

Quality Monitoring Framework

Organisation	
Service Name	
Service Manager	
Compliance Officer	
Date of Visit	

RAG Quality Rating Criteria

H& S disclaimer	The Provider was reminded that in line with their legal obligations and the contract they have in place with Nottingham City Council that they must ensure they deliver their services in accordance with the Health and Safety at Work Act 1974 and all associated legislation and comply with all statutory requirements. This also relates to any sub-contractors delivering services on behalf of the provider
Signed	

	Quality Rating	Total	Definition
E	Excel		Excels outcomes, over and above the standard requirement.
G	Fully met		Meets outcomes.
A	Partially met		Partially meets outcomes.
R	Not / briefly met		Does not meet / briefly meets outcomes.

Overall Quality RAG	Overall Score

Action plan required? (Yes/ No)	
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Action plan template will be issued to the provider if required. Action plans will not be accepted in a different format.

Refer to last page of this report for key recommendations arising from this monitoring visit (if applicable)

SECTION 1: ASSESSMENT AND CARE / SUPPORT PROVISION

A. Service Initiation

Outcome	Criteria	RAG	Comments:
Comprehensive assessment / service initiation processes in place.	A1) Documentation confirms that the provider can meet the needs of the citizen prior to service initiation.		

B. Care/Support Plans

Outcome	Criteria	RAG	Comments:
Care/Support plans are person-centred and record the needs of the citizen	B1) Care/Support plans contain accurate and relevant information on the care and support to be provided, which is in line with the citizen's needs.		



whilst ensuring a holistic approach to service delivery.	B2) Care/support plans are person centred, and give a clear picture of the citizen and their preference on how care/support to be provided.		
	B3) The MCA and DoLS have been considered and acted upon where applicable.		
	B4) Care/support plans record citizens' specific needs arising from sensory impairment and are recorded as part of their care plan e.g. speech or hearing i.e. hearing aids.		
	B5) Communication aids are in use for citizens appropriate to their needs.		
	B6) Citizens dietary needs are recorded, and supported.		
	B7) The service is proactive in engaging with a range of professionals and agencies and relevant professionals are involved in care/support planning.		



	B8) Provider actively seeks citizen, carer/family and, where appropriate, advocate involvement in the care / support planning and review process.		
	B9) Support is planned to meet agreed outcomes for citizens.		
C. Risk Assessment			
Outcome	Criteria	RAG	Comments:
Comprehensive risk assessments and risk management processes in place.	C1) Risk assessments are completed in line with care/support plans, outlining identified risk and relevant preventative measures. The service implements measures so that risk is mitigated.		
	C2) Risk Assessments are person centred and provide detail of how conditions are managed for the individual.		
D. Reviewing Process			
Outcome	Criteria	RAG	Comments:
Care/Support plans are reviewed to ensure citizens' identified needs continue to be met.	D1) Care plans and risk assessments are reviewed and updated within appropriate timescales and/or where changes to individual needs are identified.		

SECTION 2 – STAFFING

A. Staff

Outcome	Criteria	RAG	Comments:
Staff have been through appropriate processes to ensure they are suitable to work in this area.	A1) A robust and appropriate recruitment and selection process is followed in the appointment of all staff.		
	A2) The service Provider has a clear process to ensure staff DBS checks are updated on a regular basis as appropriate.		
Citizens needs are met by a suitable and appropriately trained workforce.	A3) The service is suitably staffed at all times taking into account citizen's needs and preferences.		
	A4) Staff are appropriately inducted.		



	A5) Staff are appropriately trained, and this is refreshed as required.		
	A6) Staff are continually supported and appraised in their role through supervisions, mentoring.		
	A7) Effectiveness of training is monitored, within an appropriate timescale, to ensure staff are fully competent and confident in day to day service delivery.		
	A8) Staff demonstrate an appropriate understanding of citizens needs and their care and support.		



SECTION 3: SAFEGUARDING

A. Policies and Procedures

Outcome	Criteria	RAG	Comments:
Appropriate policies and procedures including Safeguarding are in place to ensure the safety of citizens.	A1) Staff have access to safeguarding policies and procedures, including an up to date copy of the ' <i>Nottingham and Nottinghamshire Multi Agency Safeguarding Vulnerable Adults Procedure for raising a concern and referring.</i>		
	A2) Policies and procedures are regularly reviewed and updated as necessary.		

B. Safeguarding Information & Referrals

Outcome	Criteria	RAG	Comments:
Relevant information on safeguarding is made available to citizens, relatives and/or carers.	B1) Information on safeguarding is made available and is accessible to citizens and their families and other key partners.		
	B2) Manager and staff know when, how, where and to whom to make a safeguarding referral and this is evidenced in practice.		



	B3) There is a designated and appropriately trained safeguarding lead.		
	B4) The Provider ensures clear records are kept and maintained, of all incidents that endanger citizens' safety.		
There is ongoing learning and service improvement	B5) The Provider can evidence systems are in place to ensure service improvement and citizen safety.		
C. Communication			
Outcome	Criteria	RAG	Comments:
Communication practices in place to keep staff, citizens and carers up to date on relevant issues.	C1) Processes are in place to ensure communication of relevant information between staff and other professionals.		



SECTION 4: EQUALITY AND DIVERSITY

A. Commitment to Equality and Diversity

Outcome	Criteria	RAG	Comments:
Equality and diversity considerations are central to service delivery.	A1) Equality and Diversity needs are discussed with citizens and addressed in care/support plans.		
	A2) The diverse needs and preferences of all citizens in the service are recorded and catered for.		
	A3) End of life wishes and preferences are discussed and recorded. These are in line with the citizens cultural and religious beliefs.		
	A4) The Service can evidence that electoral registration and voting process are taken into consideration.		



SECTION 5: CITIZEN INVOLVEMENT AND EMPOWERMENT

A. Service Information and Communication

Outcome	Criteria	RAG	Comments:
There is an appropriate level of information available about the service.	A1) Information about the service is available and accessible to citizens, their families and other appropriate parties.		

B. Empowerment

Outcome	Criteria	RAG	Comments:
Citizen empowerment is central to the Service.	B1) Citizens are supported to engage in activities of their choice.		
	B2) Citizens are supported to be involved in the wider community where appropriate.		
	B3) There is evidence that independence is promoted where applicable.		



	<p>B4) Information is available to citizens, family etc and (where applicable) there is evidence that citizens understand how to complain.</p> <p>There is a robust complaints procedure. Complaints are recorded, investigated appropriately and actions implemented as required.</p>		
C. Citizen Involvement			
Outcome	Criteria	RAG	Comments:
Citizen involvement is central to the Service.	C1) There is evidence that citizens have been involved in / consulted about any changes to service provision.		



Appendix 1

Expected training - to be inserted



KEY RECOMMENDATIONS ARISING FROM THIS MONITORING VISIT

Section	Recommendation