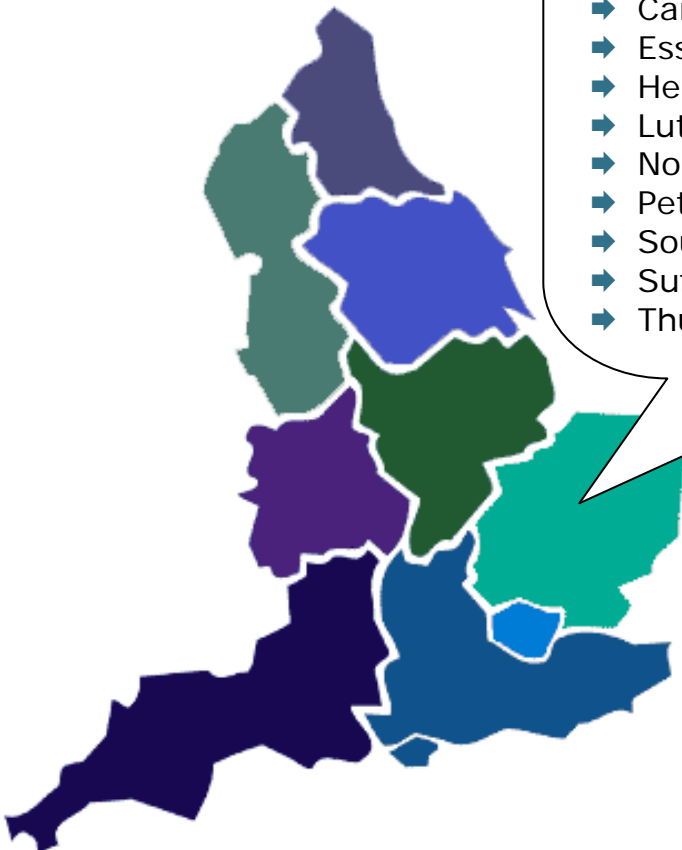


The Regional Standard
**SERVICE SPECIFICATIONS AND
QUALITY & PERFORMANCE SCHEDULES**
for adult social care and housing support services in
the East of England

Adopted: 3 October 2008

**Councils in the East of England with
Social Services Responsibilities**

- ➔ Bedfordshire County Council
- ➔ Cambridgeshire County Council
- ➔ Essex County Council
- ➔ Hertfordshire County Council
- ➔ Luton Borough Council
- ➔ Norfolk County Council
- ➔ Peterborough City Council
- ➔ Southend-on-Sea Borough Council
- ➔ Suffolk County Council
- ➔ Thurrock Borough Council



Version 1.0 – 3 October 2008

This Document has been approved by the Association of Directors of Adult Social Services - Eastern Branch. Please email any queries to contract.rationalisation@thurrock.gov.uk

The regional standard service specifications and quality & performance schedules for adult social care and housing support services in the East of England

**Revision
History**

Date of next revision:

Version Number	Revision date	Previous revision date	Summary of Changes	Changes marked
1.0			Version Adopted by ADASS Eastern on 3 October 2008	

The regional standard service specifications and quality & performance schedules for
adult social care and housing support services in the East of England

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Schedule 2 - Service Specification [for Care Home services]

1. INTRODUCTION

1.1 The Services shall be those services to be provided by the Provider, as set out in Appendix 1, and performed in accordance with the Contract (the 'Services').

1.2 This schedule specifies the requirements of the Services to be provided for All Adults for the Council. It should be read in conjunction with the Terms and Conditions of Contract and the associated Contract Schedules.

1.3 The purpose of the Care Home is to provide accommodation, care, support and stimulation to those Service Users who can no longer live in their own homes. The Care Home should offer Service Users the opportunity to enhance their quality of life by providing a safe, manageable and comfortable environment.

1.4 Service Users should have the opportunity to maximise their potential in relation to physical, spiritual, intellectual, emotional and social capacity. Where the stay is temporary the objectives will also be to re-enable, rehabilitate or build recovery.

1.5 In accordance with the National Minimum Standards, the Care Home shall arrange and pay for (unless paid for by the local Primary Care Trust) any health equipment and materials, (for example, to relieve pressure, aid continence, ensure safe handling or to provide bariatric care) required by Service Users.

1.6 In providing the Services the Provider is required to be registered with the Commission for Social Care Inspection (CSCI and its successor body the Care Quality Commission) and to maintain that registration throughout the Contract Period.

2. REQUIRED SERVICE OUTCOMES

2.1 The Council wishes, in partnership with Service Users and the Provider, to move towards an outcome based and personalised approach to the provision of the Services and this specification reflects that direction of travel. Providers will be expected to meet these new and evolving requirements during the Contract Period.

2.2 The Services should achieve the outcomes for Service Users in accordance with the White Paper, 'Our Health, Our Care, Our Say', and reflected in the National Minimum Standards Outcome summaries issued by CSCI, namely:

- Exercising Choice and Control
- Improved Health and Emotional Well-being
- Personal Dignity and Respect
- Quality of Life
- Freedom from Discrimination and Harassment
- Making a Positive Contribution
- Economic Well-being

3. CORE SERVICE PRINCIPLES

3.1 Principles of Service

3.1.1 In delivering the Services, the Provider must adhere to the following principles:

- a) To enable Service Users to live as independently as possible in comfort
- b) To have respect for Service Users and their way of life, paying particular regard to ethnic, religious and cultural issues
- c) To involve Service Users in all decisions which affect the delivery of the Services, addressing their specific communication needs and being responsive to their informed choices and wishes
- d) To maintain the self respect of Service Users in all situations
- e) To always give assistance in a safe, practical, reliable manner and in ways acceptable to Service Users
- f) To maintain the Service User's current support networks
- g) To maintain the confidentiality of Service Users unless a disclosure is necessary to protect the health, safety or welfare of the Service User or other Service Users
- h) To avoid any discriminatory practices.

3.2 To promote the quality of life of Service Users, the following core principles should underpin the delivery of the Services:

- | | | |
|---------------|-----------------|------------------|
| ■ Competence | ■ Security | ■ Responsiveness |
| ■ Courtesy | ■ Equality | ■ Credibility |
| ■ Reliability | ■ Understanding | ■ Accessibility |

Competence

The Provider's organisation is run by people who are competent to do so, who recruit and employ Staff competent to do the job, who comply with their legal requirements and who operate safe working practices. The Provider's organisation is properly insured and financially sound.

Security

The Provider will ensure that they employ Staff who respect the Service User and their property, and who keep information about them confidential. The Provider will only recruit staff who have satisfied all necessary recruitment checks. Staff will be trained in Safeguarding of Vulnerable Adults (SOVA) guidelines and actively support the SOVA guidelines. The Provider will maintain the home and grounds in a way which will ensure the Service User's safety and security.

Credibility

The Provider ensures that its Staff have knowledge of the requirements of their job, and in particular the Services to be provided, the policies and procedures under which the Services will operate, and provides training to the national standard as a minimum. Additional requirements may be agreed between the parties and included in Appendix 1 of this Schedule. The Provider must have ways of finding

out whether the Service User is satisfied with the Services they receive from time to time and throughout the Contract Period.

Responsiveness

The Provider responds to the Service Users' individual needs, gives choice to Service Users and Carers about when and how the Services are provided, and ensures that the Services respond appropriately to the specific needs of race, gender and disability as appropriate. The Provider must have a process by which Service Users, Carers, the Council or any other interested party may make comments, suggestions, complaints, and compliments, and a system in place which will ensure that such comments, suggestions, complaints and compliments may be considered fairly and acted upon if appropriate from time to time.

