

# Adults Social Care –Quality Assurance Framework – Cross Service

What we do	Standards	How we ensure quality and Recommendations	Who is accountable
<p>Support people who use the services and their carers to access services that are of high quality, accessible within their communities, working proactively and effectively with partners. Equalities and Diversity Planning</p>	<p>Service Interface Protocols set up with partners Provide Welfare Emergency Responses in partnership across Surrey (Welfare Emergency Response Plan Adult Social Care Directorate &amp; Children’s Service (Jan 2010), National Carers Strategy (England) 2008, ASC Procedures in place</p>	<p>Effective and excellent quality services provided to customers, Total Place Ensure that procedures set out in the Strategy and adhered to. Emergency Board meet regularly, Emergency rota is kept and report writers have been equipped with mobile working. Carers groups, User Led Organisations represented on project groups. Annual Performance Assessment, monthly monitoring</p>	<p>ALT</p>
<p>Ensure the service adheres to the Health and Safety Policy</p>	<p>Corporate and Directorate Level Strategy</p>	<p>Staff Survey peer review, workforce monitoring</p>	<p>GW</p>
<p>Provide effective and accessible Information and Communication to staff and customers</p>	<p>Communications and Engagement Strategy 2009/10</p>	<p>Staff surveys / communication audits, customer feedback / Reference groups and external stakeholders including inspection organisations to complete audit on communication activity developed by the Adult Social Care directorate. Monitor website visit analysis and trends. Customer Feedback</p>	<p>GW &amp; SA</p>
<p>Ensure we safeguard vulnerable people</p>	<p>Information and advice strategy</p>	<p>Independent Chairs, All staff trained, Monthly reporting, File Audits.</p>	<p>AB &amp; CMc</p>
<p>Ensure ASC is delivering Value For Money</p>	<p>Full set of procedures are in place internally and externally. Data Protection, Caldicott and Multi Agency Agreements</p>	<p>By achieving MTFP targets, NHS CHC National framework (2009), National Practice Guidance (2010) and PVR recommendations</p>	<p>ALT</p>
<p>Procedures database</p>	<p>191 current, plus 20 Mental health</p>	<p>In the process of being refreshed</p>	<p>GW</p>
<p>Business Continuity and Emergency Planning</p>	<p>SCC and providers</p>		<p>ALT</p>

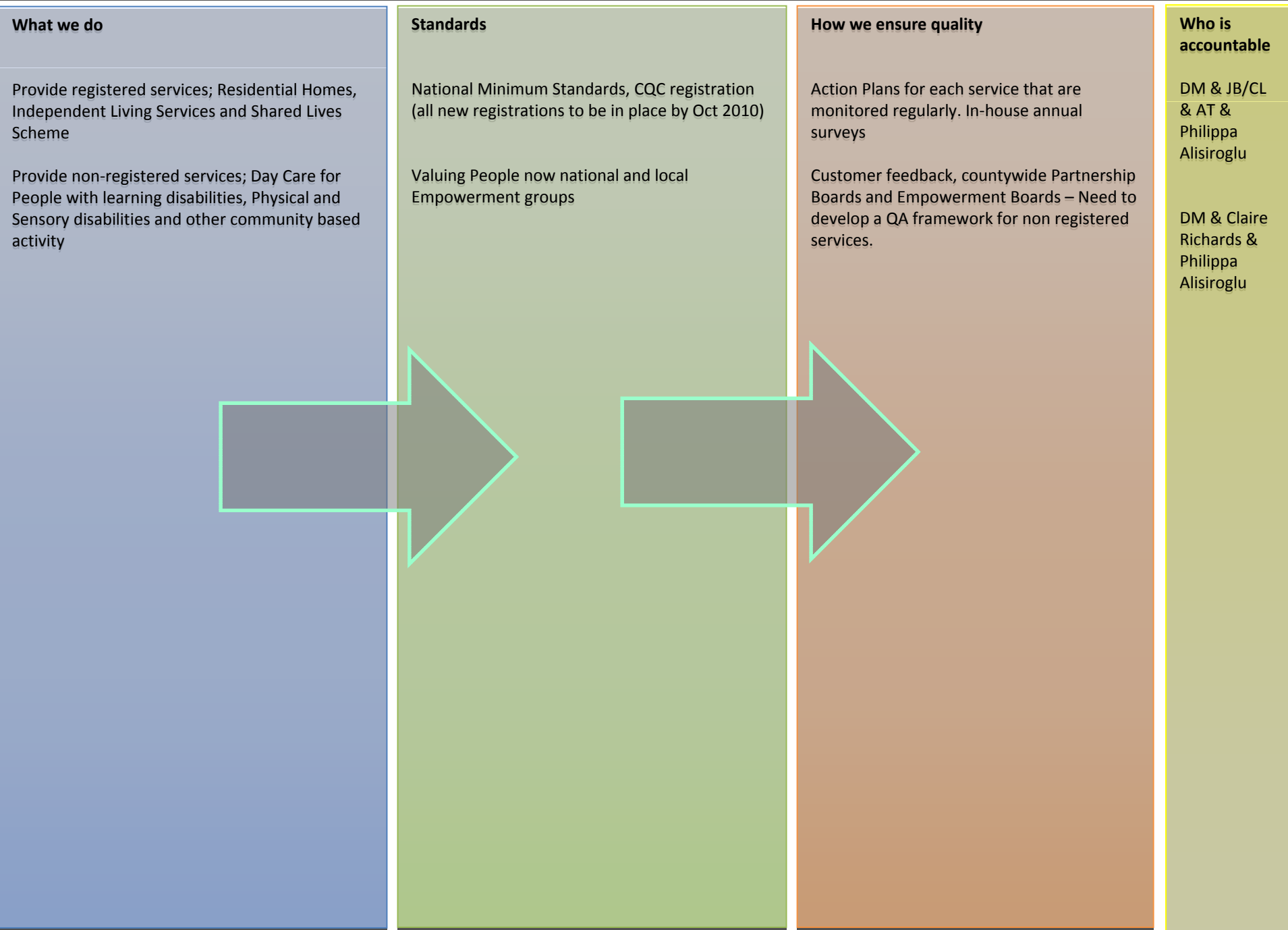
# Adults Social Care –Quality Assurance Framework – Personal Care and Support

