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| **Reporting period** |  |  |  |  |
| **From** | **To** | **Completed by** | **Provider name and addresses (Supported Living property(ies))** | **Date completed** |  |
|   |   |   |   |   |  |
|  |  |  |  |  |  |
| **outcome** | **category** | **theme** | **outcomes doc quality requirements** | **response** | **cumulative total** |
| 1.1 | social | employment and activities | *Proportion of adults with a learning or physical disability in paid employment/work like activities* |   |   |
| 1.1 | social | employment and activities | *Proportion who manage own occupation and use of time* |   |   |
| 1.1 | joint | employment and activities | *Proportion of tenants/service users engaging in health and wellbeing activities* |   |   |
| 1.1 | social | tenancy | *Proportion of people who use services who have signed their own tenancy.* |   |   |
| 1.1 | social | tenancy | *Proportion of people who use service with tenancy via the Court of Protection.*  |   |   |
| 1.1 | social | tenancy | *Number of new users who have been supported to set up own tenancy* |   |   |
| 1.1 | social | budgeting | *Increase in number from last quarter able to manage own budget* |   |   |
| 1.1 | social | budgeting | *Numbers with reduced debt from previous quarter* |   |   |
| 1.1 | social | budgeting | *Numbers of evictions due to rent arrears this quarter* |   |   |
| 1.1 | social | budgeting | *Increase in number from last quarter who have maximised income and any other provider evidence (e.g. case studies, compliments etc)* |   |   |
| 1.1 | social | maximising potential | *Number and type of move-on applications made in the quarter* |   |   |
| 1.1 | social | maximising potential | *Proportion of tenants with a live HAP home achievement programme* |   |   |
| 1.1 | social | maximising potential | *Number/proportion of tenants who have had a skills and abilities baseline assessment* |   |   |
| 1.1 | social | maximising potential | *Number/proportion of tenants who have assistive technology such as helpline* |   |   |
| 1.1 | social | maximising potential | *Proportion of those who access further education* |   |   |
| 1.1 | joint | maximising potential | *The proportion of people who have positive risks taking plans (consider MCA 2005)* |   |   |
| 1.1 | social | maximising potential | *Proportion of people who use services who access unpaid support.* |   |   |
| 1.1 | social | maximising potential | *Proportion who carry out practical living activities independently* |   |   |
| 1.1 | social | maximising potential | *Proportion using ‘programmes of approach’ around developing new skills around meal planning, shopping, food storage, food preparation and/or cooking* |   |   |
| 1.1 | joint | social contact | *Proportion of people who use services who maintain contact with family.* |   |   |
| 1.1 | joint | social contact | *Proportion of new tenants/service users who have received induction into the service and the local community* |   |   |
| 1.2 | joint | complaints/compliments | *The proportion of people who have an accessible complaints/ compliments procedure* |   |   |
| 1.2 | joint | complaints/compliments | *The number of complaints made (by theme)* |   |   |
| 1.2 | joint | complaints/compliments | *Details of unresolved complaints (by theme)* |   |   |
| 1.2 | joint | complaints/compliments | *The number of compliments received (by theme)* |   |   |
| 2.1 | joint | support planning | *Proportion of service users having six monthly reviews of care/support plan*  |   |   |
| 2.1 | joint | support planning | *Number of support plans outstanding this quarter* |   |   |
| 2.2 | joint | consent | *Number of service users giving MCA consent to treatment with appropriate health professional*  |   |   |
| 2.4 | joint | access | *Proportion of service users in contact with secondary MH service*  |   |   |
| 2.4 | joint | access | *Proportion of service users attending health & wellbeing appointments*  |   |   |
| *2.4* | joint | access | *Proportion of tenants who have had annual health check* |   |   |
| 2.4 | social | access | *Proportion of service users who have initiated access/been supported to access health services* |   |   |
| 2.4 | joint | access | *Proportion of service users who have initiated access/been supported to access specialist services* |   |   |
| 2.4 | joint | access | *Proportion of service users who have initiated access/been supported to access MH services* |   |   |
| 2.4 | social | access | *Proportion of service users who have initiated access/been supported to access Substance Misuse services* |   |   |
| 2.4 | joint | access | *Proportion of service users who have requested/been recommended for Continuing Health Care (CHC) screening when appropriate and health needs deteriorate.*  |   |   |
| 2.4 | joint | access | *Proportion of service users who have requested/been recommended for dementia screening when appropriate.*  |   |   |
| 2.4 | joint | access | *Proportion of service users admitted permanently to residential / nursing care homes.*  |   |   |
| 2.4 | joint | access | *Proportion of service users admitted to an acute setting (with outcomes and lengths of stay)* |   |   |
| 2.4 | social | access | *Proportion of service users with an up to date accessible, live, Health Action Plan and Traffic Light documentation (shared on hospital admission/during appointments* |   |   |
| 3.2 | joint | involved in decisions | *Proportion of service users actively involved in their care and support* |   |   |
| 3.2 | social | involved in decisions | *Proportion of service users who clean own flat* |   |   |
| 3.2 | social | involved in decisions | *Proportion using ‘programmes of approach’ around developing new skills including cleaning, cooking, washing, ironing* |   |   |
| 3.2 | joint | involved in decisions | *Proportion of service users who use services who have an advocate.* |   |   |
| 3.2 | joint | involved in decisions | *Proportion of service users who are unable to verbally communicate who have had advocacy and or family involved in support / person centred planning process* |   |   |
| 3.4 | joint | end of life | *Number of transfers to end of life care* |   |   |
| 4.1 | joint | safety | *Number of reports made to RIDDOR*  |   |   |
| 4.1 | joint | safety | *Number of Incidents reported relating to - equipment- falls- money- tenancy arrangements- security arrangements (e.g. key-holding)-breaches of confidentiality- information governance(please attach brief details)* |   |   |
| 4.1 | joint | safeguarding | *Number of safeguarding incidents and/or whistleblowing reported* |   |   |
| 4.1 | joint | safeguarding | *The proportion of staff who have attended safeguarding training.* |   |   |
| 4.1 | joint | safeguarding | *The number of A&E attendances with proportion of hospital admissions* |   |   |
| 4.1 | joint | DOLS | *Number of patients who are subject to DOLS or detention - who are restrained- who make a complaint- who are consequently offered advice* |   |   |
| 4.1 | joint | risk assessments | *Frequency of risk assessments made concerning- Equipment- Falls- Money- Tenancy arrangements- Security arrangements (e.g. key-holding)- Breaches of confidentiality- Information governance* |   |   |
| 4.4 | joint | meds management | *Proportion of tenants/service users who manage own medication* |   |   |
| 5.1 | joint | open culture | *Frequency of engagement with staff to ensure full working knowledge of the provider’s statement of purpose and service user guide, communications and complaints policies* |   |   |
| 5.1 | joint | open culture: forums | *Number and attendance at tenant/service user meetings* |   |   |
| 5.1 | joint | open culture: forums | *Number of advocates invited to tenant/service users meetings* |   |   |
| 5.1 | joint | open culture: forums | *Frequency of tenant forums (dates of previous and next forums)* |   |   |
| 5.2 | joint | good management | *Occupancy level per quarter* |   |   |
| 5.2 | joint | quality improvement | *Resources and support are available to develop the team and drive improvement; lessons learned from investigations are used to improve quality* |   |   |