



**Autistic Spectrum Condition Service
Contract for Supported Living Services
Contract ID: SC117**

Service Specification

Autistic Spectrum Condition Service – 35 Alexandra Road

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1. Definitions and Interpretations

- 1.1 The meanings of expressions contained in this **Service Specification** are set out in Schedule VIII 'Definitions and Interpretations':-
- Words importing the singular shall include the plural where appropriate, and vice versa, and words importing the masculine shall include the feminine where appropriate, and vice versa and words denoting individuals shall be treated as including a body of persons corporate and unincorporated.
 - The headings are for information only and do not form part of the construction of the document, or affect it.
 - Unless the contrary intention appears, a reference in this Agreement to an Act of Parliament or any Order, Regulation, Statutory Instrument or the like shall include a reference to any amendments or re-enactments.
 - Reference to staff of the Provider shall include references to all persons engaged, employed or appointed by the Provider in the performance of the Service.
 - References to clauses, paragraphs, sections, annexes and appendices are references to the clauses, paragraphs, sections, annexes and appendices of this Service Specification.

2. Vision and Values

2. The Support Service will at all times embody and be provided in accordance with the vision and values described below:
- 2.1 **Improved health:** enjoying good physical and mental health (including protection from abuse and exploitation). Access to appropriate treatment and support in managing long-term conditions independently. Opportunities for physical activity.
- 2.2 **Improved quality of life:** access to leisure, social activities and life-long learning and to universal, public and commercial services. Security at home, access to transport and confidence in safety outside the home.
- 2.3 **Making a positive contribution:** active participation in the community through employment or voluntary opportunities. Maintaining involvement in local activities and being involved in policy development and decision making.
- 2.4 **Exercise of choice and control:** through maximum independence and access to information. Being able to choose and control services. Managing risk in personal life.
- 2.5 **Freedom from discrimination or harassment:** equality of access to services. Not being subject to abuse.
- 2.6 **Economic well-being:** access to income and resources sufficient for a good diet, accommodation and participation in family and community life. Ability to meet costs arising from specific individual needs.
- 2.7 **Personal dignity:** keeping clean and comfortable. Enjoying a clean and orderly environment. Availability of appropriate personal care.
- 2.8 Delivering these outcomes goes well beyond the remit of adult social care - these can only be achieved through mainstream services ensuring accessibility to all, through a vibrant voluntary, community and faith sector, and through creative and collaborative work with a wide range of service providers.
- 2.9 The following principles are the essential key elements in the provision of all the services provided within 35 Alexandra Road, which is an Accommodation Based Service and reflect the agreed philosophy of the Service. The principles must be applied to all the services provided; the operation of the organisations involved; working practices and personnel procedures.

- Respect for the specific social, emotional, physical, psychological, spiritual and cultural needs of the individual. This will include recognising and understanding cultural and religious differences.
- Maximum independence for an individual Client to be achieved by supporting the Client's personal choice and by enabling the individual to live with a chosen level of risk.
- The Support services to be provided with respect for confidentiality, dignity, and privacy and in a manner that does not erode the individual's capacity for self support or the contributions made by their families and friends.
- Clients and, where appropriate, their families or carers will be fully consulted and their views taken into account in the delivery of services. Access to an advocate or interpreter will be facilitated as required. The Council will pay for an interpreter if required (providing it is an assessed need and is featured in the Council produced Support Plan).
- All support services will be accessible to all Clients regardless of disability or frailty, and full information will be provided on the planning, delivery and choice of services available.
- Clients in receipt of Care and Support will have a written Support Plan. Clients in receipt of other services from other agencies will have a co-ordinated plan with clearly identified leads.
- Expected process: Clients Care Manager conducts an assessment of need (SARD) and then the Brokerage Team will put together a Council Support Plan (which identifies objectives that the Provider will meet). Provider then develops their Delivery Support Plan around this and provides the Council a written Delivery Support Plan for each Client within 2 (two) weeks of the Client taking up occupation of the Premises or of the Commencement Date (whichever is applicable).

