

QUALITY OUTCOMES FRAMEWORK

for learning disability residential and supported living services



Standard 1	Person centred quality outcomes
<p>'I get the best support possible, which helps me take control and fulfil my personal goals and dreams; I am listened to with respect and involved in my care and treatment.'</p>	<p>a) Finding help</p> <p>'I have a good experience when I first seek information, help or support.'</p> <p>'There is continuity in the contact I have with professionals and I don't have to keep explaining things over and over again.'</p>

b) Assessing my needs and supporting me well

‘My personal needs have been assessed to make sure I get care that is safe, well-organised and flexible, supports my rights and preferences and leads to the right outcomes for me, even if I live in a rural area and no matter how complex my needs and situation are.’

‘My cultural background and communication needs are taken into account. I can explain my needs properly, or a family member or advocate can explain them on my behalf.’

‘There is recognition that my needs are subject to change and the overall aim of assessment and support is to help me achieve maximum independence, for as long as possible.’

‘The decisions about whether I am able to use a service have been open and fair, with no barriers to access and quality of the services I am offered.’

c) Reviewing my support

‘I understand the process of reviews or meetings in which I am involved; they are as accessible and user friendly as is practical.’

‘I understand the remit of my reviews and what decisions can be influenced by my views.’

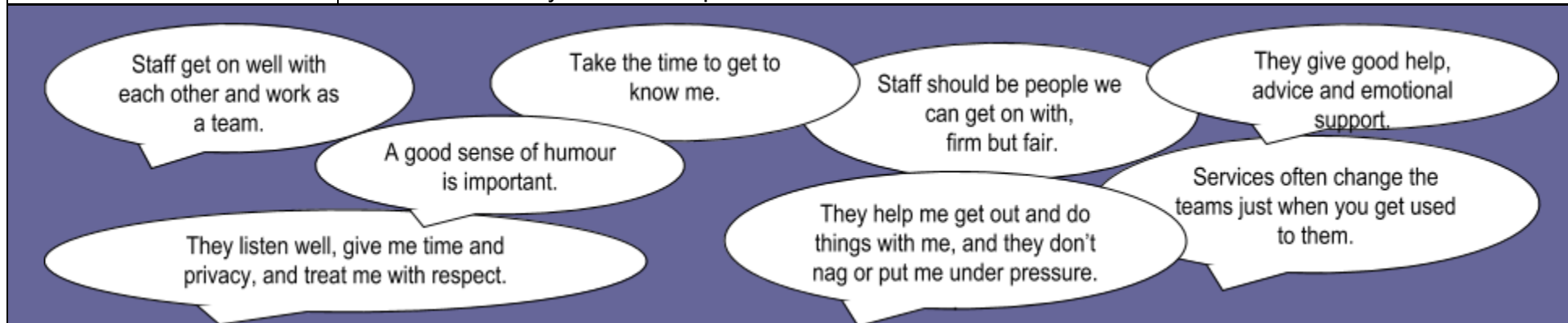
‘I am given time and support weeks ahead of my review meeting to be clear about what I want to say should happen next at my review meeting.’

d) Respecting and listening to me

‘I am treated as an individual with dignity and respect.’

‘I receive planned support to go where I want to go and do what I want to do, not what the person who supports me wants me to do.’

‘I find it easy to complain if things are not working well;
I get clear feedback on the outcome of my complaint, and services improve as a result.’

	'I am asked for my views to help make services better.'
 <p data-bbox="734 587 1482 625" style="text-align: center;">2. Having the right people to work with me</p>	
Standard 2	Person centred quality outcomes
<p>'I have a good and positive experience of people involved in my treatment and support.'</p>	<p>a) How staff help me</p> <p>'People I rely on and respect for their specialist knowledge, skills and expertise are there for me when I need them, and refer on to appropriate services as necessary. They are consistent and I trust them to make good decisions.'</p> <p>'Staff work together to help me make positive changes in my life, and I am given opportunities, encouragement, and support to promote my independence and social inclusion.'</p> <p>'There are people around who really want to help me fulfil my dreams and potential; if possible I choose who supports me so that I get good support.'</p>
	<p>b) How staff are supported to help me</p> <p>'My needs are met by staff who are well managed, properly qualified and who develop and improve their skills through training and supervision.'</p> <p>'There are always enough members of staff available to keep me safe and meet my health and social needs.'</p>

I don't feel like I have the right to ask for privacy and to ask staff to let me do my own thing.

