Schedule 6 Performance Indicators

Individualised Packages

| Service Outcome | Specific Service Outcome/Performance indicat0r | Requirements | Frequency |
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| 1 - To Enable Clients to maximise their independence. | Providers should work wherever possible to encourage, promote and facilitate independence. This can be through a variety of methods, including use of technology, direct 1 to 1 support, group and shared support and remote support (via telephone or online). | The provider can evidence that they have reduced a client's support using the methods indicated. | To be completed annually as part of the Contract Compliance Visit |
| | Providers are proactive in promoting assistive technology to maintain a Clients independence in the community. | The provider can evidence that they have considered the use of assistive technology to maintain a client's independence. | To be completed annually as part of the Contract Compliance Visit |
| | The use and effectiveness of assistive technology with a care and support package is routinely monitored as part of the review of needs or following an incident. | The provider attends any meetings arranged by the Council or health colleagues to discuss the implementation of new assistive technology. | |
| | The provider actively encourages Clients to maintain links with their friends and family. | The provider can evidence feedback from family and friends of the client indicates that 90% are satisfied that they have been able to maintain links. | To be completed annually as part of the Contract Compliance Visit |

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| | Support and care plans capture how Clients are supported to overcome barriers to participating in the wider community, this includes Clients with cognitive and sensory impairments. | The provider can evidence that clients have been supported to access the community of their choice. | To be completed annually as part of the Contract Compliance Visit |
| | Staff induction programmes highlight and emphasise the importance of Clients engagement in the wider community and the steps taken to promote it. | The provider has at least 1 member of staff who has responsibility for understanding social engagement opportunities for Clients in the local area. This person ensures that information is passed on to all staff.<br><br>Questionnaires confirm that all staff have access to information on local activities, community groups and other links such as transport. | To be completed annually as part of the Contract Compliance Visit |
| | Staff are appropriately skilled to identify and meet the social needs of Clients. Where appropriate the provider will match staff to the Client's needs to encourage effective working relationships. | The provider can evidence that staff have considered the social needs of the client they are supporting, and outcomes are set accordingly. | To be completed annually as part of the Contract Compliance Visit |

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| | Staff are able to demonstrate an understanding of the importance of promoting independent living skills and accessing the wider community. | The provider can evidence that staff have enabled the client to access the community which has increased their independent living skills. | To be completed annually as part of the Contract Compliance Visit |
| 2 – Support/Care plans and Risk management plans | There is a need and risk assessment tool appropriate to the commissioned service. | Every client has a risk assessment in place that covers environmental and personal risks that is signed and dated.<br><br>Risks assessments for every client are updated regularly to reflect a change in the client's needs. | To be completed annually as part of the Contract Compliance Visit |
| | The support and care plan used by the service is appropriate given the commissioned service. | Every client has a support and care plan in place that is signed and dated.<br><br>Support and care plans for every client are updated regularly to reflect a change in the client's needs. | To be completed annually as part of the Contract Compliance Visit |
| | Professionals working with the Clients are invited to attend assessments and reviews. | The provider can evidence feedback from professional working clients is that they have been invited or included in a 100% of the assessment and reviews | To be completed annually as part of the Contract Compliance Visit |

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| | Support plans will have a Recovery focus for Clients experiencing mental health difficulties and incorporate risk management planning from the persons CPA documentation. | The provider can evidence that clients with a Mental Health diagnosis their support plans have a recovery focus.<br><br>The provider can evidence that their support plans incorporate risk management planning from the client's CPA documentation. | To be completed annually as part of the Contract Compliance Visit |
| | The Client should be involved in the development of their care and support plan, they should be consulted about how they wish to be supported. | Providers can evidence feedback from client questionnaires is that a 100% of clients have been involved in the development of their care and support plan and how they are supported. | To be completed annually as part of the Contract Compliance Visit |
| | There is evidence of capacity and best interest decisions being made for Clients lacking capacity to consent to their care. | The provider can evidence that a client's capacity has been considered in any decisions that have been made regarding the client.<br>The provider can evidence that where capacity is lacked with a client that a best interest decision has been made.<br><br>The provider can evidence staff's competency around The Mental | To be completed annually as part of the Contract Compliance Visit |