Improving and Maintaining the Capacity for Independence and Self-Care

- 2.10 Services will be flexible and responsive to the individual Clients' personal needs and views. This will require staff to spend time on gaining an understanding of each individual's history, personality, health, relationships, attitudes and aspirations.
- 2.11 Services will support those recovering from temporary incapacity by providing assistance with learning/re-learning where appropriate.
- 2.12 The Provider's Staff will be expected to ensure all Clients have access to the appropriate Council supplied equipment, encouragement and support needed to maintain independence.
- 2.13 The Clients will be provided with information on and support in accessing a full range of preventative services and activities; including health promotion, signposting to services, advice, information, retraining, job opportunities, social and fitness activities to maintain independence and capacity.
- 2.14 Services will aim to be provided flexibly and responsively to the wishes of the Client, maximising the individual's control over the timing and type of assistance received.

3. Details of the Service Specification

- 3.1 This Service Specification forms part of the Contract relating to the Council's purchase from the Provider of the Service. Details of the Service are contained within this specification and the Contract Schedules.

4 Service Profile

- 4.1 Service Name: Autistic Spectrum Condition Service
 Type of Service: Accommodation Based Service
 Service ID: Computer generated..

5 Service Description

- 5.1 The Council is committed to enabling Client choice and control through the use of personal budgets and self-directed support in order that Clients live inclusive and valued lifestyles, according to personal choice. To achieve this, the Council is moving towards supporting Clients to live independently in their own home, and participate fully in the same range of community options as other citizens.
- 5.2 The Service is to be predominantly provided at 35 Alexandra Road, Reading, RG1 5PG; however, in the event of an emergency eg: Premises becomes uninhabitable, such other property as determined by the Council in its absolute discretion. The Service will be provided as follows:
- 5.3 The Service will be provided at 35 Alexandra Road (subject to clause 5.2). This is a shared house with 7 bedrooms, offering 6 individual licences (not tenancies). The landlord of the accommodation where the main service is to be delivered will be Reading Borough Council.
- 5.4 The service will be for young adults who primarily have an Autistic Spectrum Condition (ASC). In addition to an ASC; Clients may or may not also have an additional diagnosis, such as a significant learning disability, sensory impairment, physical disabilities or a mental health issue.
- 5.5 This is a needs led contract. The Council does not guarantee the number of Clients or the number of care/support hours they will require. Packages of support may vary from a couple of hours a week to support provided 24 hours a day, 7 days a week and shall be provided from 35 Alexandra Road or in the community, to support individual Clients with all aspects of their chosen lifestyle. The service should promote a Clients self-determination and personal responsibility and develop new skills or re-establish lost skills.
- 5.6 The Provider shall notify the Council if the Care Worker considers that a Client may benefit from specialised equipment to cope with any sensory impairment or physical disability.
- 5.7 The Support Plan shall be delivered to suit the wishes of the individual Client and in a way appropriate to the Clients ethnic and cultural background.
- 5.8 The full scope of the required Service for each Client shall be defined in his or her Support Plan.
- 5.9 For the purposes of this Specification, supported living is defined as:
- a person living in their own home and receiving care and/or support in order to promote their independence. The provider of the care they receive is regulated by the Care Quality Commission, but the accommodation is not. The support that people receive is continuous, but is tailored to their individual needs. It aims to enable the person to be as autonomous and independent as possible, and usually involves social support rather than medical care.

6 Aims and Objectives of the Service

- 6.1 Clients will require support to develop or maintain an independent lifestyle. Support may be required for any of the following tasks (this list is not exhaustive):
- 6.1.1 **Using leisure facilities of all kinds**
This will include accompanying individual Clients (or group of Clients) to clubs, sports activities, arts, education etc and may involve travel outside the locality of Reading.
- 6.1.2 **Building and maintaining social networks**
This would include assistance with/promoting independence in maintaining contact with family and friends and social activities.
- 6.1.3 **Seeking employment**
This would include assistance with/promoting independence with the process of seeking employment, including completion of application forms and CVs, and attending venues for interview.

6.1.4 Transporting

The Council would like Providers to encourage the use of public transport to enable Clients to access community activities, but driving Individual Clients may also be required. This could be to venues outside of the locality of Reading. The Council shall not pay the Provider any transportation costs other than those set out in the Client's Support Plan. Transport costs are to be arranged as a private arrangement between Provider and Client and any travel arrangements are subject to the requirements of clause 14 'Transport' in the Contract Terms & Conditions. This Support Service shall be provided either in the staff member's car, or the Individual Clients car, as detailed in their Support Plan, or in the case of Support Services purchased through Direct Payments, as agreed by the parties involved (Client and Provider).