Service Users and their carers may approach the Council if they wish to lodge a complaint against the Provider. The Council will investigate complaints in accordance with the Council's complaints policy where appropriate. However, it will usually be appropriate for the Provider to undertake the initial investigation.

Reliability

The Provider shall comply with the Contract, deliver the Services, give the Service Users and Carers information about the individual Services to be provided to them and have policies to keep Service Users, Carers & the Council informed of any significant changes in services.

Understanding

The Provider shall ensure that the Staff providing the Services are properly briefed as to the Service User's needs and respect the Service User's wishes, their independence, their race and their gender. Many Service Users have a disability and Providers must respect their need for independence and to be consulted and must always work with them in an enabling manner.

Dignity & Courtesy

The Provider ensures that Service Users and Carers are treated with respect and has a policy on how Staff should conduct themselves with Service Users. Staff must be aware of and respect the Service User's cultural and religious needs and understand the influence this may have on their behaviour. Staff should demonstrate respect for the Service User's privacy and dignity.

Accessibility

Written information in the form of a statement of purpose should be available. Providers should know how to access interpreting and translation services for minority ethnic Service Users as well as Braille and signing services for Service Users with sensory impairment. They should be sensitive to Service Users' needs and willing to facilitate access to these services.

Equality

The Provider ensures that it and its Staff do not discriminate against people because of their race, gender, disability, age or sexual orientation. Its policies will incorporate respect for Staff and Service Users irrespective of race and gender.

In addition to the Provider taking steps to prevent such unlawful discrimination, the Provider shall also promote equal opportunities and good community relations between people from different racial groups.

4. VOLUME OF SERVICES

The Provider will provide Care Home places for individual Referrals as agreed on an as and when required basis.

5. ACCESSING THE CARE HOME

5.1 The Council has a statutory responsibility, within its eligibility criteria, to ensure the provision of appropriate accommodation for people who are no longer able to live independently in the community.

5.2 Service Users will be assessed through the Care Management process or Care Programme Approach as requiring care and support in a residential setting.

5.3 Assessment & Referral

5.3.1 The needs of each Service User will be identified through an assessment completed by a Care Manager from the Council. If the Service User is eligible for the Services, the Care Manager will produce a Care Plan and a Risk Assessment, with input from the Service User, to identify how their needs will be met and the outcomes to be achieved.

5.3.2 The Area Team Managers shall have authority to refer Service Users to the Services on behalf of the Council.

5.3.3 The Provider shall nominate those persons with authority to accept referrals and shall inform the Authorised Officer of their names, addresses and telephone numbers from time to time.

5.3.4 Referrals may be made by telephone or in writing. The Referral and the agreed move-in date shall be confirmed in writing within 10 Business Days of the Referral being made by email, by post or facsimile transmission. A copy of the Care Plan and Risk Assessment will also be sent to the Provider.

5.3.5 The Provider shall provide a place in the Services for the Service User from the move-in date, until the resident vacates the Services unless the place is cancelled, suspended or varied in accordance with the Contract.

5.3.6 The Provider will accept referrals from the Area Team Manager subject to:

- Capacity within the Contract and the home
- The service commissioned being in accordance with registration requirements
- The service commissioned being in accordance with this specification

5.3.7 The first 42 days (or any other period of time agreed at the time of referral) shall be regarded as a trial period unless the parties agree otherwise in writing.

5.4 Commissioning for outcomes

5.4.1 Services shall be commissioned in the following way:

- a) The specific outcomes to be achieved for the Service User shall be agreed between the Care Manager, Provider and Service User and recorded in the Care and Support Plan.
- b) To achieve the outcomes, the Services to be delivered by the Provider will be agreed between the Care Manager and the Provider. Actual tasks, times and the duration shall be agreed between the Service User and the Provider and recorded in the Service User's individual service contract. The Care Manager must agree that the times, tasks and duration are appropriate to the delivery of the agreed outcomes.

5.4.2 The Provider should inform the Council of the need to review the Care and Support Plan if there is a material change in the Service User's needs, or in the way that a Service User would prefer to have their Services provided.

5.5 Temporary suspension of places in the Services

5.5.1 In the event of the Service User's admission to hospital the Provider shall maintain appropriate contact with the Service User or their representative, unless explicitly requested otherwise.

5.5.2 Where there has been a material breach of the Contract, the Council may cancel or suspend the Services with immediate effect under the clause C12 of the Contract (Failure to Perform).

5.5.3 The Contract will be suspended where the Provider fails to meet the terms of the Specification and Contract. Immediate suspension will take effect where there are serious concerns about the health and well being of Service Users. Contract suspension means that the Provider will not be given any new work by the Council until the reason for the suspension has been remedied.

5.6 Termination of places in the Services

5.6.1 The Care Home place shall be terminated after 2 days after the death of the Service User.

5.6.2 The Council may terminate a place in the Services on giving not less than 28 day's notice in writing to the Provider unless mutually agreed on a case by case basis.

5.6.3 The Provider may terminate a place in the Services on giving not less than 28 day's notice in writing to the appropriate Care Manager and to the Authorised Officer unless mutually agreed on a case by case basis.

5.6.4 At any time during the trial period of occupation of the Home by the Service User (or at any time for a Short Term Service User) the Service User, The Provider or The Council shall have the right to terminate the occupation by the Service User by giving 7 day's notice in writing. Notice by the Service User should be given to both The Provider and The Council. Notice by The Provider shall be given to both The Council and the Service User. Notice by The Council shall be given to both

The Provider and the Service User. In the event of an emergency a Service User may terminate his/her occupation without notice.

5.7 Notification to the Council

5.7.1 Without prejudice to its responsibilities under the Care Homes Act 2000 the Provider will be responsible for notifying Customer First and/or the Area Team Manager within the Council as soon as it is practical to do so, if any or the following occur:

- (1) Any circumstances where the Service User has consistently refused provision of the service or medical attention.
- (2) Serious accident, serious illness or serious injury to the Service User.
- (3) Death of the Service User. (A copy of the death certificate should follow within 4 days of issue). (The Financial Assessment Team at Clapham House in Lowestoft also need to be informed of the death of as resident)
- (4) Outbreak of notifiable infectious disease in the Home.
- (5) Any emergency situation e.g. fire, flood.
- (6) Legacy or bequests to Provider and/or staff.
- (7) Unplanned absence of the Service User.
- (8) Hospital admission.
- (9) An investigation related to Safeguarding of Vulnerable Adults

6. SERVICE STANDARDS

6.1 The Provider shall meet those regulations and standards set out in National Minimum Standards for Care Homes.

6.2 The Provider shall operate at a minimum one star rating (this may be subject to review by the Council at any time) from the Commission for Social Care Inspection and to strive for “3 stars – excellent” where ever possible.

6.3 A “0 star - poor” rating will be deemed a failure to perform under the Contract and the Council will instruct the Provider to remedy the failure. The Provider’s Contract status will be suspended pending the Service receiving a satisfactory CSCI rating.

6.4 A reduction in the rating from “3 stars – excellent” to “2 stars – good” or from “2 stars – good” to “1 star – adequate” will be deemed a failure to perform under the Contract and the Council will instruct the Provider to remedy the failure.

6.5 The Provider shall allocate from its Staff a care and support worker to each Service User. Continuity of Staff must be a priority, with a Service User receiving the Service from as few different care and support workers as possible.

