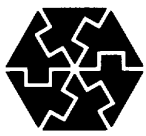COMMERCIAL – IN CONFIDENCE

Reading
BOROUGH COUNCIL

Supported Living Services

Education, Social Services & Housing

Quality and Performance Monitoring Procedure (DRAFT)

DRAFT Schedule 7

Autistic Spectrum Condition Service – 35 Alexandra Road

DRAFT (not agreed): 26/10/12

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Contents

1. Purpose
As stated in Reading Borough Councils Supported Living services protocol, each provider of Supported Living services will be subject to continuous quality and performance monitoring. This is central to the continuous improvement of services delivered to clients. This document sets out the Supported Living quality and performance monitoring procedure.

2. Why quality monitor?
The Local Authority, as a Commissioner of services, has a duty to ensure that services provide Best Value, taking account of cost and quality, and that they deliver defined outcomes for Clients. Through its Contract Monitoring role the Local Authority provides monitoring and improvement information to providers. In addition, the Council, through its safeguarding responsibilities, has a duty to ensure the safety and well being of all vulnerable people in its area.

To this end it is important that the Council has a new procedure to work with all the care providers so that we can regularly monitor and measure their on going performance and help achieve continued improvement in service delivery.

3. How quality will be monitored
A number of information sources will be accessed in order to monitor the quality of service provision. These sources and frequency of monitoring is as follows:
• Key performance indicator performance, annually (see section 6)
• Information obtained from the RBC contract and quality monitoring procedure for adult social care commissioned services (see section 7)
• SL quality assessment meeting (see section 8)
• Any other information received regarding quality of service provision, ad-hoc, (see section 9)
The council reserves the right to amend any element of this quality and performance monitoring procedure in order to ensure it is reflective of current council priorities.

4. How quality will be rated
As stated in the Supported Living services protocol each provider will be awarded a quality banding based on the information obtained. Providers will be awarded the following quality bandings:
• Gold – Excellent quality
• Silver – Good quality
• Bronze – Satisfactory quality
• Unsatisfactory – Unsatisfactory quality, providers will not be on SLASL if there quality is rated as Unsatisfactory.
Details of how RBC will award quality bandings can be found in section 5 of this document.

5. How quality bandings will be awarded
Quality bandings will be reviewed and awarded on an annual basis based on an annual quality assessment; a set quality assessment scoring sheet has/will been designed so all providers are assessed fairly through RBC SLASL quality assessment meeting see section 8.

Providers will be informed of their quality banding in writing if providers are unhappy with their quality banding and wish to appeal this will be resolved via Reading Borough Councils corporate complaints process.

Providers will be unable to increase their quality banding until the next annual quality assessment, however if ongoing quality and/or contract monitoring (see section 7) identifies concerns regarding the quality of service provision RBC through the Quality and Performance Monitoring Board can downgrade a providers quality status.

COMMERCIAL – IN CONFIDENCE

6. Key performance indictors
Five Key Performance Indicators (KPI's) will be used as evidence for the annual quality assessment.

Four KPI's will be based on client feedback obtained via RBC Care management teams during annual client reviews.
- Continuous Monitoring SL 1 – Consistency of Care Staff
- Continuous Monitoring SL 2 - Reliability of service provision
- Continuous Monitoring SL 3 – Client Reviews
- Continuous Monitoring SL 4 – Dignity and Respect

The remaining KPI will be based on the number of unplanned endings and data will be obtained via care management teams.
- Continuous Monitoring SL 5 – Unplanned Service Endings

Guidance for these KPI's can be found in section 11 of this document.

7. RBC's contract and quality monitoring policy
Providers delivering Supported Living services will be subject to continuous contract and quality monitoring as set out in RBC Contract and Quality Monitoring procedure for Adult Social Care commissioned services. Monitoring will prioritised based on contract and/or quality risk measured by RBC.

Contract Risk is determined by a cumulative score based on the following risk factors:
- Length of time since last visit by a Contracts & Commissioning or Quality & Performance Monitoring Officer
- Significant change has occurred e.g. new contract/ ownership/change of manager
- Individuality of service
- Number of clients
- Value of annual contracted spend
- Strategic importance

Quality Risk is determined by a cumulative score based on the following risk factors:
- Care Management reports (where applicable)
- CQC inspection (where applicable)
- Key Performance Indicator performance (where applicable)
- Events Log*
- Complaints records*
- Safeguarding records*
- Issues identified at contract monitoring visit (where applicable)

*Information gathered from the Events Log, Safeguarding records and Complaints records will be looked at in relation to the number of Council funded clients that use the service to ensure that quality monitoring is conducted appropriately and proportionately.

Through its continuous contract and quality monitoring of provider RBC may decide to amend a provider's placement status which may impact on a providers quality banding until the flag has been lifted. The placement statuses operated by RBC are as follows:

- Red – no new placements to be made, provider will be removed from the trusted Supported Living provider list until issues have been resolved.