6.1.5 Personal care

- (a) This would include assistance with/promoting independence in washing, showering or bathing, hair, nail (nail cutting shall only be provided where specified in the Support Plan) and dental care, shaving, dressing and undressing, feeding, drinking, specialist feeding, and specialist meals, toileting, continence, catheter care, colostomy care, stoma care.
- (b) The prompting and supervision of a person to do any of the types of personal care listed above, where that person is unable to make a decision for themselves in relation to performing such an activity without such prompting and supervision.
- (c) "Prompting and supervision" means that services where staff prompt and directly supervise a person when they are carrying out the above actions. Supervision will normally include direct observation of the action as it is carried out or otherwise checking on how it carried out, but will not normally include merely encouraging someone to perform the activity, or checking at some point afterwards on whether it has been done.

6.1.6 Moving and handling

This would include assistance with/promoting independence with transfers (including use of mechanical and other aids).

6.1.7 Medication

This would include assistance with/promoting independence in the taking of prescribed oral medication, instillation of eye and eardrops, applications of prescribed creams and lotions and oxygen therapy.

6.1.8 Counselling and support

This would include assistance with/promoting independence by the use of behavioural management and reminding devices, and the giving of psychological support.

6.1.9 Support to maintain accommodation

This would include assistance with/promoting independence in the cleaning of Clients accommodation and communal area, including general laundry and maintaining food hygiene.

6.1.10 Household safety

This would include assistance with/promoting independence in the safe use of appliances, including safe storage, use of oxygen cylinders, contacting the relevant tradesman or agency, for example plumber, electrician, housing department and other household repairs.

6.1.11 Shopping

This would include assistance with/promoting independence in planning, purchasing and storing of food, benefit collections, banking and paying accounts, prescription ordering and collection.

6.1.12 Budgeting

Including assistance with/promoting independence in budget and money management.

6.1.13 Food preparation

Including assistance with/promoting independence in the preparation of meals. The Provider or Provider's staff will be responsible for providing their own food whilst on duty.

6.1.14 Assistive Technology

The provider will support the use of Telecare / assistive technology solutions to promote individual Clients' independence. These might include products ranging from stopping the bath overflowing to motion sensors.

6.2 Overview

6.2.1 Support people to develop and increase their independent living skills so that they are able to progress successfully towards independent living.

6.2.2 Focus on helping young adults who may formerly have led highly dependant lifestyles and help them to develop the skills they require to live independently and to maximise their autonomy.

6.2.3 Work with other providers to ensure the ongoing success of the Support Plans by making thorough and accurate assessments of support needs.

6.2.4 Ensure that the needs of the Clients are paramount in developing and providing the service.

6.2.5 Provide a stable environment for those with who have an Autistic Spectrum Condition.

6.3 Support tasks to include but not be limited to:

6.3.1 Provide key-working sessions covering all of a Clients needs. These may include physical and mental health, alcohol and substance use, criminal justice issues, resettlement and meaningful occupation.

6.3.2 Promote self development and sustainable independence.

6.3.3 Support Clients with motivation.

6.3.4 Support Clients to access other statutory and non-statutory services.

6.3.5 Encourage clients to self advocate or help with advocacy in all aspects of their support needs on their behalf if appropriate.

6.3.6 Facilitate access to other services, in particular health related services and ensure that each client has a health action plan.

6.3.7 Provide assistance to ensure that Clients develop the personal and social skills that will enable them to maintain their accommodation, improve their quality of life and decrease any negative impact within their neighbourhood.

6.3.8 Provide an effective advocacy role in helping a Client through the various administrative processes that need to be completed to sustain income and accommodation in the future.