6.6 In addition to meeting National Minimum Standards, the Council also requires the Provider to meet a series of contract standards used by the Council for monitoring the Services. The required standards are included in the Appendix 1 of this Schedule.

6.7 Advocacy

6.7.1 The Provider will ensure that Service Users have access to an appropriate advocacy service and that advocates shall be granted good access to Service Users, and shall do so at no cost to the Council.

6.7.2 The Provider will take a positive and co-operative approach and organise advocates to come in when this is desirable for the Service User.

7. CARE AND SUPPORT REVIEWS

7.1 Formal care and support reviews will be requested by the Care Manager and will be held within a reasonable period with consideration of the time commitments of the participants, the date of the last formal review, and the urgency of the need for the review.

7.2 A care management review will be held as often as the Care Manager deems is necessary, or as requested by the Service User but at least annually.

7.3 The care management review will involve the Service User and/or his or her representatives, the Care Manager or his or her representative, and where appropriate, the Provider or designated representative. Consideration will be given to ensure convenience and adequate notice for all participants wherever possible.

7.4 The care management review will address the extent to which the outcomes set out in the Care and Support Plan are being met.

7.5 The Service User's individual service contract will be amended as appropriate following the review.

8. CONTRACT MONITORING AND REVIEW

8.1 The Provider will complete and return to the Council the Periodic Information Return appended to the Quality and Performance Schedule unless agreed otherwise by the Council. The Return will be analysed by the Council to determine compliance with the Contract. The Returns will also inform the Contract Review.

8.2 The Council will review performance against the Contract at least once a year.

8.3 To inform the Contract Review, the Provider shall provide to the Council information as required in the Quality and Performance schedule.

APPENDIX 1. - CARE AND SUPPORT TASKS

1.1 The accommodation, care and support to be provided for Service Users is likely to include the following, however this list is not exhaustive, nor needed in all cases.

1.2 The Services are to be provided in accordance with relevant policies and procedures included in contract standards set out in the Quality and Performance Schedule.

1.3 The Services provided in the Care Home should include a single room (unless in exceptional circumstances where the Service User, his or herself, expresses a wish to share), personal toilet facilities, full board, personal care, [nursing care where the care home is registered to provide nursing care] staffing on a 24 hour basis, and day time and evening activities. Exceptions can be made where recorded on the Service User's Care Plan as prepared or agreed by the Service User's Care Manager and the Service User.

1.4 The Provider will:

- Support the Service User with self care when this is difficult because of his/her frailty or disability.
- Support the Service User to retain his/her self respect and dignity when he/she meets, sees, or is seen by others within the home (this includes the staff of the home).
- Provide an agreed programme of rehabilitation designed to assist the Service User to regain skills or develop new skills in personal care. This may include enabling Service Users to assist with tasks around the Care Home and in the local community.

1.5 As well as personal care tasks, Providers should make it a clear and acceptable aspect of the work of their Staff that part of their role is for Staff to spend time talking to, relating with, and understanding the lives of Service Users.

1.6 Each Service User should be assisted in such a way so that any distress or discomfort is avoided or minimised, paying due regard to his/her health, safety and dignity and encouraging the development of personal skills and the exercise of choice and control.

1.7 In addition, and in the context of a person-centred approach, the Care Home will assist with social, spiritual, emotional and healthcare needs such as:

- Orientation within the home and outside.
- Companionship.
- Games and intellectual stimulation.
- Socialising with friends and family.
- Access to and attendance at doctors, dentists, outpatient appointments, etc including providing an escort at no additional cost to the Council.
- Arrangements for worship.
- Fitness activities.

1.8 For each Service User, the determining factor will be the outcomes to be achieved. The Service User, and where appropriate and, wherever possible, in accordance with their wishes, their carers, should always be central to discussions as to how those outcomes should be achieved. The outcomes to be achieved should be recorded in the Care and Support Plan.

Schedule 3 - Quality And Performance [for Care Home services]

1. INTRODUCTION

1.1 In addition to meeting the National Minimum Standards, the Council also requires Providers to meet a series of contract standards used by the Council for monitoring services. The Headline Contract Standards are attached in Appendix 1 of this Schedule. *[It is anticipated that full contract standards for the Region will be developed and consulted on later in the year.]*

1.2 As part of this Contract the Council wishes periodically to monitor the service delivery to ensure compliance with the Contract Terms and Conditions and the Contract Schedules, and to assess the quality and performance of the service being delivered to Service Users. The minimum requirements for the Periodic Information Return for this purpose are attached at Appendix 2 of this Schedule.

1.3 Additionally, the Council will carry out a Contract Review. The provider should be prepared to attend, at 4 weeks notice, an annual (minimum frequency) meeting, or engage in correspondence with the Council to review performance under the contract. The meeting should be used to share good practice and to agree areas for improvement.

1.4 At the request of the Council, the Provider will return one or more of the following additional information on an annual basis to the Council;

- a) Business Continuity Plan
- b) Accounts for the most recent completed financial year (audited if required by law)
- c) Insurance Schedules and Certificates
- d) A Copy of the Annual Quality Assurance Assessment (AQAA)
- e) Results of the Provider's Annual Service User Satisfaction Survey

1.5 If requested under the above term, The Council will;

- Review the Business Continuity Plan to ensure the risk of the Services being disrupted or discontinued has been minimised.
- Examine the audited accounts to ensure that the Provider remains financially viable.
- Examine Insurance Schedules and Certificates to ensure the Provider has maintained appropriate insurance cover (as specified in the terms and conditions of Contract).
- Examine the AQAA to identify good practice and areas for improvement. It will also review the latest CSCI Inspection Report.
- Use the results from the Service User Satisfaction Survey to ascertain views on the quality and performance of the service.

Appendix 1 - Headline Contract Standards

- Standard 1 The Provider maintains the Staff to enable a safe and effective service delivery to Service Users.
- Standard 2 The Provider operates sound finance procedures and record keeping.
- Standard 3 The Provider ensures that the Service has effective arrangements for Service Users to make representations about the nature and quality of the Services received.
- Standard 4 The Provider ensures the provision of a professional service, respecting the rights of Service Users; and does not discriminate in the provision of Services or its employment practices because of race, religion, gender, disability, age or sexual orientation.
- Standard 5 Safeguarding of Vulnerable Adults.
- Standard 6 The Provider ensures that Staff are competent and can evidence competency and receive training necessary to meet the needs of Service Users. The home is committed to the development of managers and staff.
- Standard 7 The Environment is maintained to a consistently high standard.
- Standard 8 The home complies with Health and Safety legislation.
- Standard 9 The Provider operates an effective quality assurance system.

