

Leeds City Council - Bespoke Provision Pilot
(July 2020 – June 2023) - Part 2 - Service Outcomes DRAFT v5

Service Outcome	Evidence can be obtained from:
<p>1. <u>The service is focused on the specific needs of the individual and must be co-produced with the individual and key stakeholders.</u></p> <p>Support plans are based on the outcomes from a co-produced person centred planning process. They include all general support needs, finance needs and health needs, both primary and secondary.</p> <p>Services support Individuals to manage their personal budgets, operating ISFs where agreed and working with care managers/trusts or individuals where necessary.</p> <p>There is a comprehensive Multi-Disciplinary needs assessment, support plan, and support plan review system in place.</p> <p>Specific staff work with individuals wherever possible and are matched for their skills and interests.</p>	<p>Outcomes are demonstrated in support plans and in monitored support plan reviews. Person centred plans and behavioural support plans will form part of this process.</p> <p>ISF: budget and support plan management can be demonstrated and reviewed</p> <p>Policy, training and individual examples can be seen</p> <p>Individual's feedback, HR records</p>

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Service Outcome	Evidence can be obtained from:
<p><u>2. The service is able to meet Individuals' needs through the provision of good staffing.</u></p> <p>The service has adequate resources to meet all the needs of individuals, and is able to recruit high quality staff, specifically recruited to meet the individual needs of the tenants. Individuals are involved in recruiting the staff who will be working with them</p> <p>There will be a rigorous recruitment and selection procedure which meets the requirements of legislation, equal opportunities and anti-discriminatory practice and ensures the protection of individuals.</p> <p>Staff will be recruited and trained to deliver high quality and flexible personalised services together with individuals and carers</p> <p>Direct and indirect remuneration will be compatible with the council's strive to ethical care commissioning and be best value for the council and conducive to staff retention.</p> <p>The service has robust contingency arrangements to cover unexpected absences. These are expected to offer individuals the opportunity of support from a familiar person.</p> <p>Supervision should be provided to all staff members at periods not exceeding 6 weeks. Staff should be supported at all times.</p>	<p>The agency has robust recruitment and selection monitoring procedures with appropriate remedial action taken. Individual feedback and service review.</p> <p>Robust HR policies.</p> <p>Person specifications and individuals outcomes. Robust HR procedures</p> <p>Staff retention figures, SCAF, Leeds Living Wage</p> <p>Rotas, service user feedback. Use of established bank staff, vacancy contingencies - policy and practice.</p> <p>Personnel files, supervision policy and procedures.</p>

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Supervision should review each staff member’s progress against identified personal objectives and core competencies.

Personnel files, PDP, staff appraisals and supervision policy and procedures & Individual’s feedback

Appraisals should be provided to all staff annually and should formally record an assessment of competence and set personal development and objectives for the coming year.

Personnel files PDP, staff appraisals and supervision policy and procedures & Individual’s feedback

Service Outcome	Evidence can be obtained from:
<p><u>3. The service values and empowers service users</u></p> <p>The service will always involve individuals in service level and individual decision making</p> <p>Individuals are involved in the development of their own support plans.</p> <p>Individuals have access to advocacy services if needed</p> <p>Information is provided in appropriate communication formats</p>	<p>It should be clearly evidenced how the service is co-produced. Individual reviews, Service user feedback forms, friend and family feedback.</p> <p>Support plans record involvement and show change in response to expressed need. Individual and family feedback.</p> <p>Support plans, Individual’s feedback.</p> <p>Evidence of a variety of communication formats (where appropriate)</p>

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<p><u>4. The service has a good knowledge and skills base</u></p> <p>Training is both general and specific to meet the individual's needs.</p> <p>The service has a comprehensive induction programme which is renewed at regular intervals.</p> <p>Training needs arising from appraisal are met within reasonable time scales. Supervision and direct observation tests if training has improved performance.</p> <p>There is specific training provided as part of induction and ongoing training. This training is updated regularly and informed by national best practice. Organisations invest in external training and/or consultancy on the specific needs of individuals using the service. The provider will ensure staff has access to training provided by the Local Authority and Local Health service where appropriate.</p> <p>Managers have a high level of specific knowledge and demonstrable skills in staff development and support and an ability to work with people in a personalised way.</p>	<p>Training Policy and schedule, Staff training records</p> <p>Induction programme and review data. Staff training records.</p> <p>Staff records, supervision records, outcomes on support plans</p> <p>Services can justify their training plans on the basis of national best practice and the agreed outcomes for individuals.</p> <p>Staff records, training records, review of service outcomes</p>

