



Llywodraeth Cymru  
Welsh Government

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**White Paper Consultation: 28 June – 29 September 2017**

# **Services fit for the future**

**Quality and Governance in health and care in Wales**

**Papur Gwyn Ymgynghori: 28 Mehefin – 29 Medi 2017**

# **Gwasanaethau sy'n addas i'r dyfodol**

**Ansawdd a Llywodraethiant ym maes iechyd a gofal  
yng Nghymru**

## Purpose

**Future-proof health and social care services**

**Putting people at the centre of care**



# The Bigger Picture

Building on the work of recent **Social Services legislation**

The **Green Paper consultation** showed there was an appetite for further work and potential legislation

The **OECD** made a number of **recommendations** on how we might tackle some of the issues in Wales

White Paper will act as a platform for the findings of the **Parliamentary Review into Health and Social Care**



# **4 Key Enablers working towards integrated services:**

**Measures to promote effective governance**

**Duties for health and social care which promote cultural change**

**Common processes to underpin person-centred health and care**

**Focus on promoting citizen voice and clarity in inspection and service change**

# Measures to promote effective governance: Board Membership and Composition

Core Key Principles for Health Boards and Trusts

All Boards should have Vice Chairs.

Ministerial Appointments

Board Executive Officer membership: mix of key positions and flexible positions.

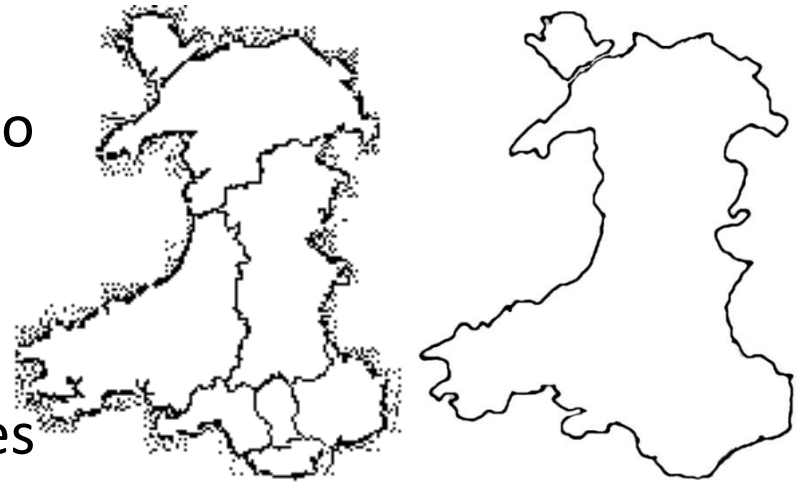
Statutory protection for the role of Board Secretary



# Duties for health and social care which promote cultural change: Duty of Quality | Duty of Candour

Extended duty of quality on NHS bodies:

- Regional or all-Wales solutions to population's health needs
- NHS bodies to work in partnership with local authorities



New duty of candour:

- Introduce statutory duty across health and social care
- Openness and Transparency

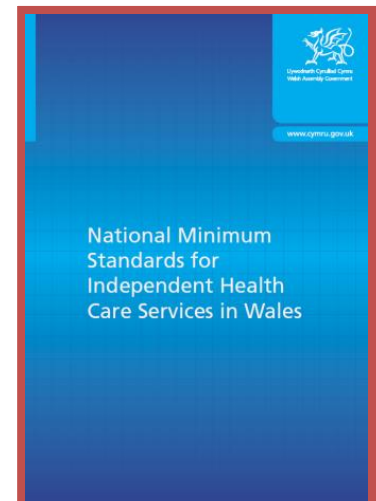
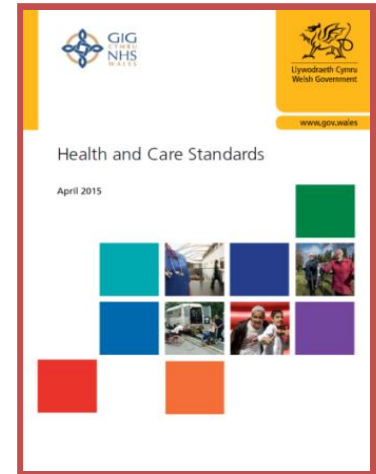
# Common processes to underpin person-centred health and care: Common Standards | Joint Complaints

## Common Standards:

- Person-centred
- Across Health and Social Care settings

## Joint Complaints:

- Person-centred
- Requiring health and social care partners to investigate complaints together
- Lessons learned/ promoting further integration



# Focus on promoting citizen voice and clarity in inspection and service change: Representing the Citizen in Health and Social Care

- Strengthen the people's voice across health and social care
- Establish an independent national body to represent the citizen's voice
- More flexible membership arrangements
- Support people raising concerns through advocacy
- Provide independent assurance of public involvement and engagement
- Strong relationship with the Inspectorates





# Focus on promoting citizen voice and clarity in inspection and service change: Co-Producing Plans and Services with Citizens

Promoting co-production and co-design

Introducing independent clinical advice on substantial service change decisions

Role for citizen voice body

Ministers may call in proposals



# Focus on promoting citizen voice and clarity in inspection and service change: **Inspection and Regulation**

Social Services and Well-being (Wales) Act 2014 | Regulation and Inspection of Social Care (Wales) Act 2015

Provide Healthcare Inspectorate Wales with a single legislative framework

Consider the opportunity for a Welsh Government Sponsored body to encompass both inspectorates and national citizen's voice body?



# Responding to the Consultation – 29<sup>th</sup> September 2017

Respond online at:

<https://ymgyngoriadau.llyw.cymru/ymgyngoriadau/gwasanaethau-syn-addas-ir-dyfodol>

<https://consultations.gov.wales/consultations/services-fit-future>

Or send your responses to:

[HQDMailbox@wales.gsi.gov.uk](mailto:HQDMailbox@wales.gsi.gov.uk)

Or

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