

# Essence of Care 2010

Benchmarks for Promoting  
Health and Well-being



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<b>For Recipient's Use</b>	

# Essence of Care 2010

*BENCHMARKS FOR THE FUNDAMENTAL ASPECTS OF CARE*

**Benchmarks for Promoting  
Health and Well-being**





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# Contents

Best Practice – General Indicators	4
<b>Factor 1</b> Empowerment	10
<b>Factor 2</b> Assessment	12
<b>Factor 3</b> Engagement	13
<b>Factor 4</b> Partnership	14
<b>Factor 5</b> Access	15
<b>Factor 6</b> Environment	17
<b>Factor 7</b> Outcomes of promoting health and well-being	19

# Best Practice – General Indicators

The factors and indicators for each set of benchmarks focus on the specific needs, wants and preferences of *people* and carers. However, there are a number of general issues<sup>1</sup> that must be considered with every factor. These are:

## People's experience

- *People* feel that care is delivered at all times with compassion and empathy in a respectful and non-judgemental way
- The best interests of *people* are maintained throughout the assessment, planning, implementation, evaluation and revision of care and development of services
- A system for continuous improvement of quality of care is in place

## Diversity and individual needs

- Ethnicity, religion, belief, culture, language, age, gender, physical, sensory, sexual orientation, developmental, mental health, social and environmental needs are taken into account when diagnosing a health or social condition, assessing, planning, implementing, evaluating and revising care and providing equality of access to services

## Effectiveness

- The effectiveness of practice and care is continuously monitored and improved as appropriate
- Practice and care are evidence-based, underpinned by research and supported by practice development

## Consent and confidentiality

- Explicit or expressed valid consent is obtained and recorded prior to sharing information or providing treatment or care

1 Also see Department of Health (2010) NHS Constitution The NHS belongs to us all. Department of Health: London accessed 07 May 2010 at [http://www.dh.gov.uk/prod\\_consum\\_dh/groups/dh\\_digitalassets/@dh/@en/@ps/documents/digitalasset/dh\\_113645.pdf](http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/@dh/@en/@ps/documents/digitalasset/dh_113645.pdf)

- *People's* best interests are maintained where they lack the capacity to make particular decisions.<sup>2</sup>
- Confidentiality is maintained by all staff members

### **People, carer and community members' participation**

- *People*, carers' and community members' views and choices underpin the development, planning implementation, evaluation and revision of personalised care and services and their input is acted upon
- Strategies are used to involve *people* and carers from isolated or hard to reach communities

### **Leadership**

- Effective leadership is in place throughout the organisation

### **Education and training**

- Staff are competent to assess, plan, implement, evaluate and revise care according to all *people's* and carers' individual needs
- Education and training are available and accessed to develop the required competencies of all those delivering care
- *People* and carers are provided with the knowledge, skills and support to best manage care

### **Documentation**

- Care records are clear, maintained according to relevant guidance and subject to appropriate scrutiny
- Evidence-based policies, procedures, protocols and guidelines for care are up-to-date, clear and utilised

### **Service delivery**

- Co-ordinated, consistent and accessible services exist between health and social care organisations that work in partnership with other relevant agencies

2 Mental Capacity Act 2005 accessed 25 November 2008 at <http://www.legislation.gov.uk/ukpga/2005/9/contents>

- Care is integrated with clear and effective communication between organisations, agencies, staff, *people* and carers
- Resources required to deliver care are available

## Safety

- Safety and security of *people*, carers and staff is maintained at all times

## Safeguarding

- Robust, integrated systems are in place to identify and respond to abuse, harm and neglect<sup>3</sup>
- All agencies working with babies, children and young *people* and their families take all reasonable measures to ensure that the risks of harm to babies, children's and young *people's* welfare are minimised.<sup>4</sup>

3 Department of Health (2010) Clinical Governance and Adult Safeguarding – An Integrated Approach Department of Health: London accessed 30 May 2010 at [http://www.dh.gov.uk/prod\\_consum\\_dh/groups/dh.digitalassets/@dh/@en/@ps/documents/digitalasset/dh\\_112341.pdf](http://www.dh.gov.uk/prod_consum_dh/groups/dh.digitalassets/@dh/@en/@ps/documents/digitalasset/dh_112341.pdf)

4 Department of Health (2006) Safeguarding Children. A Summary of the Joint Chief Inspector's Report on Arrangements to Safeguard Children Department of Health: London accessed 30 May 2010 at [http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH\\_4103428](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_4103428)



# Benchmarks for promoting health and well-being

## Agreed person-focused outcome

*People* will be supported to make healthier choices for themselves and others

## Definitions

For the purpose of these benchmarks:

### **health** is:

*a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity<sup>5</sup>*

### **well-being** is:

*a positive state of mind and body, feeling safe and able to cope, with a sense of connection with people, communities and the wider environment<sup>6</sup>*

### **lifestyle** is:

*a way of life or style of life that reflects the attitudes and values of a person or group<sup>7</sup>*

