Data (2001)
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40	Making the Connections, Welsh Assembly Government, 2004
41	Medical Device Alert MDA 2004/054 (Wales) <i>Reporting Adverse Incidents - Guidance on New Arrangements for National Health Service Wales Organisations</i> , Wales
42	Medicines and Healthcare Products Regulatory Agency (MHRA) Guidance Notes, and Device Bulletins (DB) (See Appendix 2)
43	Medicines and Healthcare Products Regulatory Agency (MHRA) Guidance Modernising Medical Careers
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50	NCASP (2002) Support for National Service Frameworks and Clinical Governance.

No.	Title
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53	<i>Personal Development Reviews and the Knowledge and Skills Framework</i>
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56	Records Management - National Health Service Code of Practice (2005)
57	Risk Management in the National Health Service.
58	Security Management Framework for National Health Service Trusts in Wales, 2005
59	The Children's Commissioners of Wales Report (2003) <i>Telling Concerns</i>
60	The Institute of Decontamination Sciences (IDSc) Standards and Practice
61	The Management of Medical Equipment in National Health Service Acute Trusts in England, <i>National Audit Office</i> , 1999
62	The Safe and Secure Handling of Medicines: A Team Approach
63	The Shipman Enquiry - The Fifth Report (2004) - <i>Safeguarding Patients: Lessons from the Past - Proposals for the Future</i>
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65	United Nations Convention on the Rights of the Child 1989.
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68	Welsh Assembly Government (2000) <i>Working Together to Safeguard Children</i>
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