Children on the bus throw things at me and call me names.

It's about being looked after in the right way.

It's important to make my own decisions and be responsible for my own actions.

When you feel safe you feel happy.

I feel safe when I'm in my own environment; living on my own in my own home.

I'm not allowed to walk around town on my own; I'm not trusted and it doesn't seem fair.

3. Helping me to feel safe and take responsibility

Standard 3	Person centred quality outcomes
<p>'I feel safe and an equal citizen with the same rights and responsibilities as other people, and get the right support to enable me to take part in my community, as much as is possible'</p>	<p>a) Safe services</p> <p>'I am protected from harm (including abuse) or the risk of harm and staff respect my human rights.'</p> <p>'Should any serious incidents occur, relevant authorities are notified and safeguarding procedures are in place, so the organisation that provides my support responds to and learns from them'.</p> <p>'I get safe and coordinated care, even where more than one care provider is involved or if I move between services.'</p>

b) Safe environment

'I am cared for in a clean environment that protects me from the risk of infection.'

'I live in a place that is clean, regularly decorated in a style I like and furnished and equipped with well maintained goods.'

'I feel safe when getting out and about and when travelling in public and private transport.'

c) Being part of my community

'I have my own home: good quality housing which is safe and secure with security of tenure.'

'I choose how to take part in my community.'

'The place I live will be in the heart of, or support me to get to, a busy and active community, and give me opportunities to join in with all of the things happening in that community.'

'I am supported and encouraged to prepare for employment, find work and stay employed.'

'I can gain the qualifications, skills and training I need to improve my ability to work and help me progress in my career.'

'I have the opportunity and support to develop my interests, learning and participation in cultural, creative, sports, leisure and community activity.'

d) My rights and responsibilities

'I know my rights and how to find out more about what responsibilities I can take.'

'I have the same rights and responsibilities as other citizens.'

'I am treated equally and fairly, regardless of my age, race, gender, beliefs, sexual orientation or disability.'

'I get help/ signposting to access financial and legal advice when needed, support to manage my finances, and can use the money allocated to me in new and creative ways.'



4. Helping me to keep healthy and feel good

Standard 4	Person centred quality outcomes
<p>'I choose how to be healthy; I have the information and advice I need to feel empowered and make the right choices for me.'</p>	<p>a) Meeting my health needs</p> <p>'I am able to get my physical and dietary needs met appropriately. I get the medicines I need, in a safe way and when I need them.'</p> <p>'I get the treatment, care and support that my health or social care professional and I agree will make a difference to my health and wellbeing.'</p> <p>'I get support to effectively access health services as necessary; I expect my doctors, dentists and other health professionals to communicate well with me and can be supported to communicate with them as needed.'</p> <p>'I, or someone on my behalf, can challenge decisions made by health professionals, multidisciplinary teams and senior management teams.'</p>

	<p>d) Maintaining a healthy lifestyle</p> <p>‘I get the right information, education and support to help me make healthy choices and deal with the consequences of unhealthy choices.’</p> <p>‘I get guidance on a healthy diet, and support to buy, prepare and cook food at a time that I choose.’</p> <p>‘I get help to do exercise and to access local facilities such as sports centres; this includes help to use transport when needed, and being able to use disabled facilities when necessary.’</p> <p>‘I have enough money to eat a healthy diet and to do physical exercise.’</p>
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5. Helping me to make choices

Standard 5	Person centred quality outcomes
<p>'I get help to make my own decisions about how I live my life and how I am supported. If that is not possible, decisions are made with the help of my carer and/or an advocate.'</p>	<p>a) My views are important and I can get help to make decisions</p> <p>'I get good advice and information to speak out for myself and make real choices about the decisions that impact upon my life. I can have an advocate if I need one.'</p> <p>'I am always involved in discussions about my care and treatment. I receive meaningful information so that I can choose to receive or reject any type of examination, treatment, care or support.'</p> <p>'If I am unable to make certain choices due to my illness or disability, my family member, friend, or advocate receives appropriate information in decisions about my care, treatment and support.'</p> <p>'Where necessary, decisions are made on my behalf within the legal framework provided by the Mental Capacity Act (2005) and Deprivation of Liberty safeguards.'</p>

b) Choices that matter the most to me

'I choose who I live with and where I live; I choose my friends and relationships.'

