

Care Standards for support services

These care standards are for support services. Support services are sometimes called day care. Support can be given in a building, or out and about in the community.

Support can come from paid workers or volunteers.

The Scottish Government says that all support services must meet 17 standards. A standard is a rule.

The standards will make sure that you get a good service and are treated fairly and with respect.

The standards are based on the rights that you have.

Dignity - you are treated with kindness and respect

Privacy - you can do things in private and have time alone

Choice - you can make choices (with support if you need it)

Safety - you are safe and protected from harm

Realise your potential – you can make the most of your life

Equality and diversity – you are treated fairly.

When the Care Commission visits support services to see how good they are, it will look at how well the support service meets these standards.

If you want to talk to us about these standards, you can call 0131 244 5387 or write to us at:

Care Standards and Sponsorship Branch
Community Care Division
Primary and Community Care Directorate
St Andrew's House
Regent Road
Edinburgh
EH1 3DG

Or you can send us an email
standardsandsponsorship@scotland.gsi.gov.uk

These standards are things that should happen when you are looking for a support service.



Standard 1 – Informing and deciding

You will get information about the support service and how much you will need to pay for it. This information is in a format that you can understand.



Standard 2 – Management and staffing arrangements

You can be sure that everyone who works in the service has been trained to give you good support and keep you safe.



Standard 3 – Your legal rights

You will get a contract that says how much support you will get and how you can change the support or finish getting support.



Standard 4 – Support arrangements

The staff will get to know you well so that they can write a plan with you. The plan will say what you want to do in your life and what is important to you.

These standards are things that should happen if you are going to get support in a day centre or other building.



Standard 5 – Your environment

The building is clean and safe and a nice place to be.



Standard 6 – First meetings

You can meet staff and other people that get support. You will get time to decide if you want to use the support service or not.

These standards are things that should happen when you use a service.



Standard 7 – Using the support service

The people who work for the service make you feel welcome. There is one person whose job it is to make sure that the things in your plan happen.

You can speak to this person whenever you want.



Standard 8 – Making choices

You choose how you spend your time and you make decisions about your life. You get support to do this if you need it.



Standard 9 – Supporting communication

You communicate in the way that is best for you. You get support to communicate if you need it.



Standard 10 – Feeling safe and secure

You get support to do the things you want, even if these things can be risky. The people who work for the service will look at what could happen and look at ways of making it safer for you and other people.



Standard 11 – Exercising your rights

The people who work for the service treat you with respect and kindness. Your personal information is kept in a safe place.



Standard 12 – Expressing your views

It is easy for you to say what you think about the service you get. You know how to complain if you are not happy about something.

These standards are things should happen when you get a service. They will make sure that you have a good day-to-day life and feel part of a community.



Standard 13 – Lifestyle

You get support to do things that are important to you because of your religion or where you come from.

Standard 14 – Daily life



You have privacy. This means that you can decide what information you share with other people.

People who work for the service will not talk about you to other people or tell anyone that they are your support staff.

If you need personal care, this will be done in private.



Standard 15 – Eating well

If you get meals at the support service, it will be food that you like and is okay for you to eat. If you need special food to stay healthy, you will get this. You can get snacks and hot and cold drinks when you want them.



Standard 16 – Keeping well

People who work for the service support you to stay healthy.

This standard is what will happen when you leave a service.



Standard 17 – Leaving the support service

People who work for the service will support you when you go to a new service. They will help you to meet the people at the new service and they will make it easy for you to keep in touch with your friends.