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| | | Capacity Act and when Best Interest Decision need to be made. | |
| | Where applicable there is a detailed behaviour support plan in place to minimise, and manage challenging behaviour. | The provider can evidence that the client has a detailed behavioural support plan in place that reflects the need of the Client.<br><br>If the Client has had an outside professional involved in their behaviour management, this information has been reflected in the providers care and support plan. | To be completed annually as part of the Contract Compliance Visit |
| | Where applicable there is a detailed mental health risk management plan detailing relapse triggers and indicators. | The provider can evidence that Support and care plans clearly identify what a client's relapse triggers and indicators are and the steps staff should take if these are identified. | To be completed annually as part of the Contract Compliance Visit |
| | Support and care plans are person centred. | The provider can evidence that the client has been involved in the development of the Support and care plan and risk assessment. | To be completed annually as part of the Contract Compliance Visit |

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| | Support plans incorporate individual outcomes which have been discussed with services and their circle of support. | The provider can evidence that outcomes are set for all clients.<br><br>Outcomes are reviewed regularly<br><br>Outcomes are based on a client's current needs and abilities.<br><br>Outcomes are achieved, and new outcomes are set or hours are reduced. | To be completed annually as part of the Contract Compliance Visit |
| | Support plans should demonstrate ongoing progress, and use milestones and Smart targets to demonstrate how outcomes have been met and reviewed. | The provider can evidence that there is clear evidence of the steps taken to meet the Clients outcomes as set out in their support and care plan.<br><br>The provider can evidence that outcomes are reviewed on a regular basis and when outcomes are met new ones are set for the client. Or the Clients hours are reduced. | To be completed annually as part of the Contract Compliance Visit |

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| | Support, care plans and risk management plans are amended in response to reviews to reflect changing outcomes. | The provider can evidence that risk assessments of the Clients are regularly reviewed. | To be completed annually as part of the Contract Compliance Visit |
| | Information developed within the home including support and care plans should be in an accessible format for the Clients communication needs | The provider can evidence that they have provided information to the Client in their preferred method of communication and where appropriate in an accessible format. | To be completed annually as part of the Contract Compliance Visit |
| | Support and care plans include the preferred method of communication and any information to assist a client's communication and decision making. | The Clients support and care plan indicates their preferred method of communication. | To be completed annually as part of the Contract Compliance Visit |
| | Support, care plans and risk assessments where appropriate are signed by the clients. | The Clients Support and Care plan and risk assessments are signed by the client. | To be completed annually as part of the Contract Compliance Visit |
| | Support and care plans include the clients consent to have medication administered if applicable. | The clients support and care plans have the clients consent noted where applicable. | To be completed annually as part of the Contract Compliance Visit |
| | Support and care plans includes detailed financial risk assessment and support with finances (including | The provider has completed a financial risk assessment that details the | To be completed annually as part of the Contract Compliance Visit |

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| | capacity and capability assessment outcome where appropriate). | Client's capacity to make decisions regarding their finance<br><br>Where the provider supports a Client with their finances, outcomes are in place to support this. | |
| 3 – **To promote Clients health, well-being and safety** | The provider will work with the Client to prevent admission to acute health and social care settings, and to enable discharge back to the community following a hospital admission. | If the Client is admitted to hospital the provider can evidence that they have been able to support the Client back home.<br><br>The provider can evidence that they have supported the Client to prevent an admission to an acute health and social care setting.<br><br>The provider can evidence that they have communicated with teams and health professional regarding a Clients changing health and presentation.<br><br>Every service delivery folder checked by the Contract and Compliance Team | To be completed annually as part of the Contract Compliance Visit |