5 World Health Organisation (1948) Preamble to the Constitution of the World Health Organisation as adopted by the International Health Conference, New York, 19-22 June, 1946; signed on 22nd July 1946 by the representatives of 61 states (Official Records of the World Health Organisation, no.2,p.100) and entered into force on 7 April 1948. The definition has not been amended since 1945. accessed 11 July 2010 at <http://www.who.int/about/definition/en/print.html>

6 Department of Health (2010) New Horizons. Working Together for Better Mental Health. Confident Communities, Brighter Futures. A Framework for Developing Well-being accessed 11 July 2010 at <http://www.nmhdu.org.uk/silo/files/confident-communities-brighter-futures.pdf>

7 The American Heritage® Dictionary of the English Language (4th edn) (2008), accessed 27 November 2008 at <http://dictionary.reference.com/browse/lifestyle>

For the purpose of these benchmarks, **communities** are:

*a group of people living or working in a geographical area or a group of people who have common characteristics, interests, need or experiences*

For simplicity, **people requiring care, and/or promotion of their health and well-being** is shortened to *people* (in italics) or omitted from most of the body of the text. **People** includes children, young *people* under the age of 18 years and adults. **Carers** (for example, members of families and friends) are included as appropriate.

The term **carers** refers to those 'who look after family, partners or friends in need of help because they are ill, frail or have a disability. The care they provide is unpaid' (adapted from Carers UK, 2008). Please note, within these benchmarks it is acknowledged that the term 'carer' can include children and young *people* aged under 18 years.

The term **staff** refers to any employee, or paid and unpaid worker (for example, a volunteer), who has an agreement to work in that setting and is involved in promoting well-being.

The **care environment** is defined as an area where care takes place. For example, this could be a building or a vehicle.

The **personal environment** is defined as the immediate area in which a person receives care. For example, this can be in a person's home, a consulting room, hospital bed space, prison, or any treatment/clinic area.

**Agreed person-focused outcome**

*People* will be supported to make healthier choices for themselves and others

Factor	Best practice
1. Empowerment	<i>People</i> , carers and communities are enabled to find ways to maintain or improve their health and well-being via every appropriate contact
2. Assessment	<i>People</i> , carers and communities are enabled to identify their health and well-being promotion needs
3. Engagement	<i>People</i> , carers and communities are involved in planning and actions concerning promotion of health and well-being
4. Partnership	Promotion of health and well-being is undertaken in partnership with others using a variety of expertise and experiences
5. Access	<i>People</i> , carers and communities have access to information, services and support that meets their health and well-being needs and circumstances
6. Environment	<i>People</i> , carers, communities and agencies influence and create environments that promote <i>people's</i> health and well-being
7. Outcomes of promoting health and well-being	<i>People</i> , carers and communities have an improved, sustainable and good quality of health and well-being

# Factor 1

## Empowerment

Please note that this benchmark must be used in conjunction with the *How to use Essence of Care 2010* document

### POOR PRACTICE

*People, carers and communities are not able to make decisions on their health and well-being*

### BEST PRACTICE

*People, carers and communities are enabled to find ways to maintain or improve their health and well-being via every appropriate contact*

## Indicators of best practice for factor 1

The following indicators support best practice for promoting health and well-being:

- a. *general indicators (see page 4) are considered in relation to this factor*
- b. *people, carers and communities are supported to gain the knowledge, skills and opportunities to maintain and improve their own, and others', health*
- c. *a person-focused approach exists*
- d. *advocacy services are accessible*
- e. *a comprehensive directory of local health-promoting services for local and national, health and social, statutory and voluntary organisations is available*
- f. *people are guided to information and services*
- g. *people's decisions are based on informed choices and opportunities*

- h. opportunities to participate in relevant programmes, for example, the Expert Patients Programme or 'stop smoking' programme, are available
- i. directed and self-referral to health promoting services can be demonstrated
- j. every opportunity is taken to identify ways to provide equal access to promotion of health and well-being
- k. a range of approaches are used to make the most of every contact
- l. the culture of workplaces promotes the health and well-being of the workforce
- m. systems are in place to measure whether opportunities are taken by *people*, carers, staff, communities, and statutory and voluntary organisations to promote health and well-being, for example, by auditing of the use of services
- n. *add your local indicators here*

# Factor 2

## Assessment

Please note that this benchmark must be used in conjunction with the *How to use Essence of Care 2010* document

### POOR PRACTICE

No assessment of health or well-being promotion needs takes place

### BEST PRACTICE

People, carers and communities are enabled to identify their health and well-being promotion needs

## Indicators of best practice for factor 2

The following indicators support best practice for promoting health and well-being:

- a. *general indicators (see page 4) are considered in relation to this factor*
- b. all assessments, processes and outcomes have been identified
- c. assessed needs are recorded and acted upon
- d. the views of *people*, carers and communities inform the assessment process
- e. priority areas are identified and addressed
- f. national and international evidence is used to inform the assessment process
- g. evidence-based assessment tools are used, where available
- h. staff are competent to assess and promote health and well-being
- i. *add your local indicators here*

