

Older people with social care needs and multiple long term conditions



Consultation on draft quality standard – deadline for comments 5pm on **Tuesday 24/05/16** **email:** QSconsultations@nice.org.uk

	<p>Please read the checklist for submitting comments at the end of this form. We cannot accept forms that are not filled in correctly.</p> <p>We would like to hear your views on these questions:</p> <ol style="list-style-type: none">1. Does this draft quality standard accurately reflect the key areas for quality improvement? If the systems and structures were available, do you think it would be possible to collect the data for the proposed quality measures? Do you have an example from practice of implementing the NICE guideline(s) that underpins this quality standard? If so, please submit your example to the NICE local practice collection on the NICE website. Examples of using NICE quality standards can also be submitted.2. [Insert any specific questions about the quality standard from the Developer, or delete if not needed]
Organisation name – stakeholder or respondent (if you are responding as an individual rather than a registered stakeholder please leave blank):	Care and Repair England
Disclosure Please disclose any past or current, direct or indirect links to, or funding from, the tobacco industry.	N/A
Name of commentator person completing form:	Jane Minter

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Supporting the quality standard - Would your organisation like to express an interest in formally supporting this quality standard? More information.		[Answer Yes or No]	
Type		[office use only]	
Comment number	Section	Statement number	Comments Insert each comment in a new row. Do not paste other tables into this table because your comments could get lost – type directly into this table.
Example 1	Statement 1 (measure)		This statement may be hard to measure because...
1	General	All	<p>We note that in the Briefing Paper (Page 30) there is a further quality standard due on housing, which is to be welcomed. However we feel that all other guidance and quality standards should include housing factors where this is appropriate to ensure that they are addressed. In this instance this is because housing plays such a critical role in person centred planning for social care for people with long term conditions.</p> <ul style="list-style-type: none"> • Many of the chronic health conditions people face are exacerbated by poor and inappropriate housing and can be alleviated by improving and adapting people’s homes. • There is an expanding evidence base on the value of housing interventions to care and health planning and provision. • Whilst we would not expect social care practitioners to deal with housing issues per se we would argue that housing needs to be considered in any social care assessment and that social care staff need to know about the common housing issues and who to contact locally to ensure that people’s housing circumstances are addressed in so far as they impact on a persons’ wellbeing. • Unless there is collaboration strategically and operationally between health, care and housing it is doubtful that there will be commissioning of truly integrated services for people with long term conditions. Housing needs to be integrated with social care and health at both the strategic and individual assessment level

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2	Page 2	Why this Quality Standard is needed Paragraph 4	Add people may not be aware how to fund residential care and other housing and care options if their conditions worsen.
3	Page 3	Why this Quality Standard is needed Paragraph 2	Add the following outcome – independent living at home if this is the person’s wish
4	Statement 1 Page 11	Quality Statement 1 Assessment of needs	Under the rational for this statement we would propose that you add the following - ‘In order to identify any support they may need to improve their quality of life and maintain their independence it is important to ensure that all their health, social care and related housing needs are considered’ This reflects the expectation in the Care Act that housing factors are a part of an integrated assessment.
5	Statement 2 Page 14	Statement 2 information provided at assessment	Under the rational for this statement we would propose that you add the following – It will help them to choose care and support and housing options as appropriate to meet their needs and enable them to maintain their independence and quality of life.
6	Statement 2 Page 14	Statement 2 Definition of Terms	We suggest the following addition to the definition of terms in the section entitled <i>Information about services that can help them</i> ‘information about how to obtain care, support and housing services’ we also suggest an addition to this list as follows ‘Information on adaptations, modifications to the home and community equipment that would support them’
7	Statement 4 Page 22 and in the whole section where this wording is used	Statement 4 Care Planning	We would like to see the Quality Statement talk about a ‘jointly agreed health, social care and housing plan and where a social care and health plan is mentioned in this section it is amended to state ‘health, social care and housing plan’
8	Question 5 about the individual quality	Statement 2 – any types of information	We would like to see the Quality Standard reflect the guidance in the Care Act on local councils duties to establish and maintain information and advice about social care, health and housing. Our briefing on the Care Act sets out where housing issues need to be addressed including in relation to advice and information – see page 6 http://careandrepair-

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	statements	that need to be improved	<p>england.org.uk/wp-content/uploads/2014/12/Briefing-on-main-housing-references-in-Care-Act-Guidance-Oct-14.pdf</p> <p>We believe there is much that can be done to improve access to advice and information and to ensure that this advice covers all areas of a person’s life to support people with long term conditions including housing. To illustrate this we would draw your attention to a survey undertaken by Housing Group of Future North West, the regional forum on ageing, which investigated the provision of advice and information by local councils and found that it was often hard to find and in some areas non-existent. See http://ageactionalliance.org/search-engine-failure-housing-and-care-advice-in-the-north-west/</p> <p>Local Councils and Clinical Commissioning Groups can help</p> <ul style="list-style-type: none"> • Through offering and funding housing services including Home Improvement Agencies, handyman services and other practical support services around the home to enable people to stay independent • Through supporting and funding and provision of independent, impartial housing, care and finance advice and information services to ensure older people and their relatives and carers can assess advice and information on the options available at the right time and in the right way. <p>We would draw your attention to work we have been doing with EAC /FirstStop funded by DCLG on Housing and Care information and advice services for older people. This work has supported the provision of housing and care and related financial advice for older people through a national website and telephone line and local information and advice services in a number of areas of the country. In particular we would draw your attention to</p> <ul style="list-style-type: none"> • a recent evaluation of these FirstStop services and http://www.firststopcareadvice.org.uk/resources/independent-evaluation/ • a commissioning guide for housing, care and related financial advice and information services based on the development of local services http://www.housingcare.org/downloads/kbase/3452.pdf <p>We have also been working with older people’s networks to develop peer support through our Silverlinks service which we would also be happy to discuss further with you – see http://careandrepair-england.org/silverlinks/</p> <p>Work on developing better practice in this area, both in information and advice services, would support a number of NICE Quality Standards and lead to better outcomes for people as the evaluation of First Stop services shows.</p>
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Insert extra rows as needed

Checklist for submitting comments

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- Use this comment form and submit it as a Word document (not a PDF).
- Complete the disclosure about links with, or funding from, the tobacco industry.
- Include section number of the text each comment is about eg. introduction; quality statement 1; quality statement 2 (measure).
- If commenting on a specific quality statement, please indicate the particular sub-section (for example, statement, measure or audience descriptor).
- Combine all comments from your organisation into 1 response. We cannot accept more than 1 response from each organisation.
- Do not paste other tables into this table – type directly into the table.
- Underline and highlight any confidential information or other material that you do not wish to be made public.
- Do not include medical information about yourself or another person from which you or the person could be identified.
- Spell out any abbreviations you use
- For copyright reasons, comment forms do not include attachments such as research articles, letters or leaflets (for copyright reasons). We return comments forms that have attachments without reading them. The stakeholder may resubmit the form without attachments, but it must be received by the deadline.

You can see any guidance and quality standards that we have produced on topics related to this quality standard by checking [NICE Pathways](#).

Note: We reserve the right to summarise and edit comments received during consultations, or not to publish them at all, if we consider the comments are too long, or publication would be unlawful or otherwise inappropriate.

Comments received during our consultations are published in the interests of openness and transparency, and to promote understanding of how recommendations are developed. The comments are published as a record of the comments we received, and are not endorsed by NICE, its officers or advisory Committees.

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