

CEIM alignment to national priorities, standards and good practice

Item	Act, Standard, Policy, Guidance or Quality Improvement Programme	Sector focus	Specific reference: page, text or quote	How CEIM aligns
1	Health and Social Care Standards 2022	Adult, young people and children's health and social care	Pg. 12 Standard 4: 4.6 I can be meaningfully involved in how the organisations that support and care for me work and develop. 4.7 I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership. 4.8 I am supported to give regular feedback on how I experience my care and support and the organisation uses learning from this to improve. 4.19 I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes. 4.20 I know how, and can be helped, to make a complaint or raise a concern about my care and support.	<p>CEIM provides a mechanism to involve people in shaping the quality of care within a service through offering a structured approach to listening to people who receive support or services for the purpose of improvement and linking feedback into a robust quality improvement system.</p> <p>This approach can also support staff to develop good conversations around care planning and co-ordination.</p>
2	The Care Inspectorate Quality Improvement Framework for adults and older people	Adult social care	Quality Indicators, pg 8 1.1 People experience compassion, dignity and respect 1.4 People experience meaningful contact that meets their outcomes, needs and wishes 2.2 Quality assurance and improvement is led well 2.3 Leaders collaborate to support people 2.4 Staff are led well 5.1 Assessment and personal planning reflects people's outcomes and wishes 5.2 Carers, friends and family members are encouraged to be involved.	<p>Providing a robust quality improvement approach that incorporates routinely listening to people who receive care or support, and practical quality improvement methods that provide documented evidence of engagement and involvement of people in shaping their care, support and services, as shown in the Quality indicator illustrations from pg 14 onwards.</p>

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3	Independent Review of Adult Social Care	Social services and community care	<p>Forward: it is vital that we amplify the voice of lived experience at every level in our redesign. We have a duty to co-produce our new system with the people who it is designed to support, both individually and collectively.</p> <p>Recommendation 30: There must be a relentless focus on involving people who use services, their families and carers in developing new approaches at both a national and local level.</p>	CEIM enables staff to build the skills in listening to the voice of people with lived experience systematically at or near to point of care to inform improvements.
4	Excellence In Care	Nursing and Midwifery (Health, social services and community Care)	<p>The Excellence in Care framework is based on the premise that to achieve 'excellence in care' all the elements within the framework are interdependent, evidence-based and are of equal importance.</p> <p>The framework is built on four essential requirements identified by the families who contributed to the Vale of Leven:</p> <ul style="list-style-type: none"> ▪ person-centeredness ▪ compassion ▪ fundamentals of care and ▪ communication, both verbal and written, with patients, their families and between staff. <p>These four essentials provide the foundation for high-quality person-centred care delivered within a culture of continuous improvement using a Quality Management Systems (QMS) approach.</p>	<p>When used to understand the experience of care, CEIM provides clear evidence of where person-centred and collaborative care planning and communication with service users, families and unpaid carers is happening.</p> <p>Proposals in 2023/24 include recommendations to gather qualitative data/feedback twice per year using tools that include CEIM discovery conversations.</p>

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5	SPSP Essentials of Safe care	Nursing and Midwifery (Health, social services and community Care)	<p>Aim: Person centred systems and behaviours are embedded and support safety for everyone.</p> <p>Driver 2: Person-centred care driver: Inclusion and Involvement</p> <ul style="list-style-type: none"> ▪ Routinely gather feedback near real-time ▪ Personalise care and support 	<p>CEIM is a method that demonstrates inclusion and involvement of people in the design and delivery of care, which is a core driver for safe person-centred care.</p> <p>Using the CEIM approach in real-time, or near point of care, enables staff to gather feedback of care and also to personalise care and support based on what matters to people.</p>
6	Chief Medical Officer - annual report 2021 Recover, Restore, Renew	Healthcare services	Pg16 - Most importantly, listening to patients, and those close to them, has really helped us understand what matters to them. It has ensured that we continue to deliver the careful and kind care we discussed in Personalising Realistic Medicine.	CEIM enables staff to have good, purposeful conversations and to listen to people who need and receive services and their families or unpaid carers through routinely and systematically holding discovery conversations.
7	Scottish Government. The Patient Rights (Scotland) Act 2010	Healthcare services	Pg3, Item 3.3 - It is the right of every patient to give feedback or comments, or raise concerns or complaints about health care received.	CEIM provides a systematic and purposeful process for gathering meaningful feedback that will feed into a quality improvement approach at the point of service delivery.

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8	Scottish Government Healthcare Quality Strategy for Scotland. (2010)	Healthcare services	<p>Pg2 - Success will mean that, for the first time, people in Scotland will have:</p> <ul style="list-style-type: none"> - the opportunity to comment systematically on their experience of healthcare and its impact on their quality of life <p>Pg5 - The Quality Strategy builds on these foundations and is about three things:</p> <ul style="list-style-type: none"> ▪ It is about putting people at the heart of our NHS. It will mean that our NHS will listen to peoples' views, gather information about their perceptions and personal experience of care and use that information to further improve care. ▪ It is about building on the values of the people working in and with NHSScotland and their commitment to providing the best possible care and advice compassionately and reliably by making the right thing easier to do for every person, every time. ▪ It is about making measurable improvement in the aspects of quality of care that patients, their families and carers and those providing healthcare services see as really important. 	Using a recognised quality improvement approach to respond to feedback that highlights opportunities for improvement.
9	Scottish Government National Health Service Reform (Scotland) Act 2004	Healthcare services	<p>Section 7 - Public involvement</p> <p>2B Duty to encourage public involvement (1)It is the duty of everybody to which this section applies to take action with a view to securing, as respects health services for which it is responsible, that persons to whom those services are being or may be provided are involved in, and consulted on—</p> <p>(a) the planning and development, and (b) decisions to be made by the body significantly affecting the operation, of those services.</p>	CEIM is one approach to involving people in shaping service improvement through gathering feedback, reflecting as a multi-professional team in order to apply a quality improvement approach and shape services around people.