# Factor 3

## Engagement

Please note that this benchmark must be used in conjunction with the *How to use Essence of Care 2010* document

### POOR PRACTICE

Those responsible for promoting health and well-being are not responsive to the needs of people, carers or communities

### BEST PRACTICE

People, carers and communities are involved in planning and actions concerning the promotion of health and well-being

## Indicators of best practice for factor 3

The following indicators support best practice for promoting health and well-being:

- a. *general indicators (see page 4) are considered in relation to this factor*
- b. effective partnership working and collaboration between *people*, carers, staff, communities, and statutory and voluntary organisations enables the identification of health and well-being needs that should be addressed
- c. *people*-focused plans that address needs and include goals, actions and outcomes are developed in partnership and are in place
- d. care pathways include aspects of improving health and well-being
- e. *add your local indicators here*

# Factor 4

## Partnership

Please note that this benchmark must be used in conjunction with the *How to use Essence of Care 2010* document



### Indicators of best practice for factor 4

The following indicators support best practice for promoting health and well-being:

- a. *general indicators (see page 4) are considered in relation to this factor*
- b. all opportunities to work in partnership are identified and used
- c. the use and development of networks is demonstrated
- d. sustainable partnership working is evident
- e. *people*, carers, staff, communities, and the contributions of statutory and voluntary organisations are recognised and valued
- f. there is guidance to partner organisations that provide services to promote health and well-being
- g. policies for the protection of health and well-being, and disease prevention and education are in place and continuously practised
- h. *add your local indicators here*



# Factor 5

## Access

Please note that this benchmark must be used in conjunction with the *How to use Essence of Care 2010* document

### POOR PRACTICE

*People* have no access to health or well-being promoting information, services or support

### BEST PRACTICE

*People, carers and communities* have access to information, services and support that meets their health and well-being needs and circumstances

## Indicators of best practice for factor 5

The following indicators support best practice for promoting health and well-being:

- a. *general indicators* (see page 4) are considered in relation to this factor
- b. *people* and carers can access the services they need
- c. barriers to accessing information, services and support have been identified and are being addressed
- d. services are provided in settings that are appropriate and accessible
- e. information is available in a way that meets *people's* needs
- f. *people* are aware of available information and support
- g. *people* are directed to specialist services, such as smoking cessation and 'exercise by prescription' services

- h. audits are conducted to assess whether *people*, carers and communities have access to, and are able to use, the services they require (where appropriate)
- i. *add your local indicators here*

# Factor 6

## Environment

Please note that this benchmark must be used in conjunction with the *How to use Essence of Care 2010* document

### POOR PRACTICE

*People, carers, communities and agencies do not influence and create an environment that promotes health and well-being*

### BEST PRACTICE

*People, carers, communities and agencies influence and create environments that promote people's health and well-being*

## Indicators of best practice for factor 6

The following indicators support best practice for promoting health and well-being:

- a. *general indicators (see page 4) are considered in relation to this factor*
- b. *people's confidentiality is respected*
- c. *environmental risk assessments include health and well-being promotion perspectives and action is taken as necessary*
- d. *issues that have an impact on health and well-being are considered, for example lifestyle, culture, transport and housing*
- e. *the culture supports the promotion of a healthy lifestyle, for example, provision of healthy eating options or advice*
- f. *opportunities are used to influence and engage other agencies, for example, schools, social services and voluntary organisations*

- g. policies are in place in workplace environments to promote and support health and well-being
- h. the impact of new projects and service development on health and well-being is assessed in partnership with *people*, carers, staff, communities, and statutory and voluntary organisations and the results used to improve practice
- i. *add your local indicators here*

# Factor 7

## Outcomes of promoting health and well-being

Please note that this benchmark must be used in conjunction with the *How to use Essence of Care 2010* document

### **POOR PRACTICE**

There is no sustainable change and public health information does not inform the agenda

### **BEST PRACTICE**

*People, carers, communities and agencies influence and create environments that promote people's health and well being*

## Indicators of best practice for factor 7

The following indicators support best practice for promoting health and well-being:

- a. *general indicators (see page 4) are considered in relation to this factor*
- b. examples of health and well-being improvements are recognised, celebrated and used to inform the ongoing public health agenda
- c. structures are in place to support local health promoting networks and methods of sharing good practice and information are implemented
- d. outcomes are shared to inform practice and future service delivery
- e. a range of information is gathered and reported on, to demonstrate health and well-being outcomes are being achieved

- f. audit programmes, which can demonstrate health and well-being improvement, are in place
- g. sustainable *people*, carers and community involvement can be demonstrated
- h. progress is being made towards meeting key health and well-being promotion targets
- i. a dedicated specialist with a health and well-being promotion function within each area is evident
- j. work is evaluated in partnership with *people*, carers, staff, communities, and statutory and voluntary organisations to identify effectiveness and benefits. The results are used to improve practice
- k. *add your local indicators here*



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