

**REPLY BY THE PRESIDENT OF
THE COMMITTEE FOR HEALTH & SOCIAL CARE
TO QUESTIONS POSED BY DEPUTY ST PIER PURSUANT TO RULE 14 OF THE
RULES OF PROCEDURE**

Having regard to the Partnership for Purpose and the recognised importance of working with commercial partners and third parties in the delivery of health and care services in the community:

- 1. Does the Committee expect its CARE values to be adopted and embraced by its third party and commercial partners in order to bring ‘user-centred care to every aspect of island life?’**

The CARE values (which can be found [here](#)) are specific to Health and Social Care (HSC) and are borne out of the Care Values framework which was in place from 2017-2020. Under the direction of the Professional Alliance CARE was developed to embrace not only the health care elements of delivery but also social care. It is important to note that whilst CARE is the overarching value statement, under the direction of the Alliance each area across HSC has spent time considering what this means to their team. For example, back-office functions that are a key support to frontline services have looked at CARE and considered what it means to them as individuals and as a team.

There has not been and there is no present expectation for third party or commercial partners to adopt or embrace the values as each organisation is unique and will have developed their own set of values to reflect their organisation. This is equally true of other agencies that HSC work closely with across the public sector.

There is overlap however between the values of our partner organisations and the CARE values. By way of two examples, as outlined on their website the Health Improvement Commission values an ‘evidence-informed’ approach, which aligns with the ‘Excellence’ CARE value for HSC and basing decisions on evidence, whilst their commitment to collaborative working aligns with the ‘Respect’ CARE value in actively listening to the perspectives, values and needs of others. Equally the Medical Specialist Group (MSG) website outlines their purpose and values which show a clear synergy with CARE. The values of any organisation remain an important factor in HSC’s partnering decisions.

Furthermore, partnering organisations work under the direction of HSC policy and procedures, whilst delivering services from HSC facilities. Partner organisations will have policies and procedures that govern their own premises.

The CARE values (which stands for Compassion, Accountability, Respect, Excellence) define the collective effort in HSC to provide integrated health and social care and guide our interactions with service users, visitors and colleagues. The CARE values unify staff at HSC, helping to fulfil our vocation and collectively bring user-centred care to every aspect of island life.

If yes,

- 2. How does the Committee hold its third party and commercial partners to account in the delivery of the CARE values by its third party and commercial partners?**

Please see the answer to question 1.

- 3. Are there contractual provisions with any partners that seek to ensure the adoption and delivery of the CARE values?**

Please see the answer to question 1.

- 4. As a Partnership, how does the Committee work with its partners to support the CARE values?**

Please see the answer to question 1.

Date of receipt of questions: 6th April 2023

Date of response: 21st April