- Amber – placements to be made with caution

- Green – placements can be made

Current placement status will be added to the trusted Supported Living provider list.

COMMERCIAL – IN CONFIDENCE

Information obtained through contract and quality monitoring, including current and previous placement status and how the provider worked towards the issues identified, will be used as evidence for the annual quality assessment.

8. SL quality assessment meeting (to review/agree quality banding)
An annual SL Quality Assessment Meeting (QAM) will be conducted with but may not be limited to:
- Quality and Performance Monitoring Officer
- Contracts and Commissioning Officer
- Representation from RBC Central Procurement Team
- Representation from Care Procurement Team
- Representation from approriate Care Management Teams

The QAM meeting will include, but may not be limited to:
- A review of KPI performance
- A review of quality monitoring information
- A review of contract monitoring information
- Awarding of Supported Living quality banding

Depending on the number of providers RBC SL providers it may be necessary to hold a number of QAM meetings a record of all QAM meetings will be kept. The administration of QAM meetings will be managed by a Quality and Performance Monitoring Officer.

9. Any other information received regarding the quality of service provision
Other Information regarding the quality of service provision that is not captured via other reporting methods may be used as evidence for the annual quality assessment.

10. Working with Providers to Improve Quality
RBC and Supported Living providers will both work to continually improve the quality and performance of the Service. Action plans with key deadlines will be created if it is felt that the quality of service can be improved as a result of continuous monitoring information and/or quality monitoring visits. RBC will work with the provider to ensure the actions have been met within set deadlines.

11. KPI guidance

Continuous Monitoring SL 1 – Consistency of Care Staff					
Rationale	Consistency of support worker is important to clients and helps to maintain quality of service provision.				
Target	TBC				
Definition	% of clients who were reviewed in the reporting period who stated that the consistency of care staff was Very Good or Good				
Numerator	X = The total number of clients who were reviewed in the reporting period who stated that the consistency of care staff was Very Good or Good				
Denominator	Y =The total number of clients who were reviewed in the reporting period who answered the question on consistency of care staff				
Formula	(X/Y)*10 = outturn				
Worked Example	Suppose the number of clients reviewed in the reporting period who stated that the consistency of care staff was Very Good or Good(X)was: 15 Suppose the number of clients who were reviewed in the reporting period was (Y) was: 30 Therefore the % of clients who were reviewed in the reporting period who stated that the consistency of care staff was Very Good or Good is: (15/30)* 100 = 50%				
Good Performance	Good performance is typified by a higher outturn	**Collection Interval**	Continuously	**Data Source**	Client Review Feedback Form
Return Format	Percentage	**Decimal Places**	Two	**Reporting Organisation**	RBC Care management teams
Frequently Asked Questions					
What this indicator does: Measures the satisfaction of clients regarding the consistency of care staff, by asking the clients opinion **Non RBC service users:** Non RBC service users will not be included **Collecting the data:** This data will be collected by RBC **Supporting Documents:** Supported Living Service User Feedback Form (TBC)					

DRAFT (not agreed): 26/10/12

Continuous Monitoring SL 2 – Reliability of service provision					
Rationale	Reliability of service provision is important to clients and helps to maintain quality of service provision.				
Target	TBC				
Definition	% of clients who were reviewed in the reporting period who stated that the reliability of service provision was Very Good or Good				
Numerator	X = The total number of clients who were reviewed in the reporting period who stated that the reliability of service provision was Very Good or Good				
Denominator	Y =The total number of clients who were reviewed in the reporting period who answered the question on reliability of service provision				
Formula	(X/Y)*10 = outturn				
Worked Example	Suppose the number of clients reviewed in the reporting period who stated that the reliability of service provision was Very Good or Good(X)was: 18 Suppose the number of clients who were reviewed in the reporting period was (Y) was: 22 Therefore the % of clients who were reviewed in the reporting period who stated that the reliability of service provision was Very Good or Good is: (15/30)* 100 = 81.82%				
Good Performance	Good performance is typified by a higher outturn	**Collection Interval**	Continuously	**Data Source**	Client Review Feedback Form
Return Format	Percentage	**Decimal Places**	Two	**Reporting Organisation**	RBC Care management teams
Frequently Asked Questions					
What this indicator does: Measures the satisfaction of clients regarding the consistency of care staff, by asking the clients opinion **Non RBC service users:** Non RBC service users will not be included **Collecting the data:** This data will be collected by RBC **Supporting Documents:** Supported Living Service User Feedback Form (TBC)					

