



[www.newcarestandards.scot](http://www.newcarestandards.scot)

## What are the National Care Standards?

The National Care Standards set out what people receiving care and support can expect.

The standards are being reviewed to bring them up to date. They will reflect the new ways that health and social care is provided, and the expectations from people who use care services.

The standards will take the form of overarching principles, general, and specialist standards. The principles on this card have now been agreed, following consultation.

The more detailed standards are being developed and will be rolled out from April 2017.

## How will these principles be used?

Everyone should receive high quality care and support which promotes their wellbeing and upholds their human rights, so these principles will guide the development of the more detailed standards.

The principles will also help: people to know what standards they should expect; providers and commissioners to plan and design services; and the Care Inspectorate and Healthcare Improvement Scotland to develop new ways of inspecting.

## Who is involved in this work?

This important work has significant involvement from people who use, provide and commission health, care and support services and is also being supported by the Care Inspectorate and Healthcare Improvement Scotland, on behalf of the Scottish Government.

Read more at [www.newcarestandards.scot](http://www.newcarestandards.scot)



**National Care Standards**  
The principles

## The principles

Scotland's National Care Standards are changing, with new principles about people's rights. We consulted on these principles with people who use care services, their carers and organisations that represent their interests. We also consulted with health and care service providers and their staff.

## Dignity and respect

- My human rights are respected and promoted.
- I am respected and treated with dignity as an individual.
- I am treated fairly and do not experience discrimination.
- My privacy is respected.

## Compassion

- I experience warm, compassionate and nurturing care and support.
- My care is provided by people who understand and are sensitive to my needs and my wishes.

## Be included

- I receive the right information, at the right time and in a way that I can understand.
- I am supported to make informed choices, so that I can control my care and support.
- I am included in wider decisions about the way the service is provided, and my suggestions, feedback and concerns are considered.
- I am supported to participate fully and actively in my community.

## Responsive care and support

- My health and social care needs are assessed and reviewed to ensure I receive the right support and care at the right time.
- My care and support adapts when my needs, choices and decisions change.
- I experience consistency in who provides my care and support and in how it is provided.
- If I make a complaint it is acted on.

## Wellbeing

- I am asked about my lifestyle preferences and aspirations, and I am supported to achieve these.
- I am encouraged and helped to achieve my full potential.
- I am supported to make informed choices, even if this means I might be taking personal risks.
- I feel safe and I am protected from neglect, abuse, or avoidable harm.