6.3.9 Assist Clients to access full rights and benefits that they are entitled to.

6.3.10 Ensure Clients attend primary care services when a need is identified.

6.3.11 Promote healthy eating.

6.3.12 Promote awareness of contraception and condoms.

6.3.13 Signpost sexually transmitted disease screening.

6.3.14 Signpost to Hepatitis and influenza vaccinations.

6.3.15 Promote smoking cessation.

6.3.16 Assist Clients to prepare shopping lists and to access shops to purchase essential items.

- 6.3.17 Advise on personal hygiene issues.
- 6.3.18 Provide information on leisure and other community facilities.
- 6.3.19 Signpost to mediation between Clients and their families.
- 6.3.20 Reduce social isolation by organising social events.
- 6.3.21 Help and assist with areas such as kitchen hygiene.
- 6.3.22 Assist Clients to identify and begin to reduce any rent arrears and pay back debts.
- 6.3.23 Assist to organise collection of prescriptions and dispose of out of date medication.
- 6.3.24 Support Clients with meal preparation.
- 6.3.25 Support Clients with personal safety and security.
- 6.3.26 Explain licence conditions to Clients and help them to adhere to conditions.
- 6.3.27 Work with Clients to understand risks and divert them away from sex working when appropriate.
- 6.3.28 Promote a positive image of the service by supporting Clients to keep the outside of the building and the grounds clear of litter.
- 6.3.29 Support Clients to access drug and alcohol treatment services.
- 6.3.30 Support Clients to access talking therapy services.
- 6.3.31 Support Clients to register to vote.

6.4 Joint Working

- 6.4.1 Work closely with and share information, agree an information sharing protocol with other departments and organisations including the Police, Probation and Safer Communities to reduce incidents of criminality and antisocial behaviour, including street drinking. An information sharing protocol must be initiated and agreed by the Provider as and when required.
- 6.4.2 Participate in key groups and initiatives in the Reading area including:
 - Supported Living Inclusive Forum
 - Learning Disability Partnership open meetings
 - Other borough-wide forums and initiatives as required

7. Dimensions of the Service

7.1 35 Alexandra Road - The Service will be delivered to:

Client group/s: Primarily people with Autistic Spectrum Conditions, but not limited to these needs only. Clients may or may not also have an additional diagnosis, such as a significant learning disability, sensory impairment, physical disabilities or a mental health issue.

Age ranges: 18+

Household group type: Single people &/or Couples

7.2.1 Inclusion and exclusion

The Adult Social Care Housing Panel will agree who is included or excluded from the service, which will be decided on a case-by-case basis and involve the Provider.

7.2.2 The Adult Social Care Housing Panel and Provider will not exclude people because:

- They are in employment
- They do not yet have welfare benefits in place

- They have no form of identification
- They have a history of short term prison sentences
- They have substance and/or alcohol use issues but are not engaging with treatment services when first accessing the service
- They are in a relationship (including a friendship) with someone who is also living at the service.

7.2.3 Circumstances where exclusion may be appropriate:

- They have no recourse to public funds
- They are ineligible for social care
- They are aged under 18
- There are no housing related and social care needs identified at assessment
- The Client is a clear and proven risk to staff or other Clients and where this cannot be managed by the service. This must be based on current knowledge of behaviour. Service exclusion on these grounds must be in writing and detail the date and the circumstances under which the exclusion can be reviewed.

7.3.1 The Service shall initially be available as follows (but will be demand led and subject to change):

7.3.2 The Service will provide 243.00 hours of support per week to cover all shared support required for the 6 Clients (and any other support hours required on a one-to-one basis).

7.3.3 The Service at full capacity has 6 units available at the premises; but as licences are dependant on clients requiring support, the provider will be expected to support whoever occupies the units within 35 Alexandra Road.

7.4 The Provider shall support the Client to register with a local G.P. doctor and dentist of their choice, and shall ensure that this is recorded in their Delivery Support Plan and communicated to their Care Manager. Whenever a Client asks for medical attention or appears unwell and unable to make such a request, the provider's staff shall contact the doctor immediately. If the Client refuses permission for the doctor to be contacted, the provider's staff shall notify the Council immediately.

7.5 The Provider's Staff shall never give consent to treatment for Clients. Medical advice shall be sought when necessary and relatives or Carers shall be contacted.

7.6 The Provider shall notify the Council immediately of any emergencies at a Client's place of residence where the emergency services have been summoned, for example for accident, fire or flood.

