

# Best Practice - Best Care

A framework for setting standards, delivering services and improving monitoring and regulation in the HPSS

A Consultation Paper  
April 2001

Department of Health, Social Services and Public Safety  
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## Réamhrá

Thug an Coiste Feidhmiúcháin gealltanas i gClár um Rialtas chun creatlach a chur i bhfeidhm a thógfaidh caighdeán na seirbhísí a sholáthar don phobal agus go rachadh sé i ngleic le lag-ghníomhú fud fad na SSSP. Cuireann sé áthas orm an doiciméad a chur os bhur gcomhair ina bhfuil moltaí leagtar amach chun seo a chur i gcrích. Is é an aidhmn atá agam córas cúraim shóisialta agus sláinte ardcaighdeánaí a sholáthar a bhíonn áisiúil agus furasta a úsáid, a fhreastalaíonn ar riachtanais daoine agus a chuireann muinín iontu siúd a úsáideann é.

Molann an doiciméad coras le dul i ngleic le lag-ghníomhú, nuair a tharlaíonn sin, chun cinntiú gur lú na héagsúlachtaí i gcaighdeán an chúraim agus an cóireála a thugtar. Ina theannta seo tógann sé ar a bhfuil déanta go maith sna SSSP agus san am céanna ag aithint go bhfuil gá ann le freagracht agus trédhearcacht agus fócas nua ar ghníomhú.

Rachaidh an chreatlach sa doiciméad seo i bhfeidhm ar gach duine i soláthar seirbhísí sláinte agus sóisialta. Is buneochair páirteachas an úsáideora.

Cuireann na moltaí atá leagtha amach sa doiciméad síos ar an dóigh ar féidir caighdeán na seirbhísí a ardú. Tá sé riachtanach go dtuigeann gach duine a bhfuil páirt aige nó aici an gá le seirbhísí ardchaighdeánacha a sholáthar. Caithfidh an fhoireann barúlacha agus dea-chleachtadh a roinnt agus a bheith freagracht as caighdeán na seirbhísí a sholátharaíonn siad. Léiríonn scileanna na foirne cheana infheistíocht shunstach agus mar sin de is gá le heagraíochtaí an infheistíocht a chothabháil agus an deis a thabhairt dá bhfoireann a scileanna agus a gcleachtadh a fhorbairt.

Tá sé costasach cúram ardcaighdeánach a sholáthar ach tá sé costasach cúram d'ísealchaighdeán a sholáthar chomh maith. Is cur amú airgead é gach punt a chaitear ar athsrúduithe nó ar fhiosrúcháin nó ar mheancóga a cheartú, airgead nach bhfuil ar fáil chun cóireáil ná cúram a sholáthar.

Fáiltím roimh bhur mbarúil ar na moltaí sa doiciméad seo air sin atá mar dhúshraith do thodhchaí ár seirbhísí cúraim.

**An Aire Sláinte, Seirbhísí Sóisialta agus Sábháilteachta Poiblí**

## Foreword

In the Programme for Government the Executive has given a commitment to put in place a framework to raise the quality of services provided to the community and tackle issues of poor performance across the HPSS. I am pleased to present this consultation paper which sets out proposals to deliver this. My aim is to provide a high quality system of health and social care which is easy and convenient to use, which is responsive to people's needs and which provides a service that instills confidence in those who use it.



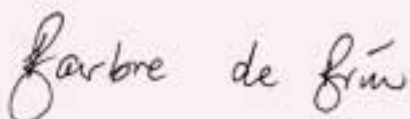
This paper proposes systems to deal with under-performance, when that occurs, to ensure there are fewer variations in the standard of care and treatment delivered. In addition it builds on what is already being done well in the HPSS while recognising that there is a need for increased accountability and transparency with a new focus on performance.

The framework proposed in this paper will apply to everyone involved in the provision of health and social care services. User involvement will be a key requirement.

The proposals set out in this paper describe how the quality of services can be improved. It is essential that everyone involved recognises the need to deliver high quality services. Staff need to share ideas and good practice and take responsibility for the quality of services they provide. The skills of the staff represent already a significant investment, therefore organisations need to maintain that investment and provide staff with the opportunity to develop their skills and practice.

Providing high quality care is expensive but poor quality also costs money. Every pound wasted on repeated examinations or investigations, or on correcting mistakes is money that is not available for providing treatment and care.

I welcome your views on the proposals in this paper on what is fundamental for the future of our caring services.

A handwritten signature in black ink that reads "Eilish de Brún".

**Minister for Health, Social Services and Public Safety**