DRAFT (not agreed): 26/10/12

Continuous Monitoring SL 3 - Quality of Reviews					
Rationale	Providers should conduct regular and meaningful reviews with clients as they are important to ensure the quality of service provision.				
Target	TBC				
Definition	% of clients who were reviewed in the reporting period who stated that the quality of reviews received from the provider was Very Good or Good				
Numerator	X = The total number of clients who were reviewed in the reporting period who stated that the quality of reviews received from the provider was Very Good or Good				
Denominator	Y =The total number of clients who were reviewed in the reporting period who answered the question on quality of reviews				
Formula	(X/Y)*10 = outturn				
Worked Example	Suppose the number of clients reviewed in the reporting period who stated that the quality of reviews received from the provider was Very Good or Good (X)was: 12 Suppose the number of clients who were reviewed in the reporting period was (Y) was: 18 Therefore the % of clients who were reviewed in the reporting period who stated that the quality of reviews was Very Good or Good is: (12/18)* 100 = 66.67%				
Good Performance	Good performance is typified by a higher outturn	**Collection Interval**	Continuously	**Data Source**	Client Review Feedback Form
Return Format	Percentage	**Decimal Places**	Two	**Reporting Organisation**	RBC Care management teams
Frequently Asked Questions					
What this indicator does: Measures the satisfaction of clients regarding the consistency of care staff, by asking the clients opinion **Non RBC service users:** Non RBC service users will not be included **Collecting the data:** This data will be collected by RBC **Supporting Documents:** Supported Living Service User Feedback Form (TBC)					

DRAFT (not agreed): 26/10/12

Continuous Monitoring SL 4 – Dignity and Respect					
Rationale	Providers must ensure that they treat clients with dignity and respect				
Target	TBC				
Definition	% of clients who were reviewed in the reporting period who stated that the provider treated them with dignity and respect all the time				
Numerator	X = The total number of clients who were reviewed in the reporting period who stated that the provider treated them with dignity and respect all the time				
Denominator	Y =The total number of clients who were reviewed in the reporting period who answered the question on dignity and respect				
Formula	$(X/Y)*10$ = outturn				
Worked Example	Suppose the number of clients reviewed in the reporting period who stated that who stated that the provider treated them with dignity and respect all the time (X)was: 19 Suppose the number of clients who were reviewed in the reporting period (Y) was: 23 Therefore the % of clients who were reviewed in the reporting period who stated that the provider treated them with dignity and respect all the time $(19/23)* 100 = 82.61\%$				
Good Performance	Good performance is typified by a higher outturn	**Collection Interval**	Continuously	**Data Source**	Client Review Feedback Form
Return Format	Percentage	**Decimal Places**	Two	**Reporting Organisation**	RBC Care management teams
Frequently Asked Questions					
What this indicator does: Measures the satisfaction of clients regarding the consistency of care staff, by asking the clients opinion **Non RBC service users:** Non RBC service users will not be included **Collecting the data:** This data will be collected by RBC **Supporting Documents:** Supported Living Service User Feedback Form (TBC)					

DRAFT (not agreed): 26/10/12

COMMERCIAL – IN CONFIDENCE

Continuous Monitoring SL 5 - Unplanned Service Endings					
Rationale	A measure of a quality service is when unplanned endings are minimal				
Target	TBC				
Definition	The % of services that ended in the reporting period that were unplanned				
Numerator	The number of services that ended in the reporting period that were unplanned				
Denominator	The total number of services that ended in the reporting period				
Formula	(X/Y)*10 = outturn				
Worked Example	Suppose the number of clients whose services ended in the reporting period, which was unplanned (X) was: 3 Suppose the number of clients whose service ended in the reporting period was (Y):6 Therefore the % services that ended in the reporting period that were unplanned is: (3/6)* 100 = 50.00%				
Good Performance	Good performance is typified by a lower outturn	Collection Interval	Continuously	Data Source	Supported Living – Service End Feedback Form and Guidance (TBC)
Return Format	Percentage	Decimal Places	Two	Reporting Organisation	RBC Care Management Teams
Frequently Asked Questions					
What this indicator does: Measures the number of unplanned service endings Non RBC service users: Non RBC service users will not be included Collecting the data: This data will be collected by RBC Supporting Documents: Supported Living – Service End Feedback Form and Guidance (TBC)					

DRAFT (not agreed): 26/10/12

COMMERCIAL – IN CONFIDENCE

12. Supporting documents

Document Name	Location	Document Status
SLASL Protocol	?	Draft with LK
Quality Assessment Meeting Terms of Reference	N/A	To be created
Quality Assessment Meeting Scoring Sheet	N/A	To be created
Supported Living Accreditation Select List Service User Feedback Form	SL Caremanagement feedback V.0.1.doc	Draft LW
Supported Living Accreditation Select List Service User Feedback Form - Guidance	N/A	To be created
Supported Living Accreditation Select List – Service End Feedback Form and Guidance	Supported Living – Service End Feedback Form V.0.1.xls	DRAFT LW
Quality and Performance Monitoring Procedure Implementation plan	N/A	To be created
RBC Complaints Procedure	http://www.reading.gov.uk/complaints/	Completed
RBC Adult Social Care Contracts & Quality Monitoring Policy		Internal Document Only

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