SERVICE SPECIFICATION SCHEDULE THREE (3)

Performance Framework and Service Monitoring Measures

CARE AND SUPPORT AT HOME IN BOURNEMOUTH CHRISTCHURCH AND POOLE

FINAL 13-03-2019

Introduction to Performance Framework and Service Monitoring Measures

1.1. The outcomes, performance indicators and thresholds set out in this schedule illustrate the expected performance standards that the Provider shall meet as part the requirements of the Specification, Schedule 1.

1.2. The monitoring methodology is not exhaustive and may change during the Agreement period.

1.2.1. The Provider will be notified of changes to the performance indicators and monitoring measures.

Outcome	Performance Indicators	Threshold
1. Service Users experience a good service	• Percentage of individuals who respond to Quality Assurance surveys.	50% minimum
	• Percentage who state they are treated with dignity and respect (i.e. respecting lifestyle, confidentiality and property; using their chosen name, keeping within service boundaries and minimising embarrassment).	90% minimum Increasing to 100% over agreed time
	• Percentage who say they were involved in preparing their care and support plan and are able to make changes.	100% for those with capacity
	• Percentage who say their carers stay the agreed length of time.	80% minimum Increasing to 95% over agreed time

	• Percentage who say that communication with the provider is satisfactory, including:
	  o Communication with office staff and carers;
	  o People are told the names of staff due to visit them;
	  o People are informed if carer is going to change;
	  o People are told when carer is going to be late;
	  o People successfully contact the provider during office hours and for urgent matters outside office hours;
	  o Information about services is easy to understand
		80% minimum Increasing to 100% over agreed time

	• All service users have in place a written care and support plan and a written record of service delivered in case notes.	Full compliance
	• Percentage who say that continuity of carers that support them is satisfactory.	85% minimum increasing to 95% over agreed time

Monitoring Methodology:

• QA surveys

• Intelligence from Social Work teams and other professionals

• Provider's care and support plans

• Arrival and departure times recorded in daily case notes

• Communication logs

• Information about the service in plain English

Range of Potential Consequences:

• Invoice adjustments

• Compliance Notices

• Default Notices

Outcome	Performance Indicators	Threshold
2. Services are personalised to the Service User	• The service matches the outcomes in the care and support plans.	90% minimum Increasing to 100% over agreed time
	• Percentage who state that the way the outcomes are achieved matches their personal preferences to include: o recognising their abilities and supporting self-care; o supporting family/friends involved in their care; o meeting and supporting cultural and religious expectations	80% minimum Increasing to 100% over agreed time
	• Percentage who state they are satisfied with the way their money is handled.	100%
	• All individuals have a personalised care and support plan that is reviewed and updated as necessary in consultation with the Service Users the social worker/care manager/clinical case manager and other relevant persons.	Full compliance
	• Provider supports Service Users to develop self-care skills that promote health and well-being making appropriate referrals to other services when necessary.	
	• Services support community integration; supporting people to maintain relationships and other social contact.	
	• Care and Support Workers' skills match the requirements of Service Users (through mandatory and non-mandatory training) as expressed in the care and support plans.	

Monitoring Methodology:

• QA surveys

• Intelligence from Social Work teams and other professionals

• Provider's care and support plans

• Service users' reviews

• Contract compliance monitoring and/or reviews including unannounced visits

• Training records

Range of Potential Consequences:

• Compliance Notices

• Default Notices

Outcome	Performance Indicators	Threshold
3. Service Users are safeguarded from neglect or abuse	• Risks are assessed and reviewed when necessary. Control measures to manage/minimise risks are recorded and agreed by Service Users and the service is delivered in line with control measures.	All relevant risks assessed, recorded and managed
	• Provider supports Service Users to access services that promote prevention.	Support from other service is recorded
	• Recruitment practices support safeguarding.	Full compliance
	• Staff skills and knowledge ensures safeguarding is assured, to include identification, reporting and resolving incidents.	All incidents reported
	• Manager's safeguarding training.	Full compliance
	• Full cooperation with investigations.	Full compliance
	• Improvements are implemented for preventing neglect or abuse.	Evidence for all improvements
	• Care Quality Commission rating.	Good or Excellent
	• The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 are achieved.	Full compliance
	• Copy of action plan is provided where CQC has identified requirements or recommendations.	Full compliance