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| | | will have accurate daily records that clearly communicate any changes in the Client's health and well-being. | |
| | The provider will promote healthy lifestyle choices in with those clients they work for example to stop smoking, physical activity and healthy eating. | The provider can evidence in the Client's care and Support plan and running notes that they are encouraging the Client to choose healthy lifestyle choices. | To be completed annually as part of the Contract Compliance Visit |
| | The provider keeps Clients safeguarded | Monitoring forms, complaints and partially or fully substantiated safeguarding enquires have not highlighted a failure in the Provider or their staff not following process or policy.<br>*Any safeguarding enquiries that fall into the above category will result in a breach or default depending on the seriousness of the referral. | To be completed annually as part of the Contract Commissioning Officer |
| | Safeguarding concerns are dealt with appropriately. | The provider can evidence that they have reported safeguarding concerns regarding a client. | To be completed annually as part of the Contract Compliance Visit |

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| 4 –. Ensure Clients have choice and control | To ensure Clients receive timely and effective support | The provider can evidence that 90% of the Client's care and support has been delivered at the agreed time with in a 15 minutes tolerance either side. | To be completed annually as part of the Contract Compliance Visit |
| | Support is given at the time the Client requires it | The provider can evidence that the Client has been consulted as to what time of day they would like there care and support delivered. | To be completed annually as part of the Contract Compliance Visit |
| | Staff shifts and the support offered to the Client is when the Client needs it and can be changed if required. | The provider can evidence that when a Client has requested to change the time of the care and support that his has been considered and if not offered reasonable reason given. | To be completed annually as part of the Contract Compliance Visit |
| | The Client should be involved in the recruitment of their staff and have choice of who supports them. | The provider can evidence that the client has been involved in their recruitment and selection process. Questionnaires completed by the client confirm that they have been included in the recruitment and selection process. They have had a choice of who supports them. They see the same support staff regularly. | To be completed annually as part of the Contract Compliance Visit |

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| | Staff should be respectful of the Clients home, staff should not hold keys or answer their front door or entre without the Clients prior permission. | The provider can evidence that is has been documented how staff will access the client's home including key holding. | To be completed annually as part of the Contract Compliance Visit |
| 5- The service is managed and well led | The Provider operates effectively and efficiently to deliver good quality, flexible Services, implementing and maintaining good practice through robust policies and procedures. | The provider will sign to confirm that their policies are in place and are up to date. | Annually to be sent in to the Contracts and Commissioning Officer. |
| | The Provider meets the legislative and regulatory requirements and works to a programme of continuous improvement. The Provider has robust management information system to account for individual Service delivery. | The provider confirms that they are compliant with CQC where applicable and send a copy of their most recent CQC inspection.<br><br>Where the provider is not CQC compliant they must send a copy of their CQC Action Plan.<br><br>Invoices received by the Charging and Monitoring team are correct and | Annually to be sent in to the Contracts and Commissioning Officer. |

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| | | accurate and are supported by the apprioiate paperwork.<br><br>Feedback from the Charging and monitoring team is that no more than 2 late submissions of invoices per year. | |
| 6- There are adequate resources to meet a person's need | The Provider will ensure that there are adequate resources to meet specified individual outcomes. | The provider can evidence that staff skills and competencies are matched to the Client they are supporting to enable specific outcomes of the Client to be met. | To be completed annually as part of the Contract Compliance Visit |
| | There are sufficient staff resources to cover any planned or unplanned staff absences. | The provider can evidence that no Client's have had missed care and support due to staff absences or sickness. | To be completed annually as part of the Contract Compliance Visit |
| | Services will be developed and matured to ensure capacity and choice in line with the Care Act 2014. | The provider can evidence that staff understand the Mental Capacity Act.<br><br>The provider can evidence that from checks of support and care plans that | To be completed annually as part of the Contract Compliance Visit |

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| | | a Client's capacity has been taken in to consideration. | |
| | Staff will be recruited and trained to deliver high quality and flexible services to meet people's needs. | The provider can evidence staff skills and competencies. Training review will check competencies in all areas of service delivery for all staff including office staff and managers.<br><br>The provider can evidence that staff have been recruited in line with 'The Specialised Care and Support Contract', and the providers own safer recruitment policy.<br><br>The provider can evidence that staff are supported through regular supervisions, appraisals, team meetings and pier support. | To be completed annually as part of the Contract Compliance Visit |