

APPENDIX A - Outcomes and Outputs

Outcome focused services are fundamentally person centred in approach, recognising that each Individual is unique and will have different requirements.

This specification is different from previous specifications as it is outcome focused and does not tightly prescribe what Contractors should do in order to achieve the outcomes required. Therefore in providing the service the Contractor shall achieve and be required to evidence the following outcomes that are outlined within the Outcomes Table.

The outcomes detailed below should ensure that Individuals:

- i) Are valued, involved, have as much control as they want, listened to, told what is happening, given choices and are at the centre of what is happening to them.
- ii) Retain their independence - ensuring that an Individual's quality of life is maintained by keeping active and alert, maintaining mobility/physical health, maintaining social contact and keeping safe and secure.
- iii) Are supported through change e.g. post operatively, at the end of their lives, or where there is a change in contractor/carer and in situations where poor care or self care has resulted in a reduction in independence skills.
- iv) Are able to live as part of their local community actively participating as a citizen of Darlington

The Council's outcome and output measures echo areas of delivery in the Care Quality Commission (CQC) outcome framework:

- Involvement and information
- Personalised care, treatment and support
- Safeguarding and safety
- Suitability of staffing
- Quality and management
- Suitability of management

Outcomes Table

General standard	Outcome	Outputs	Examples of Measures
<p>Involvement and information</p>	<p>Individuals who use the Service say they feel listened to and that their views are taken seriously.</p> <p>Individuals say they are at the centre of their support.</p> <p>Individuals say they are involved in all decisions about how their support is provided and who provides their support.</p> <p>Individuals say they are satisfied with the information they receive about the Contractor and the Service.</p> <p>Individuals say they have confidence in the Contractor and the Service?</p>	<p>Activities of Individual involvement, such as user and carer forums.</p> <p>Individual satisfaction measured by Contractor and care management teams.</p> <p>Yearly monitoring visits.</p> <p>Contractor to complete yearly Individual and carer survey.</p> <p>Contractor information such as a statement of purpose.</p>	<p>Individual's views feed into the development of the service.</p> <p>Individuals and stakeholder opinions are sought, taken on board and acted upon.</p> <p>Individuals receive timely information about the service they receive, and in a style and language that is appropriate to them.</p>

	<p>Individuals say that there is good communication between themselves, their paid carers and non paid carers.</p> <p>Individuals say that they access the community and maintain their friendships.</p>	<p>Records demonstrating continuity of care.</p> <p>Individual Support Plans completed on time.</p> <p>Individual Support Plans reviewed within twelve months or when required.</p> <p>As part of the review, the Care Manager / Care Co-ordinator will conduct a questionnaire interview.</p> <p>Risk assessments completed and reviewed at least annually, or when the need arises.</p>	<p>Individuals are informed and consulted about service changes concerning their welfare and service.</p> <p>Individuals know who will support them and when.</p> <p>Contractors can demonstrate evidence of Individuals being involved in decision making.</p>
General standard	Outcome	Outputs	Examples of Measures
Personalised care, treatment and support	<p>Individuals confirm they are treated as a person.</p> <p>Individuals report that they feel respected by sensitive and courteous Staff.</p>	<p>Inspection process which meets the Councils standards.</p> <p>Involvement of other services – links with non- statutory providers.</p>	<p>Evidence that the provision is supportive and sensitive to the needs of Individuals and informal carers.</p> <p>Evidence that the Contractor is able to strongly contribute to the assessment and care management of Individual's need.</p>

	<p>Individuals say that Staff do not impose their personal standards on them.</p> <p>Individuals confirm they feel Staff are non-discriminatory and respectful in every way.</p> <p>Individuals report that there privacy and dignity in respected at all times.</p> <p>Individuals feel their property is respected.</p> <p>Individuals and carers feel that the Contractor works in partnership with and respects informal carers.</p> <p>Individuals confirm that their cultural and religious needs are met and understood.</p>	<p>Case studies.</p> <p>Individual appraisal of provider skills from quality assurance.</p> <p>Demonstration of performance outputs and quality standards.</p> <p>Breakdown of Individuals' needs.</p> <p>Individual satisfaction.</p> <p>Comparison of numbers of individuals increasing and decreasing levels of care.</p>	<p>Attainment of specific Re-ablement targets where applicable by providing more flexible, enabling services.</p> <p>Evidence that Individuals are satisfied with the level of care and this is continually being improved.</p> <p>The service promotes the sign up of "dignity champions".</p> <p>Evidence that Individuals see the same Support Workers and talk to the same office staff whenever practicable.</p> <p>A measurable increase in the quality of life for Individuals and carers.</p> <p>Evidence of the quality of support delivered.</p>
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	<p>Individuals are satisfied by the level of support from Staff and that their personal standards of cleanliness and appearance of their home is respected.</p> <p>All Individuals using the Service have an outcome focused support plan, written with their involvement that is flexible and has them at the centre.</p> <p>Individuals report that their support fits in with my lifestyle.</p> <p>Individuals experience continuity of care where carers are reliable and arrive within a reasonable timeframe.</p> <p>Individuals are supported to keep as active as they can/want to.</p> <p>Individuals are as independent as they can be.</p> <p>Individuals are as healthy as they can be/want to be.</p>	<p>As part of the review, the Care Manager / Care Co-ordinator will conduct a questionnaire interview.</p> <p>Individual satisfaction is sought by both contractor and the Council.</p> <p>Individual appraisal of provider skills from quality assurance.</p>	
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	<p>Informal carers are supported sensitively.</p> <p>Individuals are as clean and comfortable as they want to be.</p> <p>Individuals have a feeling of wellbeing</p> <p>Individual's medication is safely managed.</p> <p>Individuals feel their economic wellbeing is supported and they are enabled to manage my money safely.</p> <p>Individuals feel supported to manage change to the best of their ability.</p> <p>Support workers work in partnership with other agencies to make Individuals lives as fulfilled as possible.</p>		
General standard	Outcome	Outputs	Examples of Measures
Safeguarding and safety	Individuals are safe and secure in their own home.	Yearly monitoring visits or in line with the councils policy.	Demonstrate the learning from safeguarding practises.