What we do	Standards	How we ensure quality	Who is accountable
<p>The workforce work within a competency framework that is underpinned by the values of personalisation</p>	<p>Framework under development Assessments and Care Management covered by Procedures Database</p>	<p>Customer feedback, Inspection results Through a range of methods including; Customer feedback, Surveys and reviews.</p>	<p>GW &amp; DS</p>
<p>We offer Re-ablement services that are intended to provide speedy access to assessment and short-term services to prevent hospital admissions and support hospital discharge</p>	<p>We report on a monthly basis using Delays Discharge database – Performance indicator, CQC regulations and NMS standards for HBC</p>	<p>Hospital discharge GP (monitors practise and consistency) In Mid area a Re-ablement Service User feedback form is being piloted, with the possibility of Countywide rollout which will include QAM in reports.</p>	<p>DS &amp; SS</p>
<p>Supporting young people with a registerable disability from children’s services to adults service through Transitions</p>	<p>Transition Protocol</p>	<p>Needs updating</p>	<p>DS</p>
<p>Providing care of people living at home through Home Based Care rather than use residential, long-term or institutional-based nursing care</p>	<p>National Minimum Standards and Regulations, full set of local procedures and KPI’s in place Annual QM report including outcomes</p>	<p>HBC Framework agreement Service Specification, KPI’s reported quarterly by providers</p>	<p>DS &amp; LU</p>
<p>FACS (Fair Access to care services) is used to determine a person's eligibility for the provision of Community Care Services</p>	<p>Covered by the Procedures Database</p>	<p>Independent sector HBC user feedback form, quarterly mail shots to SUS reported to OAM. Need to ensure the learning informs service development</p>	
<p>Benefits and Charging are responsible for calculating and collecting the correct charge for residential and community-based services provided by adults and community care throughout Surrey</p>	<p>Covered by the Procedures Database</p>	<p>Needs updating</p>	<p>GW &amp; Andy Butler GW &amp; Toni Carney</p>
<p>AIS outcomes</p>			

# Adults Social Care –Quality Assurance Framework – Commissioning

What we do	Standards	How we ensure quality	Who is accountable
Grants and Contract monitoring	Contracts are being re-negotiated with outcomes based monitoring in place alongside the Personalisation Outcomes	Contract and Grant monitoring, take on board customer feedback and annually run Grant Funded Services Return. Outcomes feed into the Annual Self Assessment	AB & all com. managers Procurement
Performance monitoring, Needs analysis and Data Quality	National and Local indicators, Statutory Returns, DQ Strategy, Internal audit, Joint Strategic Needs Assessment and SURREYi (LIS)	Internal Audit, CL, ALT and Annual Performance assessment	AB & JB/CL
Regular User Surveys and Feedback forms – both Statutory and in-house.	National and local indicators (NI 127 and 128). Home based Care, Carers, Equipment, OT	Improved customer satisfaction, identifying and actioning recommendations	AB & KS & JB/CL
Commissioning Strategies (incl Joint)	Strategies are in the process of being refreshed jointly with partners	Performance Monitoring, Contracts Monitoring and Quality Assurance. Ensuring better services and value for money	AB & com. managers
We welcome complaints and compliments from Service users to help us to improve the services we provide	Performance indicator	Complaints and compliments are monitored through Customer Relations Team and reported to ALT Service Board monthly	AB & JB/CL
KPI's and Provider QA			
PQP log – Providers	Needs updating		

# Adults Social Care –Quality Assurance Framework – Service Delivery



## What we do

Provide registered services; Residential Homes, Independent Living Services and Shared Lives Scheme

Provide non-registered services; Day Care for People with learning disabilities, Physical and Sensory disabilities and other community based activity

## Standards

National Minimum Standards, CQC registration (all new registrations to be in place by Oct 2010)

Valuing People now national and local Empowerment groups

## How we ensure quality

Action Plans for each service that are monitored regularly. In-house annual surveys

Customer feedback, countywide Partnership Boards and Empowerment Boards – Need to develop a QA framework for non registered services.

## Who is accountable

DM & JB/CL & AT & Philippa Alisiroglu

DM & Claire Richards & Philippa Alisiroglu

# Adults Social Care –Quality Assurance Framework – Transformation

## What we do

Putting People First, including Personalisation is part of the National drive to Transform Adults Social Care (Self Directed Support, Direct Payments, Improved Processes – upgrade to AIS)

## Standards

Quarterly reporting to the Transforming Adults Social Care Board and Performance indicator

## How we ensure quality

National Performance Indicator and outcomes framework.  
Customer feedback, Countywide Partnership Boards and Empowerment Boards, User led Organisations

Customer feedback, countywide Partnership Boards and Empowerment Boards – Need to develop a QA framework for non registered services.

## Who is accountable