Move on

7.7.1 The Autistic Spectrum Condition Service is intended to be used as a move-through 'further independence preparation facility'. The purpose of the Service is to enable clients to move on to more independent living and therefore there will be an expectation that Clients develop independent living skills inline with the goals/objectives set in their Support Plans. As Clients become less dependant on support there is a likelihood that they will be replaced with Clients that have higher needs.

7.7.2 The Provider must Support Clients to join Reading Borough Council's housing register and make bids for accommodation using Homechoice at Reading.

7.7.3 The Provider is expected to give active support to Clients as they move on and to provide tenancy sustainment advice if applicable.

8. Outcomes Required

8.1 The Provider shall design the Service to improve Clients' health and emotional well-being, and to increase their personal dignity and self-respect. The Service shall support Clients to exercise choice and control.

- 8.2 The Service shall encourage Clients to become as independent as possible. It shall support Clients to lead lives which fulfil their personal aspirations, abilities, spiritual and emotional needs.
- 8.3 The Service shall give Clients the opportunity, assistance and confidence to regain skills they may have lost as a consequence of, for example, poor health, disability or sensory impairment, and it shall help them gain new skills to maintain their independence.
- 8.4 The Service shall help Clients maintain and develop their contact with the wider community.
- 8.5 The Delivery Support Plan shall be tailored and delivered to suit the wishes of the Client and in a way appropriate to the Clients ethnic and cultural background.
- 8.6 The Care and Support will be of a good quality, be timely, be for the expected duration and deliver the outcomes specified in the Client's Support Plan. Clients will receive continuity of care from the same Staff who know the needs of Clients.
- 8.7 The Council may wish to implement the use of electronic monitoring of calls over the duration of the contract. This will be at no extra cost to the provider.
- 8.7 Further description of the outcomes required are detailed in Schedule VII 'DRAFT Quality and Performance Monitoring Procedure'.

9. Access to the Service

- 9.1 **35 Alexandra Road** - The Service will only accept referrals that have been agreed by the Adult Social Care Housing Panel:
There is no self-referral to this service.
- 9.2 The Provider of the Service must have a clear admissions criteria and inclusion/exclusion policy in place that has been agreed and reviewed with the Adult Social Care Housing Panel as and when required. This must include how the needs of complex Clients will be met. It must be publicly available and shared with referral agencies and stakeholders including Clients and will be subject to regular review.
- 9.3 The Provider of the Service will undertake risk assessments prior to clients moving in and advise Council on safety of providers staff. If the risk (of danger) is considered too great, the provider may request that Client is not accepted to move into the property. However, the Provider needs to have taken into account strategies to manage risk and danger to others and have exhausted all viable options before requesting this.
- 9.4 The Service shall comply with the Disability Discrimination Act to ensure access is available to disabled people.

10. Staffing

- 10.1 The Service at 35 Alexandra Road will be provided to deliver the support as detailed in this Service Specification.
- 10.2 Staff recruitment and management to standard outlined in CQC Essential Standards of Quality and Safety.
- 10.3 Staff induction and training to standard outlined in Skills for Care recommendations.
- 10.4 The provider will only use staff that have been Team Teach or SCIPr trained on this contract and training refreshers will be conducted regularly.

Support Planning

- 10.5 Clients' needs will be assessed by a Care Manager. Clients will retain the right to control their own lives and they shall be consulted and offered choice in every aspect of the Service they are

offered. The resulting Council created Support Plan (Produced by Brokers from the Brokerage Team) will identify the desired outcomes to be achieved by the Provider.

- 10.6 The Provider, working with the Client, shall produce a written Delivery Support Plan to detail how the Service will be delivered to achieve the desired outcomes. The Provider shall recognise that Clients possess knowledge and experience that may be useful in planning and delivering the Service. The Provider shall ensure that Clients are involved in decisions about the service they receive.
- 10.7 The Provider's Delivery Support plan shall be prepared prior to the commencement of the Service for the individual Client and finalised within 2 weeks of occupation of 35 Alexandra Road. The Delivery Support Plan shall describe in detail how the Individual Clients Support Plan outcomes are to be met.
- 10.8 The Provider shall match the requirements of the Client with the most suitable Staff, and shall ensure as much consistency of Staff as possible. The Provider shall explain to the Client that the Staff are contracted to work for the Provider and may not enter into any arrangement directly with the Client to give any additional services.
- 10.9 The Provider shall give the Client, in straightforward, appropriate and relevant language:
- the details of the Service being provided
 - their complaints procedure
 - a contact telephone number for emergencies

