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### **Consultation on supportive and palliative care: service delivery guideline scope**

The Professional Standards Authority welcomes the opportunity to contribute to this consultation.

#### **About the Professional Standards Authority**

As you may know the Authority promotes the health, safety and wellbeing of patients, service users and the public by raising standards in regulation and registration of people working in health and care. We are an independent body, accountable to the UK Parliament.

As part of our work we:

- Oversee nine health and care professional regulators and report annually to Parliament on their performance
- Conducts audits and investigations and can appeal fitness to practise cases to the courts if sanctions are unduly lenient and it is in the public interest
- Conduct research and advise the four UK governments on improvements in regulation
- Promote our concept of right-touch regulation and publish papers on regulatory policy and practice
- Accredit health and care occupational registers to improve consumer protection and raise standards.

More information about our work and the approach we take is available at [www.professionalstandards.org.uk](http://www.professionalstandards.org.uk)

#### **Our response to the consultation**

The consultation asks:

1. Who should provide supportive care services and how should these services be configured (for example, the organisation of the multi professional team)? *Item 2.4, lines 156-158 of consultation document*

2. Who should provide palliative care services and how should these services be configured (for example, the organisation of the multi professional team)? *Item 3.5, lines 171-173 of consultation document*

We suggest that the guidelines proposed should include advice that providers ensure that wherever possible, professionals delivering care are registered with either a statutory regulator or an accredited register. This would help to ensure that multi professional teams are formed by competent and safe practitioners.

As mentioned above, we operate a programme to accredit health and care occupational registers to improve consumer protection and raise standards. This programme was established by the *Health and Social Care Act (2012)* to provide assurance about health professionals not regulated by statute. An up to date list of accredited registers is provided on our website: <https://www.professionalstandards.org.uk/accredited-registers/find-a-register>

As you will see, a number of registers cover practitioners delivering supportive and palliative care such as counsellors and psychotherapists and complementary therapists. Our accreditation programme requires that registers set standards of practice for an occupation and issue guidance, set standards of education and quality assure courses, check practitioners' competence and behaviour before registering them, encourage practitioners to continue to develop their skills, respond to complaints about practitioners and exclude them from the register as necessary to protect the public.

Further, general information about the programme is available on our website: <http://www.professionalstandards.org.uk/accredited-registers>

We would be pleased to discuss this response further with you. Please feel free to contact me at [rick.borges@professionalstandards.org.uk](mailto:rick.borges@professionalstandards.org.uk)

Yours sincerely,

Rick Borges  
**Accreditation Manager**