

London Borough of Southwark

Additional Adults

Care at Home Tender

Service Specification

Outline of Proposed Performance Management Schedule

Appendix 3

Version 2.3

Southwark Care at Home - Adults Performance Management Schedule

Introduction

The emphasis of this suit of key performance indicators is to move towards a focus on outcomes for the individual service user, the service area as well as strategic outcomes for the council and the wider health and social care economy in Southwark. They have been informed by what people who use services tell us and seek to obtain continued improvement in the quality of care and outcomes achieved through the term of the contract.

There are five domains as set out.

1. Service User Experience
2. Service delivery - agreed outcomes and independent living
3. Strategic and Operational Partnership
4. Staffing - retention
5. Staffing - Supervision, Appraisal and Training

Each domain has a number of requirements, a baseline indicator from the start of the contract, with scope for continuous improvement and where appropriate gain share incentives.

A number of reporting requirements are also embedded within the schedule and are clearly marked as such.

Performance will be assessed based upon returns sent by the provider, alongside use of electronic monitoring, service user, social care, health and other professionals as well as quality champions from the community.

The provider will be required to undertake annual surveys of service users who have been referred by the council for care at home services. This being in line with the Care Quality Commission requirements: The survey will need to ask service users the following questions in relation to user experience, as part of the survey seeking responses in the following way

Always/ Most of the time/Sometimes/Never

The following strategic KPIs are themed around the I statements embedded within the service specification, drawn up by local people and families who receive care at home, and as such are phrased in the first person tense.

Care at Home Key Performance Indicators – Performance Management Template

1. Service user experience			
Requirement		Target	Measured by
1.1	I have the same carers who know me , and if there have been changes they have been explained to me in advance by the office	90% of service users response rate	Quarterly service user survey returns Annual service users survey report
1.2	If there have been changes they have been explained to me in advance by the office		
1.3	When I contact the office, they listen to what I said and sorted out the issues or let me know how this would be addressed in the future		
1.4	Care at home workers communicate with me in the way that works best for me, and they always treat me with dignity respect and understanding		
1.5	My personal values and beliefs have been understood and respected by care at home workers		
1.6	Service user survey response rate	75%	
2. Service Delivery – Agreed outcomes and independent living			
Requirement		Target	Measured by
2.1	No. of active service users during the quarter	95% of service users receive hours commissioned by local authority. 100% of referrals made captured and reported back to Contract Monitoring staff as “accepted” or “declined” 95% of double handed service users receive the arranged	Quarterly returns
	95% of service users received the commissioned care hours		Quarterly returns
	No. of new referrals of service users		Monthly
	No. of service users who left the service		Quarterly return Monthly
	Double handed care – to ensure that all double handed POC are delivered with care workers arriving at the same time		The provider will submit Exception report for non

	and delivering the commissioned and arranged hours	care agreed, and delivered together.	achievement of target
2.2	No. of POC accepted and commenced within 24 hours.	Prompt commencement or recommencement of care at home	Quarterly return The provider will submit an Exception report for non achievement of target
2.3	No. of restarted cases from hospital or the community accepted on the same day based upon the service user has not been in the hospital for more than four weeks.	95% % target in year one 96%% target in year two 97% target in year three	feedback form referring agencies
2.4	Quality Alerts	95% of Quality Alerts resolved satisfactorily within five working days	Provider records and quarterly report to the Contract Monitoring Officer, reporting on themes and other analysis
2.5	Consistent issue of Quality alert – manage the number of QA's – should the number of quality alerts go above 5% of the service user populations, this will trigger a concern.	5% of total service users	Quarterly return The provider will submit Exception report for non achievement of target
2.6	Complaints which have been raised to the local authority, the provider must submit their investigation finding and outcomes within 10 working days.	X number of complaints upheld	Quarterly return Provider records and quarterly reports to the monitoring officer
2.7	Provider to support service user to achieve individual outcomes, using strength based approach.	Use of outcome stars to identify and tailor care and support plans individually. Capture outcomes and the journey of the service user	Three case studies per annum

2.8	Late Visits	95% of visits delivered at the arranged time	Monthly The provider will submit Exception report for non achievement of target
2.9	Missed visits	95% of visits delivered at the arranged time	Monthly The provider will submit Exception report for non achievement of target
3. Strategic and Operational Partnerships			
Requirement		Target	Measured by
3.1	<p>The proactive engagement by the service provider in local partnership arrangements and in collaborative work between the Council and service providers supports continuous improvement in the quality of care provided.</p> <p>The service providers operating in each of the four geographic areas work collaboratively together to share information about local resources and to look for ways of improving the overall efficiency and effectiveness of services at a local level. The borough-wide service providers engage with these local partnership arrangements to an appropriate degree.</p>	Full involvement in regular required meetings with consistent representation and a full contribution to agreed strategic work	<p>Qualitative</p> <ul style="list-style-type: none"> Case study on any positive or negative impact of partnership working <p>Quantitative</p> <ul style="list-style-type: none"> Provider forum attendance Meeting with other partners
3.2	Provider works effectively in the care of their service user with other professionals involved. Ensuring a holistic approach and functions in a multi-agency way.	<p>Care at Home staff contribute to documentation as required 100% of cases</p> <p>Care at Home staff raise directly with other professionals health or social concerns in respect of prevention issues or deterioration in 100% of relevant cases</p> <p>Care at Home staff attend case review meetings as when required</p>	<p>Qualitative</p> <ul style="list-style-type: none"> Case study of effective partnership working, and impact on service user and provider <p>Quantitative</p> <ul style="list-style-type: none"> No. of meetings attended
4. Staffing			

4.1	Providers to retain staff at a sufficient level to ensure continuity of care	Less than 5% turn over of staff employed over the quarter	Quarterly returns from providers
4.2	General Satisfaction	Annual staff survey	Annual Staff survey report
4.3	Compliance of the Southwark Ethical Care Charter (SECC)	100% compliance	Monitoring visit – evidence of compliance, staff contracts, payroll reports and any other supporting information requested by contract monitoring officer
5. Staffing – Supervision , Appraisal and Training			
Requirement		Target	Measured by
5.1	All care staff receive planned and recorded individual supervision from their designated supervisor on at least a quarterly basis	100% of Care Staff	Quarterly return
5.2	All care staff have an annual written appraisal including training plan and feedback from service users All care staff should have the opportunity to meet together to ensure there is effective team working and communications on at least a 6 monthly basis		Annual Staff survey conducted by Council Sample review interviews by the Contract Monitoring Officer
5.3	Staff obtain the Care Certificate within 12 weeks of starting employment		
5.4	% of staff who obtain NVQ/Diploma in Care Level 1 Level 2	Year 1 =20% Year 2 =25% Year 3 =30%	

Mobilisation requirements

At the time of contract mobilisation providers will also submit details of who the key personnel will be in delivering the service:

- Registered Manager
- Branch Manager (If different from the above)
- Care Co-ordinators
- Field supervisors

There will also be a requirement to supply a list of community languages spoken by field staff.

Any changes to these details will need to be notified to the council on a quarterly basis.