

**OLDER PEOPLE'S
SERVICE FRAMEWORK**

Consultation Response Questionnaire

CONSULTATION RESPONSE QUESTIONNAIRE

You can respond to the consultation document by e-mail, letter or fax.

Before you submit your response, please read Appendix 1 about the effect of the Freedom of Information Act 2000 on the confidentiality of responses to public consultation exercises.

Responses should be sent to:

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Responses must be received no later than 28th December 2012

I am responding: as an individual
on behalf of an organisation
(please tick a box)

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Organisation: **PLEASE NOTE: THIS RESPONSE IS BEING SUBMITTED
ON BEHALF OF THE FEDERATION OF THE ROYAL
COLLEGES OF PHYSICIANS OF THE UK**

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Please indicate which section(s) you are providing feedback on:

✓ I am providing general feedback on the document and will complete Part A.

I am providing general feedback on the document with a focus on the specific section(s) indicated in the table below and will complete Part A and Part B.

Please tick which sections or subsections you are providing feedback on	
Summary of Standards	
Chapters 1-3: Introduction, Background, and Basis for Development of the Service Framework	
Chapter 4: Standards: Person Centred Care.	
Chapter 5: Standards: Health and Social Wellbeing Improvement.	
Chapter 6: Standards: Safeguarding.	
Chapter 7: Standards: Carers.	
Chapter 8: Standards: Conditions More Common In Older People.	
Chapter 9: Standards: Medicines Management.	
Chapter 10: Standards: Transitions of Care.	

Part A – General feedback on the document (all respondents please complete this part).

Q1. Please indicate your views on the following statement (please circle response)

“In general the language and organisation of the document is easy to follow.”

Strongly agree Agree Neither **Disagree** Strongly disagree

Comments:

The Federation feels that at nearly 280 pages this is an extremely voluminous document. While some efforts have been made to keep the language understandable and there is a glossary of terms in the index, it is still a rather awkward document to negotiate and uses significant amounts of jargon and abbreviations which hinder easy reading.

A shorter document which is easier to follow would be preferable as it would attract a wider audience.

Q2. Please indicate your views on the following statement (please circle response)

“The standards covered by the service framework are important for older people”.

Strongly agree **Agree** Neither Disagree Strongly disagree

Comments:

The service framework includes many issues important for older people including health promotion, falls; continence; recognition prevention and management of delirium; medicines management; independent advocacy; and palliative and end of life care.

The Federation feels that the standards themselves are important but as they are poorly developed within the document, the impetus is somewhat lost.

Q3. Please indicate your views on the following statement (please circle response)

“Overall this framework will provide an opportunity to help set priorities for commissioning services for older people”.

Strongly agree

Agree

Neither

Disagree

Strongly disagree

Comments:

The Federation feels the lack of clarity and the general lack of focus of this document will make it difficult to set any clear priorities.

Q4. Which of these standards will have the greatest impact on the health and wellbeing of older people, and why?

Comments:

The answer given to this question will likely depend on the perspective of the respondent: the opinions expressed by a health professional may well be different from a member of the public concerned about their own health and wellbeing or the health and wellbeing of a family member.

The Federation feels the standards likely to have the greatest impact include those on improved recognition prevention and management of delirium (as there is a general acceptance that this is an area not particularly well managed by the NHS in general throughout the UK including Northern Ireland) and advanced care planning for older people with advanced dementia (again this an area where it is increasingly recognised that there is much room for improvement).

A strong case could also be made for the standards advocating more specialist support in Nursing Homes, continence services for older people, person-centred palliative and end of life care and improved dementia and mental health services, as all of these areas of care are in significant need of improvement generally.

Equality implications

Before completing this section, please refer to Appendix 2 which relates to equality of opportunity, and the guidance regarding this produced by the Equality Commission for Northern Ireland.

Q5. Having considered the outcome of the screening exercise as set out in Appendix 2, do you think these standards will have any adverse impact(s) on any group of people in terms of the nine equality dimensions? If yes, please comment on how any adverse impact could be reduced.

Yes No

Comments:

-

Q6. Are you aware of any indication or evidence that the standards may have an adverse impact on equality of opportunity or good relations? If yes, please state the reasons why and suggest how these might be mitigated.

Yes No

Comments:

-

Q7. Do the proposed standards afford an opportunity to promote equality of opportunity and/or good relations? If yes, please outline your reasons.

Yes No

Comments:

Neither.

The proposed standards offer the opportunity to promote an increased role of advocacy; independent advocacy and emphasis on good communication – however, the document itself which includes the proposed standards may act as a barrier due to its style and length.

Q8. Are there any aspects of these standards where potential human rights violations may occur?

Yes No

Comments:

However, the Federation would advocate that caution is used in advance care planning for older people with advanced dementia to make sure there are always checks and balances in place to ensure all older people continue to receive the healthcare which is in their best interests.

Q9. Please use the box below to insert any further comments, recommendations or suggestions you would like to make in relation to the Older People's Service Framework.

Comments:

This is substantial piece of work and the Federation feels it is something of a missed opportunity. Examples of this include:

- The repetitive and duplicative nature of the standards. For example, Standards 5 and 6 do not differ in any significant way.
- The non-specific nature of many of the standards which, while laudable in their sentiments, are unlikely to lead to any measurable improved outcomes. An example might be Standard 3, which has no relevant key performance indicators. The strengths of the document are in those areas that are more focused, such as the "Conditions more common in older people" and the "Medicines Management" sections.
- Reservations that where there are key performance indicators listed, they will not be effective. For example, there are concerns that a "service user survey" (Standard 3) will not accurately analyse whether older people are "receiving service to meet their individual needs at the right time".

**Please continue and complete Part B, or return your response questionnaire.
Responses must be received no later than 28th December 2012
Thank you for your comments.**

Part B – Feedback relating to specific standards and/or sections of the service framework.

If necessary please copy and complete this part of the questionnaire for each section or standard you are reviewing.

Please insert the specific section or standard you are reviewing in the box provided

e.g.

Chapter 5: Conditions More Common in Older People

or

Standard 5: Advocacy

Q(i). Please indicate your views on the following statement (please circle response)

“It was easy to locate my specific standard/section of interest in the service framework document.”

Strongly agree

Agree

Neither

Disagree

Strongly disagree

Comments:

Q(ii). Service frameworks are viewed as active documents which evolve over time to include new scientific evidence for improving care. Are you aware of any key evidence or other information which is missing, and which would alter the nature of this particular section/ standard?

Yes No

Comments:

Q(iii). Please indicate your views on the following statement (please circle response)

“The performance indicators and the expected performance levels are reasonable, and they will help progress towards achieving the overarching standard(s).”

Strongly agree Agree Neither Disagree Strongly disagree

Comments:

Q(iv). Please indicate your views on the following statement (please circle response)

“I plan to use the/these standard(s) to improve my practice, or services for ‘older people.’

Strongly agree

Agree

Neither

Disagree

Strongly disagree

Comments:

Q(v). Please use the box below to insert any further comments, recommendations or suggestions you would like in relation to this particular standard or section.

Comments:

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Thank you for your comments.**

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