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<p><u>5. The service manages risk positively and individuals are safeguarded</u></p> <p>The service is committed to positive risk management such that individuals are supported to meet their outcomes.</p> <p>Services will work in partnership with the individual, family, care managers and other professionals to undertake detailed risk assessments which will maximise individual's ability to achieve their outcomes whilst maintaining their own and others safety.</p> <p>Services will, where appropriate, undertake Capacity assessments under the Mental Capacity act and involve IMCAs when necessary.</p> <p>Safeguarding The Service Provider will provide robust and up to date procedures for preventing and responding to (all kinds of) actual or suspected abuse or neglect. The procedures will be in accordance with the Department of Health guidance "No Secrets" and Leeds Multi-agency Safeguarding Adults Partnership Policies and Procedures.</p> <p>The service will have in place a Whistle blowing policy and procedure which all staff will be trained on</p>	<p>Risk assessment /support planning/PBS process. Individual support plans. Evidence of MDT involvement</p> <p>Risk assessment /support planning/PBS process. Individual support plans. Evidence of MDT involvement</p> <p>Risk assessment /support planning/PBS process. Individual support plans. Evidence of MDT involvement.</p> <p>Records of regular review of the effectiveness of safeguarding policies. The review is to be documented and examine how each reported case was dealt with and also aim to identify and address any disincentives to reporting of actual or suspected abuse or neglect.</p> <p>Training records, HR policies and procedures.</p>

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<p>The service will have critical incident policy and procedure.</p>	<p>Copies of policy and procedure.</p>
<p>Prompt action shall be taken in response to individual complaints or concerns from staff or individual, family members or staff</p> <p>The provider will ensure the service is appropriately staffed at all times and have clear evidence of shift pattern and contingency plans are in place.</p> <p>The organisation will fully comply with the General Data Protection Regulation legislation in all its facets (or any new legislation that may replace it). The service will enable access to confidential information when statutory obligation requires this. Otherwise they will abide by the local information sharing protocol.</p> <p>The Service Provider will provide a health and safety policy that is both up-to-date (less than five years old) and in accordance with relevant legislation. The methodology shall be documented and cover all potential risks (other than risks to individual service users). The Service Provider will provide a clear, written policy and procedure which identifies parameters and circumstances for assisting with medication and health related tasks. The policy shall identify the limits to assistance and tasks which may not be undertaken without specialist training</p>	<p>Complaints policy available in all appropriate formats. Staff consultation will show that staff understand their role in safeguarding. Details of investigations made and action taken</p> <p>Evidence on staff shift patterns and contingency plans in place</p> <p>GDPR compliance in practice</p> <p>Organisational records relating to health and safety matters are accurate and kept up to date. Service review.</p>

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Service Outcome	Evidence can be obtained from:
<p><u>6. The service responds to everyone’s individual needs and is accessible to all sections of the community</u></p> <p>The service is committed to meeting the individual needs of all individuals receiving a service.</p> <p>These might arise from ethnicity, language, disability, gender; sexuality, age, as well as any other individual attributes which might affect the individual’s ability to make best use of the service.</p> <p>The service will make links with organisations working with minority and discriminated against groups to help them to improve the accessibility of their service</p> <p>The service ensures that all minority groups are considered when promoting the service.</p> <p>Services will review their performance on accessibility to the service and reaching different groups against agreed monitoring on an annual basis</p> <p>Services will be aware, as research evidence becomes available, of specific equality issues with regards to autism.</p> <p>The workforce reflects the diversity and cultural profile of the potential individuals.</p>	<p>Support plans, individual, family consultation.</p> <p>Records of referrals and referral monitoring</p> <p>Promotional materials, policies and procedures and Records of referrals and referral monitoring</p> <p>Named contacts in other organisations, correspondence, confirmation from other parties etc. There will be a record of actions taken as a result of this monitoring.</p> <p>Service and Staff knowledge of policy</p> <p>Equalities monitoring records, records of plans/actions arising from this monitoring.</p>