Appendix 2 - Periodic Annual Information Return

CONTACT INFORMATION

Name of your service:								
Address of your service:								
	Postcode:							
Your name:								
Your job title:								
Your phone number:								
Your Email address:								
Your website address:								
Date that you sent the form to us:	D	D	M	M	Y	Y	Y	Y

STAFF

1a	Number of rota-ed staff hours not covered in the last period	
	Care:	
	Nursing:	
	Management:	
1b	Number of joiners (including agency)	
	Number of leavers (including agency)	

COMPLAINTS & SAFEGUARDING ADULTS

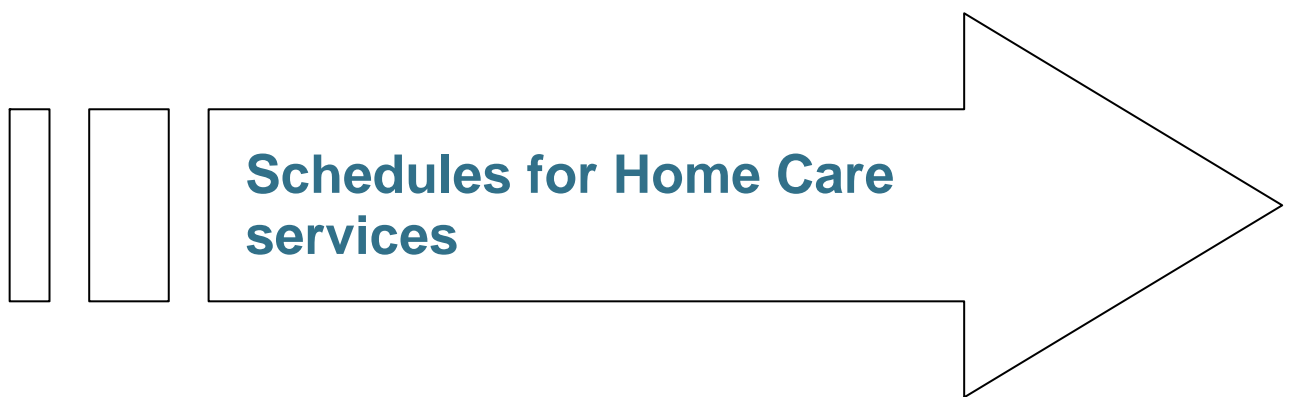
2a	Number of complaints received by the service, in the last period	
	Total number of complaints received	
	From Service Users	
	From relatives of Service Users	
	From advocates of Service Users	
	From health care professionals	
	From carers or staff	
	Other complainants	
2b	Outcomes of complaints received in the last period	
	Number upheld	

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	Number not upheld	
Actions taken as a result of complaints (please list):		
2c	Number of staff who have undertaken safeguarding training in the last period	
2d	Number of adult safeguarding referrals made in the last period	
2e	Number of adult safeguarding investigations started in the past period	
2f	Number, if any, of staff referred to the ISA Barred List	

OCCUPANCY AND UTILISATION

3a	Total number of Service Users	
3b	Number of Service Users under the contract	
2c	Total number of Service Users (all residents not just council) who have moved to the Home from Very Sheltered/Extra Care Housing in the last period	
2d	Total number of Service Users who have moved to a care with nursing in the last period	
2e	Total number of admissions in the last period to Accident & Emergency or Emergency Medical Unit but not via a GP or consultant	
2f	Total number of deaths (a) at the home	
	(b) (for those who have moved) at hospital or hospice	



Schedule 2 - Service Specification [for Home Care services]

1. INTRODUCTION

1.1 The Services shall be those services provided by the Provider set out in Appendix 1 and performed in accordance with the Contract (the 'Services').

1.2 This schedule specifies the requirements of the Services to be provided for All Adults for the Council. It should be read in conjunction with the Terms and Conditions of Contract and the associated Contract Schedules.

1.3 The purpose of the Services are to enable Service Users to remain in their own homes, living as independently as possible and to achieve and maintain their potential in relation to physical, intellectual, emotional and social capacity.

1.4 In providing the Services the Provider is required to be registered with the Commission for Social Care Inspection (CSCI and its successor body the Care Quality Commission) and to maintain that registration throughout the Contract Period.

2. REQUIRED SERVICE OUTCOMES

2.1 The Council wishes, in partnership with Service Users and the Provider, to move towards an outcome based and personalised approach to the provision of the Services and this specification reflects that direction of travel. Providers will be expected to meet these new and evolving requirements during the Contract Period.

2.2 The Services should achieve the outcomes for Service Users in accordance with the White Paper, 'Our Health, Our Care, Our Say', and reflected in the National Minimum Standards Outcome summaries issued by CSCI, namely:

- Exercising Choice and Control
- Improved Health and Emotional Well-being
- Personal Dignity and Respect
- Quality of Life
- Freedom from Discrimination and Harassment
- Making a Positive Contribution
- Economic Well-being

3. CORE SERVICE PRINCIPLES

3.1 Principles of Services

3.1.1 In delivering the Services, the Provider must adhere to the following principles:

- a) To enable Service Users to live as independently as possible in comfort
- b) To have respect for Service Users and their way of life, paying particular regard to ethnic, religious and cultural issues

- c) To involve Service Users in all decisions which affect the delivery of the Services, addressing their specific communication needs and being responsive to their informed choices and wishes
- d) To accept a wide range of home conditions, subject to Risk Assessment
- e) To maintain the self respect of Service Users in all situations
- f) To always give assistance in a safe, practical, reliable manner and in ways acceptable to Service Users
- g) To maintain the Service User's current support networks
- h) To maintain the confidentiality of Service Users unless a disclosure is necessary to protect the health, safety or welfare of the Service User or other Service Users
- i) To avoid any discriminatory practices

3.2 To promote the quality of life of Service Users, the following core principles should underpin the delivery of the Services:

- | | | |
|---------------|-----------------|------------------|
| ■ Competence | ■ Security | ■ Responsiveness |
| ■ Courtesy | ■ Equality | ■ Credibility |
| ■ Reliability | ■ Understanding | ■ Accessibility |

Competence

The Provider's organisation is run by people who are competent to do so, who recruit and employ Staff competent to do the job, who comply with their legal requirements and who operate safe working practices. The Provider's organisation is properly insured and financially sound.

Security

The Provider respects that Services are to be delivered in the Service Users' own homes and will ensure that they employ Staff who respect the Service User and their property, and who keep information about them confidential. The Provider shall take care to recruit honest Staff and has a safe coded method of storing Service User's keys if required to do so.

Staff will be trained in Safeguarding of Vulnerable Adults (SOVA) guidelines, and actively support the SOVA guidelines.

Credibility

The Provider ensures that its Staff have knowledge of the requirements of their job, and in particular the Services to be provided, the policies and procedures under which the Services will operate, and provides training to the national standard as a minimum. Additional requirements may be agreed between the parties and included in Appendix 1 of this Schedule. The Provider must have ways of finding out whether the Service User is satisfied with the Services they receive from time to time and throughout the Contract Period.

Responsiveness

The Provider responds to the Service Users' individual needs, gives choice to Service Users and Carers about when and how the Services are provided, and ensures that the Services respond appropriately to the specific needs of race, gender and disability as appropriate. The Provider must have a process by which

Service Users, Carers, the Council or any other interested party may make comments, suggestions, complaints, and compliments, and a system in place which will ensure that such comments, suggestions, complaints and compliments may be considered fairly and acted upon if appropriate from time to time.

Service Users and their carers may approach the Council if they wish to lodge a complaint against the Provider. The Council will investigate complaints in accordance with the Council's complaints policy where appropriate. However, it will usually be appropriate for the Provider to undertake the initial investigation.

Reliability

The Provider shall comply with the Contract, deliver the Services, give the Service User and Carer information about the individual Services to be provided to them and has policies to keep Service Users and Carers informed of any changes in the Services.

Understanding

The Provider shall ensure that the Staff providing the Services are properly briefed as to the Service User's needs and respect the Service User's wishes, their independence, their race and their gender. Many Service Users have a disability and organisations must respect their need for independence and to be consulted, and must always work with them in an enabling manner.

Courtesy

The Provider shall ensure that Service Users and Carers are treated with respect and has a policy on how Staff should conduct themselves in the Service User's home. Staff must be aware of and respect the Service User's cultural and religious needs and understand the influence this may have on their behaviour or their decisions.