Support Reviews

- 10.10 The Delivery Support Plan shall be reviewed regularly by the Provider to ensure the plan continues to reflect the Client's desired outcomes set out in their Support Plan. This shall be done as often as required and be lead by the provider. A reassessment may be initiated by the Client, the Provider or the Council.
- 10.11 A review of the Providers Delivery Support Plan may lead to the both the Provider and the Council Support Plans being revised. The new Support Plans will be shared with the Client to ensure that they continue to achieve the desired outcomes.
- 10.12 The Council shall review the Clients Care Package within the first Six weeks and then regularly thereafter to ensure the Support Plan continues to reflect the Clients desired outcomes. This will be done as often as required but at least annually. A review of the Support Plan may be initiated by the Client, the Provider or the Council.
- 10.13 The Council shall give the Provider at least three working days notice of any planned review of the Support Plan. Prior to reviews, the Provider shall give the Council any information it reasonably requests about the Client.
- 10.14 The Provider shall notify the Council within one working day of any changes to Clients circumstances that may require a review and reassessment of the Clients needs.
- 10.15 The review of the Clients Care Package may lead to the Support Plan being revised. If this happens a new SARD will be completed and a revised Support Plan developed and shared with provider. In an emergency situation; the Provider will be required to put a new Delivery Support Plan in place with immediate effect if directed by the Council (eg: Safeguarding situation).
- 10.16 The Provider shall review Clients Delivery Support Plans regularly and at least six-monthly, the review is to involve significant professionals, family, friends and advocates as agreed with the individual Client.
- 10.17 Occasionally, it may be necessary for the Council to ask for the providers support Staff to attend meetings or case conferences. The Provider shall be expected to comply with this request.

Termination, Suspension and Reduction of care/support

- 10.18 The Provider must inform the Council any time they are unable to deliver the service to the Client.
- 10.19 Termination of an Individual Client Care Package:
- 10.19.1 Termination of an Individual Clients Care Package may be effected by either the Council or the Provider. This can be effected by giving 24 (twenty-four) hours notice, unless the number of hours being reduced is considered to be substantial, in which case 14 (fourteen) days notice shall be given. A list of clients can be found in Schedule 9.
- 10.19.2 Either Party may terminate an Individual Client Care Package with a lesser period by mutual agreement, when agreed at an urgent meeting, in the following circumstances:
- The Client's needs cannot be met;
 - The arrangement has broken down;
 - There is a potential for significant harm to the Client or another Client accommodated by the Council at the Premises;
 - Where mutually agreed.
- 10.20 Where a Client has died, the Individual Client Care Package shall be terminated 24 (twenty-four) hours following the date of death. For the avoidance of doubt, payment for Services under the Individual Client Care Package will cease one day after the date of death unless the number of hours being provided (and therefore being reduced) is considered to be Substantial. List of clients can be found in Schedule 9.
- 10.21 Hospitalisation of Client/ Changes to Individual Client Care Package:
- 10.21.1 Where the Client is hospitalised, the Council shall be entitled to suspend the Individual Client Care Package for the duration of the Client's absence from the Premises for reasons associated with such hospitalisation.
- 10.21.2 The Provider shall give the Council immediate notice of the Client's hospitalisation, and subject to doing so shall be entitled to either:
- (a) payment of the Services to be delivered under the Individual Client Care Package for the next 24 (twenty-four) hours only; or
 - (b) where the Provider is providing the Client with Services for a Substantial Number of Hours in which case payment will be made for the next 14 (fourteen) days only. The Provider shall provide the Services under the Individual Client Care Package on the Client's return to the Premises.
- 10.21.3 The Provider must be in a position to restart the Clients support when they are discharged from hospital.
- 10.22 The Provider acknowledges that the contents of an Individual Client Care Package may change following a reassessment of the Client's needs. Where such changes result in a reduction in the number of hours required by the Client, the Provider shall be entitled to either:
- (a) payment of the Services to be delivered under the Individual Client Care Package for the next 24 (twenty-four) hours only, if the reduction in hours is less than those considered Substantial; or
 - (b) payment of the Services to be delivered under the Individual Client Care Package for the next 14 (fourteen) days only, if the reduction in hours is considered Substantial. The payment shall thereafter reflect the changes made to the Individual Client Care Package.