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Service Outcome	Evidence can be obtained from:
<p><u>7. The service meets individuals' housing support needs</u></p> <p>Individuals will be supported to meet their housing related needs as defined in their individual housing specification</p> <ul style="list-style-type: none"> • These will include supporting them managing their tenancy and financial obligations • Meeting their practical and social needs • Using their accommodation safely <p>The service will work in partnership with the landlord to ensure that the individuals' needs are met. There will be a written agreement between landlord and individual and an agreed breakdown of responsibilities.</p>	<p>Accommodation Specification Individual's feedback Tenancy agreements Landlord function and feedback</p> <p>Individual's feedback. Landlord and support agency feedback</p> <p>Individual's feedback. Landlord and support agency feedback</p> <p>Written and signed tenancy agreement</p>
<p><u>8. The service has local community links and supports social inclusion</u></p> <p>The service actively works to build links with the local community or communities of interest</p> <p>The service actively supports individuals to maintain their existing social/interest networks</p> <p>The service actively works with individuals to establish interests /goals and networks and to engage in these</p>	<p>Knowledge of the local resources and support plans to facilitate involvement</p> <p>Staff feedback, individual's feedback, records</p> <p>Staff feedback, individual's feedback, records</p>

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Service Outcome	Evidence can be obtained from:
<p><u>9. The service is well managed and resourced</u></p> <p>The service has a commitment to providing a high quality personalised service and is able to put this into practice</p> <p>The service meets all its external monitoring requirements</p> <p>The service has or is working towards accreditation relevant to the individuals they support</p> <p>The service has a full range of appropriate policies; these are regularly monitored and up dated. Staff are familiar with these and work to them</p> <p>The service is able to meet the other service outcomes in this specification</p> <p>The service is co-produced in partnership with individuals they provide service for and carers</p> <p>The service is financially efficient and provides best value to the council</p>	<p>Individual's outcomes. Reviews and support plans. Feedback from individuals, staff and carer(s)</p> <p>Quality assurance from paper records</p> <p>Evidence of accreditation or progress towards accreditation</p> <p>Policies up to date and accessible to staff and Individuals. Records of updates and implementation of changes.</p> <p>Monitoring of other outcomes Staff feedback</p> <p>Individual and family feedback. Individual service reviews</p> <p>Accounts and SCAF Manager feedback</p>

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<p>Support is staff are well supported by managers</p> <p>The service will work in partnership with other professionals, seek their input and jointly support individuals to undertake agreed tasks.</p>	<p>Supervision notes, staff feedback survey</p> <p>Stakeholder feedback, support plans</p>
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Service Outcome	Evidence can be obtained from:
<p><u>10. The service works actively to reduce its environmental impact</u></p> <p>Leeds City Council has a climate change strategy and sustainable procurement policy. In line with this the care and support provider will be required to work towards reducing their environmental impact.</p> <p>There are three main aspects to this:</p> <ol style="list-style-type: none"> 1) In conjunction with the individual, the care and support provider will be required to undertake an environmental audit of the property with a view to developing an action plan to reduce energy usage 	<p>Review of the environmental policy in the home. Individuals are billed each separately. Service and individual review.</p>

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2) The care and support provider is required to offer support to the individual to reduce their energy usage and hence their financial expenditure. This could include supporting the service user to liaise with the landlord. In line with the principles of choice and control the individual will have the choice to accept the advice and support but they should be aware of the possible financial advantages of reducing their energy usage.

Environmental audit is produced and updated annually.

3) The provider will ensure that environmentally efficient choices can be made on all occasions, for example washing lines should be available (when appropriate) as well as tumble driers and public transport should be considered as an option.

Individual and /or their representative are aware of their individual energy consumption and are able (where appropriate) to explain what choices they have taken.