Accessibility

Written information shall be available on the Services provided and how to obtain them. The Provider shall ensure that it knows how to access interpreting and translation services for minority ethnic Service Users as well as Braille and signing services for Service Users with sensory impairment. They should be sensitive to Service Users' needs and willing to facilitate access to these services where appropriate.

Equality

The Provider shall ensure that it and its Staff do not discriminate against people because of their race, religion, gender, disability, age or sexual orientation. Its policies will incorporate respect for Staff and Service Users irrespective of race, religion, disability, sexual orientation and gender. In addition to the Provider taking steps to prevent such unlawful discrimination, The Provider shall also ensure that they promote equal opportunities and good community relations between people from different racial groups where possible.

4. HOURS OF SERVICE AVAILABILITY

4.1 The Provider will deliver the service required as agreed in the individual service contracts.

4.2 The Services shall be available seven days per week, 52 weeks per year, between the hours of (as a minimum) 07.00 to 22.00.

4.3 Services for Night Sleeping and Night Sitting shall be provided between the hours of 22.00 to 07.00.

5. GEOGRAPHICAL COVERAGE

5.1 The Services will be provided within the Council boundaries.

5.2 No referrals should be accepted for Service Users from outside this area unless by specific agreement with the Authorised Officer.

6. ACCESSING THE SERVICE

6.1 Care and Support Packages

6.1.1 The needs of each Service User will be identified through an assessment completed by a Care Manager from the Council [and by self assessment where applicable]. If the Service User is eligible for the Services, the Care Manager will then produce a Care and Support Plan and a Risk Assessment, with input from the Service User, to identify how their needs will be met and the outcomes to be achieved.

6.1.2 The Area Team Practitioners will instruct the Placement Team who shall have authority to refer Service Users to the Provider on behalf of the Council.

6.1.3 The Provider shall nominate those persons with authority to accept referrals and shall inform the Authorised Officer of their names, addresses and telephone numbers from time to time.

6.1.4 Referrals may be made by telephone or in writing in the form of an excel spreadsheet (via email). The care and support package and the agreed start date shall be confirmed in writing before commencement of the package by email, by post or facsimile transmission. A copy of the Care and Support Plan and risk assessment will be sent to the Provider.

6.1.5 The Provider shall start to provide the Services to the Service User on the start date, and shall continue to provide the Services until the end date, where specified, as set out in written confirmation of the package, unless the package is cancelled, suspended or varied in accordance with the Contract.

6.1.6 The provider will accept referrals from the Placement Team subject to:

- Capacity within the Contract.
- The Services commissioned being in accordance with CSCI registration

requirements.

- The Services commissioned being in accordance with this specification.

6.2 Commissioning for outcomes

6.2.1 The Services shall be commissioned in the following way:

- a) The specific outcomes to be achieved for the individual Service User shall be agreed between the Care Manager, Provider and Service User and recorded in the Care and Support Plan.
- b) To achieve the outcomes, the number of care and support hours to be delivered by the Provider per week will be agreed between the Care Manager and the Provider. Actual tasks, specific delivery times where necessary, or time parameters and the duration of each visit shall be agreed between the Service User and the Provider and recorded in the Service User's individual service contract. The Care Manager must agree that the agreed times and tasks appear appropriate to the delivery of the outcomes set.

6.2.2 The Provider shall inform the Council of the need to review the Care and Support Plan if there is a material change in the Service User's needs, or in the way that Service User would prefer to have their Services provided.

6.3 Temporary suspension of Services

6.3.1 Where the Provider's Staff are unable to provide the Services required because the Service User is found to be absent without having given prior notice, the Council shall pay for the abortive visit and any subsequent visits not cancelled or suspended, provided that the Provider informs the Council of the Service User's absence at the earliest opportunity and makes reasonable efforts to determine the Service User's whereabouts.

6.3.2 Where the Service User gives notice not later than 12 noon on the day before the day of the Provider's next visit, the Council shall not be liable to pay for the cancelled visit. The Provider shall inform the Council of such cancellation by the next working day after receipt of notice from the Service User.

6.3.3 The Council may cancel or suspend a package in whole or in part on giving notice to the Provider not later than 12 noon on the day before the day of the next visit.

6.3.4 The Council may suspend a package for a period of up to 7 days, starting on the day of admission, if the Service User is admitted to hospital. The Provider must contact Customer First prior to the expiry of the period of suspension to confirm the arrangements to be made on such expiry. If the package is to be re-started within the 7 days the Provider will ensure the continuation of care and support with the member of the Provider's Staff. After the period of suspension, unless otherwise agreed in writing, the Provider may deem the package to have been terminated.

6.3.5 Where there has been a material breach of the Contract, the Council may cancel or suspend the Services with immediate effect under the clause C12 of

the Contract (Failure to Perform).

6.3.6 The Contract will be suspended where the Provider fails to meet the terms of the Specification and Contract. Immediate suspension will take effect where there are serious concerns about the health and well being of Service Users. Contract suspension means that the Provider will not be given any new work by the Council until the reason for the suspension has been remedied.

6.4 Termination of Care and Support Packages

6.4.1 The packages shall terminate immediately on the death of the Service User. Where the Provider is not immediately notified of the death, the Council shall pay for one abortive visit only.

6.4.2 The Provider may terminate a package on giving not less than 14 day's notice in writing to Customer First and to the Authorised Officer where the Service User's conduct places the Provider's Staff's safety at risk. Prior to agreeing termination of the package the Provider must discuss with the Council the root cause of the risk and work with the Council to manage the risk.

6.4.3 The Provider may also terminate a package on giving not less than 14 notice in writing to Customer First and the Authorised Officer when it has taken all reasonable steps to provide the packages and has exhausted the possibilities of any alternative provision but nevertheless the Service User has behaved in such a way that it is not possible for the Provider to continue to provide the Services to him or her. Such termination shall only be with the agreement of the Council and this shall not be unreasonably withheld or delayed.

6.4.4 The Council may terminate the care and support Package on giving not less than 7 day's notice in writing to the Provider unless mutually agreed otherwise on a case by case basis.

6.5 Notification to the Council

6.5.1 Without prejudice to its responsibilities under the Care Standards Act 2000 the Provider will be responsible for notifying Customer First within the Council as soon as it is practical to do so, if any or the following occur:

- (1) Any circumstances where the Service User has consistently refused provision of the service or medical attention.
- (2) Serious accident, serious illness or serious injury to the Service User.
- (3) Death of the Service User.
- (4) Outbreak of notifiable infectious disease in the Service.
- (5) Any emergency situation e.g. fire, flood affecting the Service.
- (6) Legacy or bequests to Provider and/or staff.
- (7) Unplanned absence of the Service User.
- (8) Hospital admission.
- (9) An investigation related to Safeguarding of Vulnerable Adults.

7. SERVICE STANDARDS

7.1 The Provider shall meet those regulations and standards set out in National Minimum Standards for Home Care agencies.

7.2 The Providers shall operate at a minimum “1 star – adequate” rating (this may be subject to review at any time by the Council) from the Commission for Social Care Inspection and to strive for “3 stars – excellent” wherever possible.

7.3 A “0 star - poor” rating will be deemed a failure to perform under the Contract and the Council will instruct the Provider to remedy the failure. The Provider’s Contract status will be suspended pending the Service receiving a satisfactory CSCI rating.

7.4 A reduction in the rating from “3 stars – excellent” to “2 stars – good” or from “2 stars – good” to “1 star – adequate” will be deemed a failure to perform under the Contract and the Council will instruct the Provider to remedy the failure.