	<p>Individuals are safeguarded from abuse, and their human rights are respected and upheld.</p> <p>Individuals and informal carers are supported to understand and report abuse.</p> <p>The support Individuals receive does not cause distress.</p> <p>Individuals are allowed to take risks.</p>	<p>Following Darlington Borough Councils safeguarding procedures to include safeguarding logs and threshold documents.</p> <p>Staff are trained and skilled to recognise abuse.</p> <p>Provision of person-centred care and support to those who are marginalised, difficult to engage with, challenge services or are at high risk of abuse.</p> <p>As part of the review, the Care Manager / Care Co-ordinator will conduct a questionnaire interview.</p> <p>Robust procedures are in place for recruitment of staff and appropriate DBS checks are undertaken.</p>	<p>Level of safeguarding referrals, strategies</p> <p>Using reflective practice to improve services</p> <p>Monitoring of complaints</p>
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General standard	Outcome	Outputs	Examples of Measures
<p>Suitability of staffing</p>	<p>Individuals are supported by suitably trained staff.</p> <p>Staff support Individuals with dignity and respect.</p> <p>Staff deliver care underpinned by principles of Re-ablement and person centred ways of working.</p>	<p>Annual Monitoring visits.</p> <p>Robust recruitment checks are carried out to ensure staff are skilled and qualified.</p> <p>Induction and specialist training received by staff.</p> <p>Progress towards NVQ qualification for staff and managers.</p> <p>Breakdown of staff retention (including staff ethnicity breakdown, language), staff development (evidence of training specific to contract and NVQ levels).</p>	<p>Staff work in an environment that promotes reliability and punctuality of service in all respects.</p> <p>Staff have a high level of technical and specialist knowledge of home- based care and the ability to apply these skills.</p> <p>Staff possess the appropriate qualifications, skills and competencies to perform the duties required of them and be appropriately supervised and appraised.</p> <p>Staff can evidence a good standard of written work and proactive reporting.</p> <p>Staff are competently trained to manage those Individuals who exhibit behaviour that may significantly challenge.</p>

		<p>Breakdown of staff retention (including staff ethnicity breakdown, language), staff development (evidence of training specific to Framework Agreement and NVQ levels).</p>	<p>Contractors deliver a team sufficiently diverse to meet the needs of Darlington's communities.</p> <p>Staff possess the appropriate qualifications, skills and competencies to perform the duties required of them and be appropriately supervised and appraised.</p> <p>Staff can evidence a good standard of written work and proactive reporting.</p> <p>Staff are competently trained to manage those Individuals who exhibit behaviour that may significantly challenge.</p> <p>Contractors deliver a team sufficiently diverse to meet the needs of Darlington's communities.</p>
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General standard	Outcome	Outputs	Examples of Measures
<p>Quality and management</p>	<p>Individuals and stakeholders are satisfied with the quality of the service.</p>	<p>Annual Monitoring visits.</p> <p>Number and type of complaints.</p> <p>Staff supervision and appraisal.</p> <p>Induction and specialist training received by Staff.</p> <p>As part of the review, the Care Manager / Care Co-ordinator will conduct a questionnaire interview.</p>	<p>The Contractor delivers a management team able to lead and develop a homecare service.</p> <p>Staff possess the appropriate qualifications, skills and competencies to perform the duties required of them and be appropriately supervised, managerially and professionally.</p> <p>Service review questionnaire demonstrates that individuals are satisfied with the service.</p>

General standard	Outcome	Outputs	Examples of Measures
<p>Suitability of management</p>	<p>Contractors deliver a management team suitably skilled and qualified to deliver a good standard of service.</p>	<p>Managers have the necessary qualifications, skills and experience to manage the service.</p> <p>Show that they are registered with relevant professional regulators and/or professional bodies.</p> <p>Outcome of CQC report, improvement plans and service rating.</p>	<p>Contractors deliver a management team with vision, leadership and the ability to contribute to the development of services in Darlington.</p>