

NATIONAL INSTITUTE FOR HEALTH AND CARE EXCELLENCE

QUALITY STANDARD TOPIC OVERVIEW

1 Quality standard title

People's experience using adult social care services

2 Introduction

2.1 *NICE quality standards*

NICE quality standards are a concise set of prioritised statements designed to drive measurable quality improvements within a particular area of health or care.

The standards are derived from high-quality guidance, such as that from NICE or [accredited](#) by NICE. They are developed independently by NICE, in collaboration with health, public health and social care practitioners, their partners and service users. Information on priority areas, people's experience of using services, safety issues, equality and cost impact are considered during the development process.

NICE quality standards are central to supporting the government's vision for a health and social care system that is focused on delivering the best possible outcomes for people who use services, as detailed in the [Health and Social Care Act \(2012\)](#).

The quality standard development process is described in detail on the [NICE website](#).

2.2 *This topic overview*

This topic overview describes core elements of the quality standard. These include the population and topic to be covered, key source guidance to be used to underpin potential quality statements, any related quality standards, published current practice information and national or routine indicators and performance measures.

If the source guidance is not NICE guidance, it should meet the minimum quality criteria defined in NICE's [accreditation programme](#).

3 This quality standard

This quality standard is expected to publish in December 2018.

3.1 Population and topic to be covered

This quality standard will cover the experience of adults receiving social care. It applies to all settings where care is delivered, including people's own homes, and residential care and community settings.

3.2 Key development sources (NICE and NICE-accredited sources)

Primary source

- [People's experience in adult social care services: improving the experience of care and support for people using adult social care services](#) (2018) NICE guideline NG86

Key policy documents, reports and national audits

Relevant policy documents, reports and national audits will be used to inform the development of the quality standard.

- Department of Health and Social Care (2017) [Personalised health and care 2020: service user vision](#)
- Healthcare Quality Improvement Partnership (2017) [Patient and public involvement in quality improvement](#)
- NHS Digital (2017) [Personal Social Services Adult Social Care Survey 2016-17](#)
- Social Care Online (2016) [Making the difference together: guidance on gathering and using feedback about the experience of social work from people who use services and their carers](#)
- Department of Health and Social Care (2015) [Giving adults voice, choice and control in social care](#)
- Department of Health and Social Care (2014) [Care Act](#)

3.3 Related NICE quality standards

In March 2012, the Department of Health referred a library of quality standard topics for the NHS to NICE for development.

Published

- [Transition between inpatient mental health settings and community or care home settings](#) (2017) NICE quality standard QS159
- [Oral health in care homes](#) (2017) NICE quality standard QS151
- [Transition from children's to adults' services](#) (2016) NICE quality standard QS140
- [Transition between inpatient hospital settings and community or care home settings for adults with social care needs](#) (2016) NICE quality standard QS136
- [Social care for older people with multiple long-term conditions](#) (2016) NICE quality standard QS132
- [Home care for older people](#) (2016) NICE quality standard QS123
- [Medicines management in care homes](#) (2015) NICE quality standard QS85

In development

- [Medicines management for people receiving social care in the community \(expected publication June 2018\)](#) NICE quality standard
- [Intermediate care including reablement](#) (expected publication August 2018) NICE quality standard

4 Existing indicators

- 1A Social care-related quality of life. Department of Health and Social Care, [Adult Social Care Outcomes Framework 2017/18](#)
- 1J Adjusted Social care-related quality of life – impact of Adult Social Care Services. Department of Health and Social Care, [Adult Social Care Outcomes Framework 2017/18](#)
- 3A Overall satisfaction of people who use services with their care and support. Department of Health and Social Care, [Adult Social Care Outcomes Framework 2017/18](#)

- 3D Proportion of people who use services and carers who find it easy to find information about support. Department of Health and Social Care, [Adult Social Care Outcomes Framework 2017/18](#)

5 Further information

See the NICE website for more information about [NICE quality standards](#) and the [progress of this quality standard](#).

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