7.5 The Provider shall allocate from its Staff a care and support worker to each Service User. Continuity of care and support workers must be a priority, with a Service User receiving the Service from as few different care and support workers as possible.

7.6 In addition to meeting the National Minimum Standards set out in paragraph 7.1 above, the Council also requires Providers to meet a series of contract standards used by the Council for monitoring the Services. The required standards are included in the Quality and Performance Schedule.

7.7 Advocacy

7.7.1 The Provider will ensure that Advocates shall be available and will be granted good access to Service Users, and shall do so at no cost to the Council.

7.7.2 The Provider will take a positive and co-operative approach and organise advocates to come in when this is desirable for the Service User.

8. CARE AND SUPPORT REVIEWS

8.1 Formal care and support reviews will be requested by the Care Manager and will be held within a reasonable period with consideration of the time commitments of the participants, the date of the last formal review, and the urgency of the need for the review.

8.2 A care review will be held as often as the Care Manager deems is necessary, or as requested by the Service User, but at least annually.

8.3 The care management review will involve the Service User and/or his or her representatives, the Care Manager or his or her representative, and where appropriate, the Provider or designated representative. Consideration will be

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given to ensure convenience and adequate notice for all participants wherever possible.

8.4 The care management review will address the extent to which the outcomes set out in the Care and Support Plan are being met.

8.5 The Service User's individual service contract will be amended as appropriate following the review.

9. CONTRACT MONITORING AND REVIEW

9.1 The Provider will complete and return to the Council the Periodic Information Return appended to the Quality and Performance Schedule. The Return will be analysed by the Council to determine compliance with the contract. The Return will also inform the Contract Review.

9.2 The Council will review performance against the Contract at least once a year.

9.3 To inform the Contract Review, the Provider shall provide to the Council information as required in the Quality and Performance schedule.

9.4 The performance of the Council is monitored against national indicators. To facilitate this, the Council requires the Provider to submit a range of service information including the annual data on size of care packages. This will be required for a specific week each September, the exact date of which shall be notified to the Provider from time to time.

10. ELECTRONIC MONITORING

The Council may wish to develop with Providers a system of electronic monitoring of Services and will require reports which may include but not be limited to:

- recording the start, end and duration of visits
- recording the care and support worker(s) allocated to the Service User
- raising of an 'alarm' with the Provider immediately where a Service User's visit does not start within the agreed timeframe.
- identification of 'high risk' time critical calls

Appendix 1. - Care and Support Tasks

The following tasks and support, which are not exhaustive, and form part of the care and support programme for the individual, are not necessarily needed in all cases, are to be provided in accordance with relevant policies and procedures included in contract standards set out in the Quality and Performance Schedule.

1. Personal Care

The Services shall include assisting the Service User to:

- get up and/or go to bed
- move in bed
- dress and undress and change clothing
- wash, bathe or shower
- attend to hair care, shaving, denture and oral hygiene, hand and finger nail care, foot care (but not that requiring a state registered chiropodist)
- address toileting needs and assist with continence management including necessary cleaning and safe disposal of waste
- eat and drink including food and/or drink preparation and associated kitchen cleaning
- prompt, support and administer non-invasive prescribed medication
- other medication related tasks as defined by council policy
- apply prosthetics if required
- achieve maximum mobility within the home, using appropriate equipment where necessary

2. Cleaning and House Care

The Services shall include assisting the Service User with:

- lighting fires and boilers and assisting with the maintenance of warmth e.g. switching heaters on and off, monitoring temperatures
- making beds and changing linen
- taking washing to the launderette
- washing clothes and soiled linen by hand or machine in Service User's own home
- ironing
- cleaning the home which may include vacuuming, sweeping, washing up, cleaning floors, windows, bathrooms, kitchens, toilets and general tidying, using domestic equipment and appliances as available
- care of pets and assistance dogs
- disposing of household and personal rubbish

3. Practical and Social Support

The Services shall include assisting the Service User with:

- managing personal and financial affairs, including household administration, paying bills, completing forms and record keeping
- correspondence and letter writing
- making telephone calls
- the consequences of household emergencies including liaison with local contractors

- liaison with other agencies and providers
- attending day centres or general practice and hospital appointments
- visiting recreational and community facilities including shops
- maintaining links with family and friends
- shopping and errands
- collecting pensions and benefits
- ordering and collecting prescriptions.
- no Care and Support Worker shall request or be privilege to any Personal Identification Number (PIN) relating to a Service User's bank, Post Office or building society account.
- spend time talking to, relating with and understanding the lives of Service Users
- accessing community based services such as laundry, shopping, gardening, home decoration and home security services

4. Health Related Tasks

4.1 These tasks will exclude nursing care (which is the responsibility of the National Health Service) except where this has been specifically agreed and the Provider's Staff have received the appropriate training and been deemed competent by a health care professional.

4.2 Examples of tasks which may be included:-

- administration of eye drops
- changing dressings
- stoma care
- administration of specific medication

4.3 The Provider shall contact the Council without delay, should any doubts or problems occur relating to any nursing care and/or personal care.

5 Night Sleeping Service

5.1 The Services shall include:

- The provision of Staff to sleep in a Service User's home for a specified period of the night
- The Provider's Staff being available to be woken up to three times a night in order to provide any of the services outlined in 'Personal Care' of this Service Specification. Times and length of disturbance should be recorded
- The Provider's Staff will normally be able to use a separate bedroom in the Service User's home. Where this is not possible, the Provider must provide a suitable portable bed for the Staff to use in the living area and separate from the bedroom or room occupied by the Service User
- During the first and last hours of the Night Sleeping service, the Provider's Staff must be available to assist the Service User with their personal care needs

5.2 When providing night sleeping services, bedding for the Provider's Staff must be available and laundered at no additional inconvenience or cost to the Service User.

6 Night Sitting Service

6.1 The Services shall include the provision of Staff to remain awake in a Service User's home and being readily available to provide care and support for a specified period of the night.

7. 24 Hour Live-in Care

7.1 The Provider shall ensure that continuous and adequate care, which may involve any of the activities outlined above and cover is provided over 24 hours each and every day, including during the normal Staff time off and breaks if required. Such off-duty periods are to be mutually agreed between the Provider, Service User and Provider's Staff.

8. Skills Development and Re-enablement

8.1 The Services shall include, where appropriate, assisting the Service User to develop or maintain their skills in any of the above tasks.

8.2 For each Service User, the determining factor will be the outcomes to be achieved. The Service User, and where appropriate and, wherever possible, in accordance with their wishes, their representatives, should always be central to discussions as to how those outcomes should be achieved. The outcomes to be achieved should be recorded in the Care and Support Plan.

Schedule 3 - Quality And Performance [for Home Care services]

1. INTRODUCTION

1.1 In addition to meeting the National Minimum Standards, the Council also requires Providers to meet a series of contract standards used by the Council for monitoring services. The Headline Contract Standards are attached in Appendix 1 of this Schedule. *[It is anticipated that full contract standards for the Region will be developed and consulted on later in the year.]*

1.2 As part of this Contract the Council wishes periodically to monitor the service delivery to ensure compliance with the Contract Terms and Conditions and the Contract Schedules, and to assess the quality and performance of the service being delivered to Service Users. The minimum requirements for the Periodic Information Return for this purpose are attached at Appendix 2 of this Schedule.