11. Attendance at Meetings

- 11.1 The Council will hold regular Contract Management Meetings with the Provider's Contract Manager.
- 11.2 The Provider will be expected to attend the Supported Living Forum which is held quarterly, the dates of which the Council will advise to the Provider as part of the implementation stage.
- 11.3 The Provider shall appoint a Senior Staff member to participate in all meetings with the Council. As far as is practicable there should be consistency in the staff member who attends these meetings and consistency in their contributions to the decision making processes.

12. Risk Management

- 12.1 Clients shall be free to undertake all activities considered acceptable to their peer group in ordinary life unless there are demonstrable reasons for not permitting this (eg the Client not being able to understand the nature of the risk or the full consequences of the action, or unacceptable danger to themselves or other people). The Council's risk enablement panel will assist Clients in making informed choices and calculating the risk involved in certain activities. This shall be recorded in the Support Plan with the views of relatives and Carers taken into consideration.
- 12.2 The Council shall inform the Provider of any potential risks in delivering the Service to specific Clients where these are known by the Council. The Provider shall undertake risk assessments and formulate plans to manage risks in performance of the Service. The Provider shall ensure that all its risk assessments and plans are made available to the Care Manager. The Parties shall immediately discuss any level of risk that cannot be effectively managed. The Provider's Staff will read and comply with both the Councils Support Plan and the Providers Delivery Support Plan.
- 12.3 The provider shall ensure that all staff are trained to follow the Multi-Agency Safeguarding Adults procedures.
- 12.4 The provider's staff are visitors to the Clients place of residence in 35 Alexandra Road and can be refused entry or asked to leave by the Client at any time. If this happens, the Provider shall immediately investigate and notify the Council in order to facilitate a resolution to the issue.
- 12.5 The Provider shall inform the Council on the same working day if they are unable to deliver the Service for any reason relating to the Client, for example the Client not answering the door or refusing the Service.
- 12.6 The Provider shall maintain a written Business Continuity Plan that describes how they would maintain Service delivery in the event of disruption of any kind. The provider will share this plan with the Council upon request.
- 12.7 The Provider shall ensure that Staff are trained to react appropriately in an emergency. If a Client is found to be in need of emergency medical attention, Staff shall contact the accident and emergency services immediately, and shall wait with the Client until the emergency services arrive.
- 12.8 Staff, even if registered with the United Kingdom Central Council for Nurses, Midwives and Health Visitors to practice in Great Britain, shall not initiate or undertake nursing tasks which a caring relative or friend could not reasonably be expected to perform. This will normally preclude such clinical nursing procedures as catheterisation, sterile dressings, the administration of injections or any invasive procedures.
- 12.9 Clients shall receive any prescribed medication at the correct time. They shall have the right to administer their own medication if they wish to and are able to do so.

- 12.10 Staff shall not introduce non-prescribed drugs or remedies to the Client (unless advised to do so by a medical practitioner - eg: flu remedy), and shall supply medication to a Client only from a monitored dosage system.
- 12.11 Any allegations by Clients of personal injury to themselves, or theft or damage to their property, by Staff of the Provider shall be investigated immediately by the Provider. The Provider shall inform the Council within one working day of the allegation.
- 12.12 Any allegations by Providers' Staff of personal injury to themselves, or theft or damage to their property, while delivering the Service shall be investigated immediately by the Provider. The Provider shall inform the Council within one working day of the allegation.
- 12.13 The Provider shall inform Clients and Staff that personal gifts to staff are not permitted, except for small token presents. Neither the Provider nor any of its Staff may in circumstances accept any gratuity, tip or other form of money taking or reward, collection or charge from any person in connection with the provision of all or part of the Service other than pursuant to the terms of this Contract.
- 12.14 The Provider and its Staff shall not act as executor to Clients' wills or as witness to them.