'I can make positive choices about how I spend my time and money within the overall context of being healthy and safe; that includes working, and doing things that interest me.'

'I understand that everyone can make mistakes and I can change my mind about the choices I've made.'

'I make choices about the staff that support me. Where I share my support with other people, service managers listen to and act on any concerns I have about the staff who support me.'

'I am able to choose which GP I see, and other health and social care professionals where possible.'

'If my placement becomes untenable, systems are in place to resolve or help me move on.'



6. Involving and caring about relatives and friends who support me

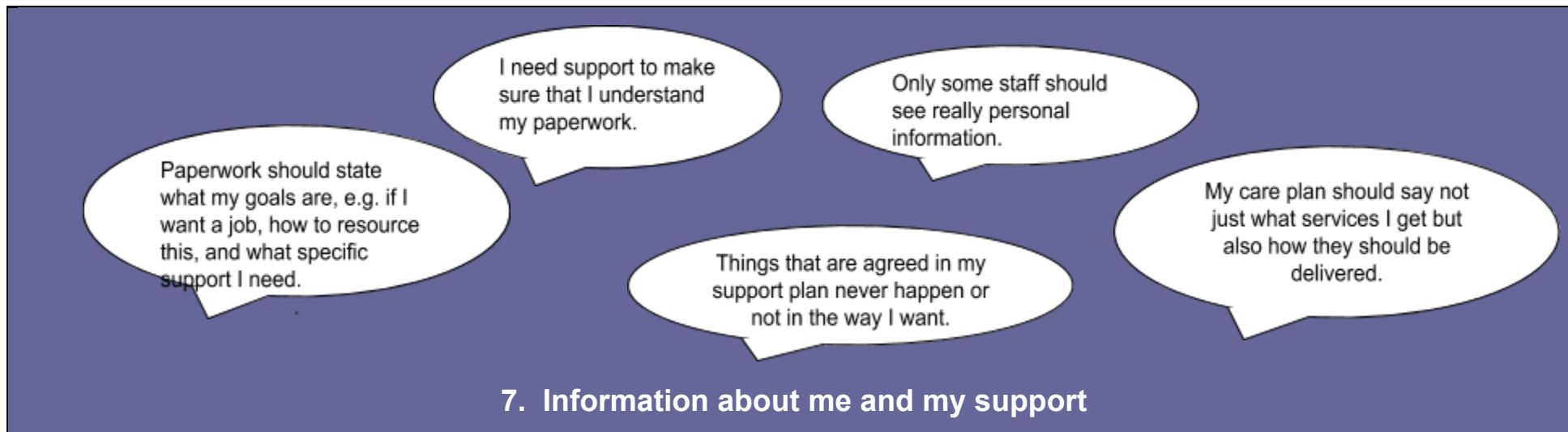
Standard 6	Person centred quality outcomes
<p>'The role of any family member or friend providing unpaid care and support to me is recognised and valued.'</p>	<p>a) Involving my relative or friend in my care and planning future services</p> <p>'Staff understand the importance of my relationships with my family and friends; they support me when there are problems with my relationships, or when those close to me are ill or die'.</p> <p>'If I don't have close relatives or friends, general advocacy or Independent Mental Capacity Advocacy is explained and offered to me where appropriate'.</p> <p>'With my agreement, my relative, friend, or advocate receives clear and accurate information and is involved in decisions about my care, treatment and support, in a way that is respectful and helpful.</p> <p>'They are given the opportunity to be involved in the planning, development and evaluation of services and planning for my future when they may no longer be able to support me.'</p>

b) Recognising and responding to the needs of my relative or friend who supports me.