1.3 Additionally, the Council will carry out a Contract Review. If required the provider should be prepared to attend, at 4 weeks notice, an annual (minimum frequency) meeting with the Council to review performance under the Contract. Any such meeting should be used to share good practice and to agree areas for improvement.

1.4 At the request of the Council, the Provider will return one or more of the following additional information on an annual basis to the Council:

- a) Business Continuity Plan
- b) Accounts for the most recent completed financial year (audited if required by law)
- c) Insurance Schedules and Certificates
- d) A Copy of the Annual Quality Assurance Assessment (AQAA)
- e) Results of the Provider's Annual Service User Satisfaction Survey

1.5 The Council will:

- Review the Business Continuity Plan to ensure the risk of the Services being disrupted or discontinued has been minimised.
- Examine the audited accounts to ensure that the Provider remains financially viable.
- Examine Insurance Schedules and Certificates to ensure the Provider has maintained appropriate insurance cover (as specified in the terms and conditions of Contract).
- Examine the AQAA to identify good practice and areas for improvement. It will also review the latest CSCI Inspection Report.
- Use the results from the Service User Satisfaction Survey to ascertain views on the quality and performance of the service.

Appendix 1 - Headline Contract Standards

- Standard 1 The Provider operates on a sound financial footing.
- Standard 2 The Provider maintains proper insurance and business continuity arrangements.
- Standard 3 The Provider operates an effective quality assurance system.
- Standard 4 The Provider ensures that management systems & Staff workloads enable safe and effective service delivery to Service Users.
- Standard 5 Staff are competent and receive the appropriate training and guidance.
- Standard 6 The Provider complies with Health and Safety legislation.
- Standard 7 The Provider provides a professional Service, respecting the rights of Service Users, and does not discriminate in the provision of services or its employment practices because of race, religion, gender, disability, age or sexual orientation.
- Standard 8 The Provider has effective arrangements for Service Users to make representations about the nature and quality of the Services received.
- Standard 9 Service Users are safeguarded from abuse and exploitation.

Additional Standards for 24 Hour Live-In Care and Support

- Standard 10 The Provider has effective arrangements for the replacement of a care and support worker in case of emergency.
- Standard 11 The Provider must ensure that formal monitoring of the quality of the service and standard of care and support provided is conducted on-site with the Service User on a monthly basis.
- Standard 12 The Provider must conduct monthly on-site supervision with care and support workers.
- Standard 13 The Provider produces written guidance for the care and support workers regarding standards of personal behaviour expected whilst providing live-in-care and support.

Appendix 2 - Periodic Annual Information Return

CONTACT INFORMATION

Name of your service:								
Address of your service:								
	Postcode:							
Your name:								
Your job title:								
Your phone number:								
Your Email address:								
Your website address:								
Date that you sent the form to us:	D	D	M	M	Y	Y	Y	Y

CARE AND SUPPORT WORKERS

1a	Number of permanent care and support workers currently working for the service	
1b	Number of permanent care and support workers who have left in the last period	
1c	Number of temporary care and support workers currently working for the service	
1d	Number of permanent care and support workers, who provide personal care, with NVQ Level 2, or above, in Care	
1e	Number of permanent care and support workers, who provide personal care, working towards NVQ Level 2, or above, in Care	

COMPLAINTS & SAFEGUARDING ADULTS

2a	Number of Service Breakdowns in the last period	
2b	Number of complaints received by the service, in the last period	
	Total number of complaints received	
	From Service Users	
	From relatives of Service Users	
	From advocates of Service Users	
	From health care professionals	
	From carers and staff	

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	Other complainants	
2c	Outcomes of complaints received in the last period	
	Number upheld	
	Number not upheld	
	Number ongoing	
	Number of actions taken as a result of complaints	
Actions taken as a result of complaints (please list):		
2d	Number of adult safeguarding referrals made in the last period	
2e	Number of adult safeguarding investigations started in the last period	
2f	Number, if any, of staff referred to the ISA Barred List	

CONTINUITY OF CARE

3a	Number of Service Users who receive up to 2 visits per week	
3b	Number of Service Users in 3a who have had more than 2 different care and support workers in the last period	
3c	Number of Service Users who receive 3-4 visits per week	
3d	Number of Service Users in 3c who have had more than 3 different care workers in the last period	
3e	Number of Service Users who receive 5-7 visits per week	
3f	Number of Service Users in 3e who have had more than 5 different care workers in the last period	
3g	Number of Service Users who receive 8-15 visits per week	
3h	Number of Service Users in 3g who have had more than 10 different care workers in the last period	
3i	Number of Service Users who receive 8-15 visits per week	
3j	Number of Service Users in 3i who have had more than 12 different care workers in the last period	

ATTENDANCE OF CARE AND SUPPORT WORKERS

4a	Total number of visits in the last period	
4b	Number of visits in the period that were carried out within 15 minutes of the agreed time	

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4c	Number of incidents of non-attendance within the last period	
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REVIEW OF CARE AND SUPPORT PLANNING

5a	Number of reviews scheduled in the last period	
5b	Number of reviews carried out in the last period	
5c	Aggregated Service User satisfaction score	
5d	Aggregated outcome score	



Schedule 2 - Service Specification [for Supported Living services: visiting or accommodation based housing support and Home Care]

1. INTRODUCTION

1.1 The Services shall be those services provided by the Provider set out in Appendix 1 and performed in accordance with the Contract (the 'Services').

1.2 This schedule specifies the requirements of the Services to be provided for All Adults for the Council. It should be read in conjunction with the Terms and Conditions of Contract and the associated Contract Schedules.

1.3 The purpose of the Services are to enable Service Users to remain in their own homes, living as independently as possible and to achieve and maintain their potential in relation to physical, intellectual, emotional and social capacity.

1.4 In providing the Services the Provider is, where applicable, required to be registered with the Commission for Social Care Inspection (CSCI and its successor body the Care Quality Commission) and to maintain that registration throughout the Contract Period. The Provider is also required to be accredited with Supporting People (Suffolk).

2. REQUIRED SERVICE OUTCOMES

2.1 The Council wishes, in partnership with Service Users and the Provider, to move towards an outcome based and personalised approach to the provision of the Services and this specification reflects that direction of travel. Providers will be expected to meet these new and evolving requirements during the Contract Period.

2.2 The Services should achieve the outcomes for Service Users in accordance with the White Paper, 'Our Health, Our Care, Our Say', and reflected in the National Minimum Standards Outcome summaries issued by CSCI, namely:

- Exercising Choice and Control
- Improved Health and Emotional Well-being
- Personal Dignity and Respect
- Quality of Life
- Freedom from Discrimination and Harassment
- Making a Positive Contribution
- Economic Well-being

3 CORE SERVICE PRINCIPLES

3.1 Principles of the Service

3.1.1 In delivering the Services, the Provider must adhere to the following principles:

- a) To enable Service Users to live as independently as possible in comfort

- b) To have respect for Service Users and their way of life, paying particular regard to ethnic, religious and cultural issues
- c) To involve Service Users in all decisions which affect the delivery of the Services, addressing their specific communication needs and being responsive to their informed choices and wishes
- d) To accept a wide range of home conditions, subject to risk assessment
- e) To maintain the self respect of Service Users in all situations
- f) To always give assistance in a safe, practical, reliable manner and in ways acceptable to Service Users
- g) To maintain the Service User's current support networks
- h) To maintain the confidentiality of Service Users unless a disclosure is necessary to protect the health, safety or welfare of the Service User or other Service Users
- i) To avoid any discriminatory practices

3.2 To promote the quality of life of Service Users, the following core principles should underpin the delivery of the Services:

- | | | |
|---------------|-----------------|------------------|
| ■ Competence | ■ Security | ■ Responsiveness |
| ■ Courtesy | ■ Equality | ■ Credibility |
| ■ Reliability | ■ Understanding | ■ Accessibility |

Competence

The Provider's organisation is run by people who are competent to do so, who recruit and employ Staff competent to do the job, who comply with their legal requirements and who operate safe working practices. The Provider's organisation is properly insured and financially sound.