13. Service Monitoring

- 13.1 The Provider shall comply at all times with the requirements and regulations of the relevant registration authority (currently CQC). The Provider shall supply to the Council details of any notices issued to them by the registration authority within 48 hours.
- 13.2 The Council is in the process of drafting a new Quality & Performance Monitoring Policy and Procedure for Supported Living services; which sets out expectations of the quality standards, outcomes and performance reporting the Provider will be expected to adhere to, and how the Council will monitor the Provider in their delivery of the Service. This is attached at Schedule VII 'DRAFT Quality and Performance Monitoring Procedure'. The draft Procedure will be reviewed from time to time and the Council reserves the right to make reasonable amendments to it during the period of the contract.
- 13.3 The National Minimum Data Set for Social Care (NMDS-SC) enables planning at a local, regional and national level. This is critical in providing stability and growth in the social care industry, supporting workforce planning, and assisting the allocation of training resources. The Council requires the Provider to complete the data set each year. The Provider shall supply printed copies of their completed NMDS-SC to the Council on request.

14. Quality Assurance

- 14.1 The Provider shall maintain an internal quality assurance system to ensure that the Service is of the required standard and quality, and meets the requirements of the Council's 'DRAFT Quality and Performance Monitoring Procedure'. The system shall include standard setting, monitoring, management and review processes, and a policy for responding to complaints. The Provider shall give the Council clear evidence of its quality assurance system.
- 14.2 The Provider shall carry out periodic surveys of the Clients level of satisfaction. This will be done at least annually and the results will be submitted to the Council.
- 14.3 A quality audit of the standards of the Service will be undertaken periodically by the Council. The Provider shall facilitate the Council's authorised Officers access to their premises at any reasonable time to facilitate this. Any shortfall in the Service will be discussed with the Provider and appropriate action taken.
- 14.4 Any Provider required to deliver personal care as part of a Client's Support Plan shall comply at all times with the requirements and regulations of the relevant registration authority. The Provider shall supply to the Council details of any notices issued to them by the registration authority within 48 hours and the Council reserves the right to see copies of any notifications or

submissions the provider issues to the registration authority. The provider shall provide these free of charge.

- 14.5 If the Council requires, the Provider shall supply the Council with information concerning their staffing levels, staff rotas, staff training and qualifications, and staff assessment and supervision arrangements within 3 working days.
- 14.6 In addition, the Council retains the right to request information on any other aspect of the Service, and retains the right to canvas confidentially the views of its Clients who receive the Service.
- 14.7 All other individual or collective research undertaken by the Provider, or by any other individual or organisation, on the Council's Clients (including their Carers and representatives) receiving the Service, shall be subject to obtaining the Council's prior written consent. Client information is subject to the requirements of clause 31 'Confidentiality' in the Contract Terms & Conditions.

15. Service Development

- 15.1 Part of the Council's vision is to encourage innovation and creativity in planning services, and to work with Providers to continually improve Service standards. Providers must be willing to share information with the Council and to assist in developing and improving the Service. Service development will have to take account specifically of the Council's Personalisation Agenda.
- 15.2 The Provider will work with all of the other services delivering Autistic Spectrum Condition Services with the aim to drive up the quality and consistency of their own and others' support work. This will include:
- Cross service working and training for staff and to follow up: providing honest feedback for the benefit of partner services and using the feedback from those services to inform service development.
 - Contributing to an Autistic Spectrum Condition Services Annual Report that is useful for Clients, referrers, local residents, the Commissioners and Council members.
- 15.3 The Provider will carry out regular Client interviews with the aim of monitoring their overall quality and consistency of their support work at least annually. The Council may also conduct Client interviews with the purpose of service monitoring and development.
- 15.4 Actively involve Clients to ensure their views are included in the development, implementation and the monitoring of the quality of the service.
- 15.5 Have policies and procedures in place that will ensure that the service meets the required minimum standards set out by CQC. These can be found at: www.cqc.org.uk
- 15.6 Manage a robust performance monitoring framework so that the quality of the service and the staff may be demonstrated to all stakeholders and partners, on a scheduled basis and as required.
- 15.7 Work to review, improve and develop the service to better meet the needs of Clients.
- 15.8 Work with the Council to develop the service as required.



Published by Reading Borough Council
Directorate of Education, Social Services and Housing