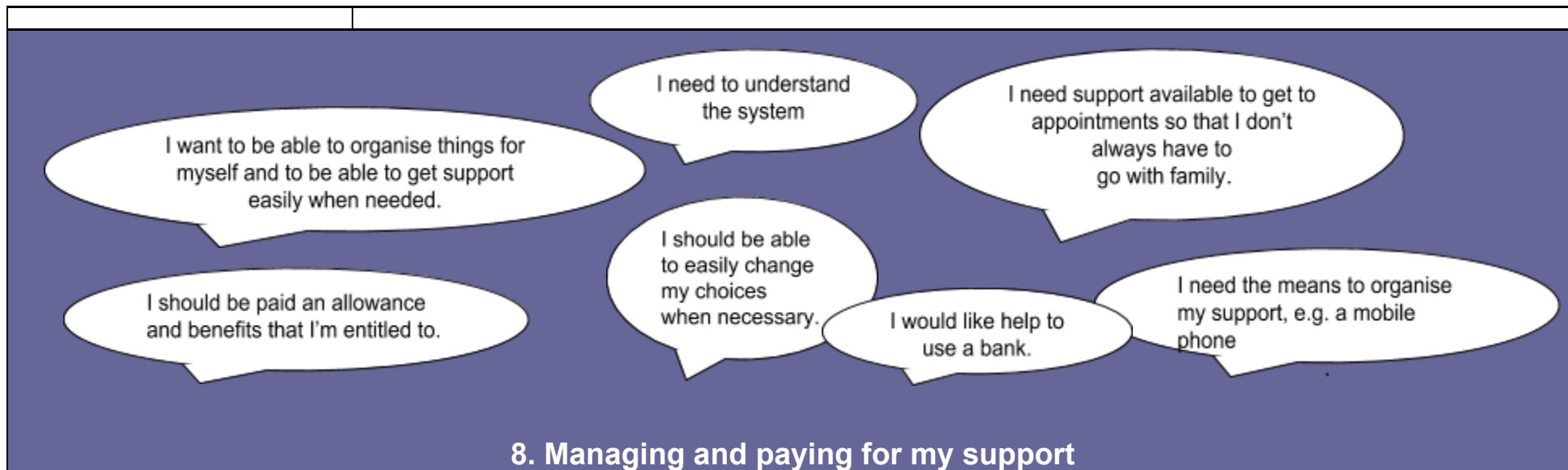
'My relative/friend is valued by all staff involved and this is reflected in my care plan, as well as their own support plan if they have one.'

'My caring relative/friend is aware they may have a right to a Carer's Assessment under the Carers and Disabled Children Act 2000 and The Carers Equal Opportunities Act 2004.'

'My relative or friend who supports me is protected from inappropriate caring, financial hardship, and pressure to take on caring roles so that they can stay well and have a life of their own.'



Standard 7	Person centred quality outcomes
<p>'I receive and understand information about my care and support. I know that it is kept confidential, and used to get my support right and to do the best for me'.</p>	<p>a) Understanding information about my care and support</p> <p>'I know what is in my paperwork and what it says about me, my expectations, goals and responsibilities.'</p> <p>'I am given accessible information about my care and support in a way that suits me (e.g. easy read/audio).'</p> <p>'My paperwork is understood and signed by both staff and me; I get support for this to happen.'</p>
	<p>b) Knowing how information about me is used and shared</p> <p>'My paperwork includes contact details of named staff who support me, information about medication and any extra help I need such as specialist people and equipment.'</p> <p>'I am given information about the outcomes of reviews or meetings in a manner that is meaningful to me.'</p> <p>'Information about me is kept confidential, and only shared with my consent and when there is a genuine need to do so.'</p>



8. Managing and paying for my support

Standard 8	Person centred quality outcomes
<p>'I choose how I am supported, and all the things are in place that can help me manage my support, in a way that suits me; I am charged a reasonable cost and only for services that I need.'</p>	<p>a) Organising and paying for my support</p> <p>'A fair and open assessment of my financial circumstances, including my income, capital and savings has been undertaken prior to the service commencing; I am protected from the risk of very high care costs and losing assets.'</p> <p>'I have received advice to ensure that I am getting all the income, including pensions and benefits to which I am entitled, and which may help with my support charge.'</p> <p>'Providers have been clear with me, or others paying for my support, about how charges for my care are made up. The costs reflect the quality of the service I receive.'</p> <p>'There is a planned and balanced approach to crisis and risk that does not take away my sense of being in control of my life; I have opportunities and the resources for self-help, such as clear information about personal budgets and how to use them.'</p>

Additional comments from people who use our services:

Good support

'Good support helps me when I am down.'

'Learning new skills, having training e.g. cooking, budgeting, using community transport, driving, road safety...'

'It's about having a good staff team, enough people to cover holidays and sick leave; people who have the time, are fair, helpful and understanding.'

'I would prefer to talk to someone I know well; I don't see my care manager very often and feel vulnerable and lost. I can be independent with some things but I need more support with others.'

Helping me to make choices

'The choice can be 'yes' or 'no'!'/'Choosing to get a job.'