Monitoring Methodology:

• Care and support plans

• Referrals to and support from other services recorded

• Staff files

• Service users' reviews

• Incident analysis

• Contract compliance monitoring including unannounced visits

• Improvement plans

• Copy of CQC reports made available to Purchasers

Range of Potential Consequences:

• Report at Performance Review meetings

• Compliance Notices

• Default Notices

Outcome	Performance Indicators	Threshold
4. Complaints and Compliments Procedure	• Percentage of individuals who state they know how to complain. • Percentage who say they are satisfied with the way the complaint was dealt with and the timeliness of response. • Report of learning and implemented improvements from complaints and compliments.	Full compliance

Monitoring Methodology:

• QA Surveys

• Provider's annual improvement report

• Contract compliance monitoring

• Evidence that practice has improved

Range of Potential Consequences:

• Report at Performance Review meetings

• Compliance Notices

• Default Notices

Outcome	Performance Indicators	Threshold
5. Staffing, Training and Supervision	• Providers must employ sufficient care and support workers to deliver the service as well as sufficient staff to provide administrative support.	Full compliance

	• Employee management
	  ○ Shadowing and staff competence
	  ○ Ongoing supervision
	  ○ Annual appraisal
		Full compliance

	• Staff training is delivered and managed to ensure service outcomes are achieved and best practice is maintained
	  ○ induction training;
	  ○ mandatory and non-mandatory training
		Full compliance

Monitoring Methodology:

• Provider's Training policy

• Systems in place to ensure staff receive induction training, mandatory and non-mandatory training including updates

• Staff files

• Contract compliance monitoring including unannounced visits

• Feedback from Service Users and Informal Carers

Range of Potential Consequences:

• Report at Performance Review meetings

• Compliance Notices

• Default Notices

Outcome	Performance Indicators	Threshold
6. Provider Business Management Information Compliance	• Names of staff deployed recorded. • Staff turnover rates supplied to the Purchasers. • Number of people provided with a service recorded to include age, gender and ethnicity. • Compliance with Purchasers' referral procedure. • Percentage of referrals declined. • Record of reasons for declining referrals. • Compliance with Purchasers' payment conditions	Full compliance

	• Contingency plans ensure business continuity, to include staff shortages.
	
	• Reports produced within agreed timescales:
	  o Incidents, accidents, near misses;
	  o Injuries, Diseases & Dangerous Occurrences Regs (RIDDOR) and Serious Untoward Incident Reporting (SUI);
	  o Reports to Independent Safeguarding Authority;
	  o Complaints
	  o Refusal to provide a service
	  o Results of Service User feedback surveys
	  o Loss of files/records
	  o Cancellation of service by service user
	  o Failure to gain access to a person's home
	  o Change in service user's circumstances or condition
		Full compliance

	• Hours delivered meet the minimum requirements set by the Provider.	Full compliance

	• Efficient practice ensures packages of care are managed in a timely way to include:
	  o Suitably qualified person available during office hours
	  o Appropriate response time to Brokerage requests
	  o Brokerage are informed of changes
		Full compliance

Monitoring Methodology:	Range of Potential Consequences:
• Provider's own records relating to accepting or refusing packages of care	• Report at Performance Review meetings
• Provider's training policy	• Compliance Notices
• Systems in place to ensure staff receive induction training, mandatory and non-mandatory training including updates	• Default Notices
• Staff files	
• Contract compliance monitoring including unannounced visits	
• Feedback from Service Users and Informal Carers	
• Feedback from Brokerage Teams	

Outcome	Performance Indicators	Threshold

7. Provider Business Management Partnership Working	• Provider works together with the Commissioning Partnership and other services to shape the way that care and support services are delivered to include:
	  ○ Support with implementation and development of the Proud to Care campaign and related workforce initiatives
	  ○ Good attendance at forums, networking events and meetings
	  ○ Development of assistive technology to improve service delivery.
	
	• Positive attitude towards innovation.
	
	• Commitment to workforce training and development.
		Full compliance
		
		Full compliance

Monitoring Methodology:

• Attendance at forums, networking events and meetings.

• Provider's training policy

• Feedback from Service Users and Informal Carers

• Feedback from Commissioning Partnership and other services.

Range of Potential Consequences:

• Report at Performance Review meetings

• Compliance Notices

• Default Notices