



Audit tool for achieving age equality in health and social care

A.5: Quality management and quality assurance systems

A.5.1: Service user/patient experience

RED

There are few systems in place for gathering and using service user (and other stakeholder) experience and satisfaction by age; complaints or instances of unfair treatment or discrimination on the basis of age.

AMBER

Information is gathered about the experience and satisfaction of service users by age on a routine and regular basis, and on complaints and examples of age discrimination. However, this information is rarely used to inform local developments and service delivery

GREEN

Information is gathered, analysed and used to a) swiftly and sensitively address concerns raised about potential age discrimination; and b) understand patient/user satisfaction, experience and personal outcomes by age (and other equality strands)

A.5.2: Service effectiveness and innovation

RED

There is limited monitoring of service and individual outcomes by patient/user group, service setting, team or department by age; and few connections are made between this data and wider improvement programmes or equality schemes. Services do not innovate nor adopt new approaches to equality working

AMBER

It is recognised that ending age discrimination in health and social care will lead to better services for everyone and improve outcomes for older people, but this awareness is not always reflected in local practice. Systems are in place for collecting data on service effectiveness by different age groups and instances of potential discrimination, but not for addressing these concerns.

GREEN

Quality assurance systems are in place to enable staff and managers to understand the success rates for treatments, interventions and support arrangements for different conditions by age (and other equality strands), and to identify potential age discrimination. Services seek to innovate and adopt new models to deliver age equal services.

A.5.3: Promoting safety for all service users

RED

NHS and social care organisations operate separate safety, clinical governance and safeguarding arrangements which do not consider age discrimination or other equality issues, and are dominated by issues of risk that dominate decision making and limit innovation.

AMBER

Governance and safeguarding arrangements are in place across health and social care services which implicitly consider age related issues, but these are inconsistently applied across different client/patient groups.

GREEN

There is a coherent approach to patient safety and safeguarding arrangements which explicitly considers age equality and discrimination issues in order to ensure user outcomes, experiences and priorities drive service improvements and reform programmes.