

National Care Service



Commissioning of services



Easy Read





We want to make a National Care Service that:

- gives the same right to care in Scotland wherever someone lives
- helps people live a better life because of the care services they get



The Scottish Government is making the new National Care Service.

It will set the standards of care for all of Scotland.



The old Integration Joint Boards will become new Community Health and Social Care Boards.

These new Community Health and Social Care Boards will deliver the work of the National Care Service in local areas.



Commissioning services is a really important part of making things better for people in Scotland.

In this document **commissioning** means choosing which services are needed and putting them in place.



In the past different services for areas have been chosen in different ways.

This has been a problem when someone moves areas but needs the same kind of care.



There have also been problems like:

- having less funding
- choosing the cheapest services

These problems have meant people getting care have not been able to lead good lives.



These problems have also meant that social care staff have not been able to give care that is:

- right for the person
- enough for the person
- high enough in standards
- easy to change if needed



We want to know about your experiences.

They will help us to make the new National Care Service stronger.

What we want to happen

We want the new National Care Service to be in charge of:



- making **standards** and guidance for the best ways to commission services
- looking after **standards** and guidance for the best ways to commission services

In this document **standards** mean ways of measuring how good a service is.



We want these standards to make sure that services put the person needing support at the centre.



We want the standards to be clear about how good the services need to be across Scotland.

New plans on Commissioning

We also want the National Care Service to make a set of plans for the whole of Scotland that will help decision makers to:



- choose the right services
- find good organisations to work with
- find good carer companies
- find good support companies



This set of plans will be called the National Commissioning And Procurement Structure of Standards and Processes.



This set of plans will do these 9 things:



1. It will explain the best ways to choose what services are needed and put them in place for:

- the whole of Scotland
- local areas



2. It will give guiding examples of:

- how to make good decisions
- how to choose the right services
- how to choose the right companies



3. It will list what to think about when choosing companies. This list will be things like:

- are people getting the right services?
- how well they support their workers?
- how open are they about how the money is spent?



4. It will have national standards.

These standards will make sure that the right services are commissioned across Scotland.



5. It will make sure that everyone takes part in the processes. This includes:

- unpaid carers
- people with lived experience
- people with living experience
- people who provide services



6. It will support everyone to use the same national standards and terms and conditions.



7. It will help make 1 plan for care and support. This 1 plan will cover:

- prevention and how to stop problems starting
- specialist care
- how to choose and put in place what people need to meet their goals



8. It will share good examples of services and how to choose companies.

It will make a national sharing space.



9. It will make sure that the organisations who choose and buy services have the right skills to do this well.



The National Commissioning And Procurement Structure of Standards and Processes will make sure that companies and services chosen will:

- support the person getting care
- support human rights
- meet the right standards
- be fair
- make good choices for the environment
- give the same service across Scotland



The National Care Service will be in charge.



It will make sure that Community Health and Social Care Boards use the new National Commissioning And Procurement Structure of Standards and Processes.



The National Care Service will make a professional development programme.

The programme will make sure that staff who are choosing and putting services in place have the right skills.



The National Care Service will keep an eye on the services.

They will tell the Community Health and Social Care Boards what they find out.



The National Care Service will be in charge of choosing and putting services in place for some more complicated needs.



Things like:

- care for people who have very complicated needs
- care for people who need specialist care
- care for people in prison and police cells



The National Care Service will make a team to do these things.