Healthcare Improvement Scotland is considering what changes need to be made to the current Care of Older People in Hospital Standards (published 2015). We have the Health and Social Care Standards in Scotland that sets out the standards and rights of people who use health and social care services. Older People have the right to good quality care that is rights based but meets their needs; it is all the more important that we engage with people across Scotland to get it right.

Until April 2023, we will be engaging with people to understand how the current standards are used, what should change during the review process, and what new standards should cover. During this process, we will be seeking to hear from stakeholders including people with lived experience or their relatives/carers and people who work or provide the care of older people. This information pack details how you can contribute to this process.

Overview

There will be three main means of collecting this data:

1. Through an online survey
2. In a one-on-one discussion
3. As part of a group session

You are free to choose whichever of these options that you prefer, although you should be aware that we are hoping finish our data collection phase by 14 April 2023, so any submissions should preferably be in by then.

The section below outlines each of these three ways and how you can contribute.

Getting involved

If you are willing and able to contribute to this process, thanks!

1. The online survey

The link to the online survey is as follows: Standards of care for older people initial scoping survey (smartsurvey.co.uk)
We would encourage you to share this link with anybody who is either a stakeholder in this area or else who has lived experience of care of older people. You do not need to answer every question on the survey—please fill in any section that you feel is relevant to you and your experience. Any views or evidence you are able to share are helpful.

2. A one-on-one discussion

We are happy to arrange a one-on-one discussion with you over Teams (or in person if it is practical and preferable to you) in order to get a fuller account of your views, experience, and any other evidence you may feel is relevant.

**In order to arrange this, please email us** at his.standardsandindicators@nhs.scot indicating that you would like to have discussion with us. It would also be helpful if you could let us know any dates that you would prefer or that we should try and avoid when scheduling this discussion.

The discussion will be structured similarly to the survey and will focus on the same questions.

3. Arrange a one-off group session with the project team

We are happy to arrange to come to a meeting and facilitate a group session to capture the views of carers groups, resident groups, teams of colleagues or broader network. These might be in person or virtual, and will follow the structure of the online survey.

**In order to arrange this, please email us** at his.standardsandindicators@nhs.scot indicating that you would like to do a group session with us. It would also be helpful if you could let us know the nature of your group, preferred dates, and any other relevant details.

4. Hold a session with a current group or network

If you wish to run session or engagement event on our behalf, for example with a staff group or lived experience group, please contact us to discuss how we can best support you. You can find our email in the ‘Contact us’ section below. The project team will be able to assist with scribing or facilitation if required.

Please consider the survey as a template to follow when leading the group. The questions are included in Annex 1 of this document.

Please submit the information and responses you get from your group session in the online survey as soon as possible after you have held the session.

**Submitting responses**

All responses, including information collected as part of group session, should be submitted through the online survey. Complete any sections of the survey that feel relevant. If you are unsure where to input information, or you are having technical difficulties, you can return a Word copy of the survey or a written summary of your session to his.standardsandindicators@nhs.scot.

If you have participated in a one-on-one discussion or a group session with the project team, you do not need to submit a survey response unless you wish to do so as an individual.
Contact us

Please feel free to get in touch with us with any questions you may have. The project team can be reached at his.standardsandindicators@nhs.scot.
Annex 1 - The survey

1. If you work in an area related to care of older people, please enter your job title and the name of the organisation you work for.

2. Please tell us a bit more about yourself.
   a. I am representing an organisation
   b. I am an individual who works in a related area
   c. I am an older person answering for myself
   d. I am a carer or support an older person
   e. I am submitting feedback from a session or event
   f. I am submitting data from an interview with a participant
   g. Other (please specify):

3. Which of these sectors do you work in?
   a. Primary care (GPs)
   b. Secondary (hospital) care
   c. Community care
   d. Adult social work
   e. Care home
   f. Care at home
   g. Local authority or government agency
   h. N/A
   i. 3rd Sector
   j. Other (please specify):

4. How do you use the 2015 COP hospital standards?
   a. Primary care (GPs)
   b. Secondary (hospital) care
   c. Community care
   d. Adult social work
   e. Care home
   f. Care at home
   g. Local authority or government agency
   h. N/A
   i. 3rd Sector
   j. Other (please specify):

5. How important do you feel it is to update the 2015 standards of care for older people in hospital?
   a. Very important
   b. Important
   c. Don’t know
   d. Not important
e. Older people’s standards do not need to be refreshed at this time

*Please tell us about any evidence or experience that has informed your opinion*

6. If we widen the scope of the 2015 standards, which of these settings would you include in the scope of standards of care for older people?
   a. Primary care (GPs)
   b. Secondary (hospital) care
   c. Community care
   d. Adult social work
   e. Care homes
   f. Care at home
   g. Support services
   h. Other (please specify)

*Please tell us about any evidence or experience that has informed your opinion*

7. If we widen the scope of the 2015 standards, which of these settings, if any, do you think should NOT be included in the scope of the standards of care for older people?
   a. Primary care (GPs)
   b. Secondary (hospital) care
   c. Community care
   d. Adult social work
   e. Care homes
   f. Care at home
   g. Other (please specify)

*Please tell us about any evidence or experience that has informed your opinion*

8. Which of these comes closest to your view of how ‘older people’ should be defined in a set of healthcare standards?
   a. The standards should be for everyone aged 55+
   b. The standards should be for everyone aged 65+
   c. The standards should focus on conditions that mostly affect older people
   d. The standards should focus on older people who are frail.
   e. Other (please specify):

*Please tell us about any evidence or experience that has informed your opinion*

9. How would you rate your knowledge of the 2015 hospital standards?
   a. Excellent
   b. Very good
   c. Good
   d. Poor

10. E No knowledge How would you rate your knowledge of the Health and Social
Care Standards (2017)
   a. Excellent
   b. Very good
   c. Good
   d. Poor
   e. No knowledge

11. Do you have any other evidence or experience relevant to standards of care for older people that you would like to share with us?
12. Please provide your email address if you would like to be informed of the project’s results