

Quality Assurance and Community Based Day Support



Community Based Day Services Provider Events 2017

Community Based Day Support Specification and Quality Assurance

- Commissioners of services under the Care Act 2014 have a duty to ensure the quality of services delivered.
- This is achieved through a number of measures which include Provider Performance Monitoring and Quality Assurance reviews.

Community Based Day Support Quality Assurance Requirements

- Services will be subject to an at least annual Quality Assurance review.
- Quality Assurance review could include;
 - On site Quality Assurance review (1-2 days)
 - Quality Assurance Self Assessment
 - Quality Assurance validation visits of whole or part of the QA Self Assessment

Quality Assurance Toolkit Overview

- Examining the key areas of delivery **for example**
 - Support Plans
 - Risk Assessment
 - Staff recruitment and training
 - Safeguarding
 - Compliments and Complaints Log
 - Health and Safety
 - Service Observation
 - Policies and Procedures
- Report and Action Plan for Improvement
 - Evidence based
 - Considers impact on service users

Quality Assurance – Focus on Support Plans

- Reflects the person
- Outcome based
- Accessible
- Updated in line with changing needs
- Timely and robust reviews
- Changing needs/goals identified and followed up
- Referrals made where appropriate
- Risk Assessments
- Does it describe how to support the person and how to meet individual outcomes?

Quality Assurance Process

- Allocated Quality Assurance Officer
- Written notice 10 days prior to the Quality Assurance Review
- Access to Quality Assurance toolkits – www.cornwall.gov.uk/qualityassurance
- Feedback and Action Plan
- Ongoing Support

Provider Performance Monitoring Form (PPMF / ACS644)

- Any concern / compliment / complaint about a provider or service
- ALL information is logged
- Patterns and trends are monitored to identify further development
- Triage system in place to determine level of input required
 - Level 1 – Safeguarding
 - Level 2 – Investigation required
 - Level 3 – Provider action / investigation required
 - Level 4 – Contract Issue
 - Level 5 – Record – no action

Good Practice Library

- Templates / Policies / Procedures / Guidance
 - Service Users
 - Support plans and risk assessments
 - Dementia / Autism / Challenging Behaviour
 - Staff
 - Supervision/Appraisals
 - Recruitment
 - Health and Safety
 - Environment and Culture
 - Service user involvement
 - Accessibility

Quality Assurance Team – Contact Details

Quality Assurance Team

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Web Page

www.cornwall.gov.uk/qualityassurance