Keeping healthy, feeling good

'In shared living arrangements, being able to choose meals that suit everyone's needs and preferences is important. Just because one person can't have a particular food, this shouldn't stop others eating what they want.'

'I need money to pay for activities and money for the locker at the sports centre.'

Feeling safe, taking responsibility

'Taking responsibility is about looking after yourself.'/'Everyone takes risks; I am no different, and life is a risk.'

'Instead of saying 'no', say 'maybe' and look together at how we can take more responsibility.'

'Having my own place to live, which is comfortable, affordable and within easy reach of services and facilities.'

My paperwork

'Information and support to help me achieve my goals.'; 'Care plans could be improved to help me understand the information e.g. using things like easy-read versions, DVDs, CDs and voice recording.'

People who work with me

'I don't get on with my support staff. I've asked to change, but I was told I can't because the rota is set.'

Involving and caring about other people who support me (family and friends)

'I would like my family to be more involved in all meetings and for them to have relevant information; 'They should be asked how they are, and what they need.'

Managing and paying for my support 'Getting the right information and the right approach from helpful, respectful staff is important.'

'I want to have a choice in organising when and where I have support, not have all the decisions made by the care management team.'

This framework includes and builds on the following:

1. Locally agreed areas for standards and outcomes (Learning Disability Partnership Board, User and Carer Forums)

- Environmental – housing etc. ✓
- Health/Safe and Well / Safeguarding/Staffing issues Mental and physical wellbeing ✓
- Involvement/Self Direction/Choice and Control/Individual care ✓
- Relationships (with staff, family, friends, advocates) ✓
- Finance ✓
- Ambition/longer term vision ✓
- Occupation/employment/participation ✓
- Roles/responsibilities ✓

2. Mencap Best Practice Standards

- Getting my support right ✓
- Helping me to make choices ✓
- Keeping healthy, feeling good ✓
- Feeling safe, taking responsibility ✓
- My paperwork ✓
- People who work with me ✓
- Managing my support ✓
- Doing the best for me ✓

Plus:

Person Centred Principles- involving people in their own reviews

Involving and valuing carers using Northumberland Tyne & Wear NHS Trust Carers Charter

3. REACH standards

1. I choose who I live with ✓
2. I choose where I live ✓
3. I have my own home ✓
4. I choose how I'm supported ✓
5. I choose who supports me ✓
6. I get good support ✓
7. I choose my friends and relationships ✓
8. I choose how to be healthy and safe ✓
9. I choose how to take part in my community ✓
10. I have the same rights and responsibilities as other citizens ✓
11. I get help to make changes in my life ✓

4. NCT/ NHCT 10 core commitments to people who use services:

1. Our staff will be welcoming and friendly, and at all times treat you with dignity and respect. ✓
2. We will co-ordinate your care so that it is seamless and timely. ✓
3. You will be treated equally and fairly, regardless of your age, race, gender, belief, sexual orientation or disability. ✓
4. Decisions about whether you are eligible for service will be open and fair. ✓
5. You will be treated as an individual and our services will focus on your needs. ✓
6. We will give you information about your care, in a way that suits you. ✓
7. We will involve you in all decisions that impact upon your life. ✓
8. We will work together to make sure that the care you receive is safe. ✓
9. Information about you will be kept confidential, and only shared when there is a genuine need to do so. ✓
10. We will seek your views and use that information to make our services better. ✓

5. CQC The essential standards of quality and safety

1. You can expect to be involved and told what's happening at every stage of your care ✓
2. You can expect care, treatment and support that meets your needs ✓
3. You can expect to be safe ✓
4. You can expect to be cared for by qualified staff ✓
5. You can expect your care provider to constantly check the quality of its services ✓

6. Adult Social Care Framework

Domain 1: Enhancing quality of life for people with care and support needs ✓

Domain 2: Delaying and reducing the need for care and support ✓

Domain 3: Ensuring that people have a positive experience of care and support ✓

Domain 4: Safeguarding people whose circumstances make them vulnerable and protecting from avoidable harm ✓

7. Making it real, marking progress towards personalised, community based support

1. Information and advice ✓
2. Active and supportive communities ✓
3. Flexible integrated care and support ✓
4. Workforce ✓
5. Risk enablement ✓
6. Personal Budgets and self-funding ✓

8. What makes a good death? A North East Charter

Respect, time to plan, good care and support ✓