Security

The Provider respects that Services are to be delivered in the Service Users' own homes and will ensure that they employ Staff who respect the Service User and their property, and who keep information about them confidential. The Provider shall take care to recruit honest Staff and has a safe coded method of storing Service User's keys if required to do so.

Staff will be trained in Safeguarding of Vulnerable Adults (SOVA) guidelines and actively support the SOVA guidelines.

Credibility

The Provider ensures that its Staff have knowledge of the requirements of their job, and in particular the Services to be provided, the policies and procedures under which the Services will operate, and provides training to the national standard as a minimum. Additional requirements may be agreed between the parties and included in Appendix 1 of this Schedule. The Provider must have ways of finding out whether the Service User is satisfied with the Services they receive from time to time and throughout the Contract Period.

Responsiveness

The Provider responds to the Service Users' individual needs, gives choice to Service Users and Carers about when and how the Services are provided, and

ensures that the Services respond appropriately to the specific needs of race, gender and disability as appropriate. The Provider must have a process by which Service Users, Carers, the Council or any other interested party may make comments, suggestions, complaints, and compliments, and a system in place which will ensure that such comments, suggestions, complaints and compliments may be considered fairly and acted upon if appropriate from time to time.

Service Users and their carers may approach the Council if they wish to lodge a complaint against the Provider. The Council will investigate complaints in accordance with the Council's complaints policy where appropriate. However, it will usually be appropriate for the Provider to undertake the initial investigation.

Reliability

The Provider shall comply with the Contract, deliver the Services, give the Service User and Carer information about the individual Services to be provided to them and has policies to keep Service Users and Carers informed of any changes in the Services.

Understanding

The Provider shall ensure that the Staff providing the Services are properly briefed as to the Service User's needs and respect the Service User's wishes, their independence, their race and their gender. Many Service Users have a disability and organisations must respect their need for independence and to be consulted and must always work with them in an enabling manner.

Courtesy

The Provider shall ensure that Service Users and Carers are treated with respect and has a policy on how Staff should conduct themselves in the Service User's home. Staff must be aware of and respect the Service User's cultural and religious needs and understand the influence this may have on their behaviour or their decisions.

Accessibility

Written information shall be available on the Services provided and how to obtain them. The Provider shall ensure that it knows how to access interpreting and translation services for minority ethnic Service Users as well as Braille and signing services for Service Users with sensory impairment. They should be sensitive to Service Users' needs and willing to facilitate access to these services where appropriate.

Equality

The Provider shall ensure that it and its Staff do not discriminate against people because of their race, religion, gender, disability, age or sexual orientation. Its policies will incorporate respect for Staff and Service Users irrespective of race, religion, disability, sexual orientation and gender. In addition to the Provider taking steps to prevent such unlawful discrimination, the Provider shall also ensure that they promote equal opportunities and good community relations between people from different racial groups where possible.

4. HOURS OF SERVICE AVAILABILITY

4.1 The Provider will deliver the agreed hours of Service per week during the Contract period.

(for Visiting Services)

4.2 The Services shall be available seven days per week, 52 weeks per year, as specified in the Individual Service Contract.

4.3 Services for night sleeping and night sitting shall be provided as specified in the Individual Service Contract.

(for Accommodation Based services)

4.2 The Service shall be available seven days per week, 52 weeks per year, during hours to be specified.

5. GEOGRAPHICAL COVERAGE

5.1 The Services will be provided as agreed in the Individual Service Contract.

5.2 No referrals should be accepted for Service Users from outside the Suffolk boundary unless by specific agreement with the Authorised Officer.

6. ACCESSING THE SERVICE [for Visiting Services]

6.1 Care and Support Packages

6.1.1 The needs of each Service User will be identified through an assessment completed by a Care Manager from the Council. If the Service User is eligible for the Services, the Care Manager will then produce a Care and Support Plan and a Risk Assessment, with input from the Service User, to identify how their needs will be met and the outcomes to be achieved.

6.1.2 The Care Manager shall have authority to refer Service Users to the Provider on behalf of the Council.

6.1.3 The Provider shall nominate those persons with authority to accept referrals and shall inform the Authorised Officer of their names, addresses and telephone numbers from time to time.

6.1.4 Referrals may be made by telephone or in writing. The care and support package and the agreed start date shall be confirmed in writing before commencement of the package by email, by post or facsimile transmission. A copy of the Care and Support Plan and Risk Assessment will be sent to the Provider.

6.1.5 The Provider shall start to provide the Services to the Service User on the start date, and shall continue to provide the Services until the end date, as set out in written confirmation of the package, unless the package is cancelled, suspended or varied in accordance with the Contract.

6.1.6 The Provider will accept referrals from the Care Manager subject to:

- Capacity within the Contract
- The Services commissioned being in accordance with registration requirements
- The Services commissioned being in accordance with this specification

6.2 Commissioning for outcomes

6.2.1 The Services shall be commissioned in the following way:

- a) The specific outcomes to be achieved for the Service User shall be agreed between the Care Manager, Supporting People, Provider and Service User and recorded in the Care Support Plan.
- b) To achieve the outcomes, the number of care and support hours to be delivered by the Provider per week will be agreed between the Care Manager and the Provider. Actual tasks, delivery times and the duration of each visit shall be agreed between the Service User and the Provider and recorded in the Service User's individual service contract. The Care Manager must agree that the agreed times and tasks appear appropriate to the delivery of the outcomes set.

6.2.2 The Provider shall inform the Council of the need to review the Care and Support Plan if there is a material change in the Service User's needs, or in the way that a Service User would prefer to have their Services provided.

6.3 Temporary Suspension of Care and Support Packages

6.3.1 Where the Provider's Staff are unable to provide the Services required because the Service User is found to be absent without having given prior notice, the Council shall pay for the abortive visit and any subsequent visits not cancelled or suspended, provided that the Provider informs the Council of the Service User's absence at the earliest opportunity and makes reasonable efforts to determine the Service User's whereabouts.

6.3.2 Where the Service User gives notice not later than 12 noon on the day before the day of the Provider's next visit, the Council shall not be liable to pay for the cancelled visit. The Provider shall inform the Council of such cancellation by the next working day after receipt of notice from the Service User.

6.3.3 The Council may cancel or suspend a package in whole or in part on giving notice to the Provider not later than 12 noon on the day before the day of the next visit.

6.3.4 The Council may suspend a package for a period of up to four weeks if the Service User is admitted to hospital. The Provider must contact Customer First prior to the expiry of the period of suspension to confirm the arrangements to be made on such expiry. If the package is to be re-started, the Provider shall use its best endeavours to ensure the continuation of care and support with the normal member of the Provider's Staff. After the period of suspension, unless otherwise agreed in writing, the Provider may deem the package to have been terminated.

6.3.5 Where there has been a material breach of the Contract, the Council may cancel or suspend the Services with immediate effect under the clause C12 of the Contract (Failure to Perform).

6.3.6 The Contract will be suspended where the Provider fails to meet the terms of the Specification and Contract. Immediate suspension will take effect where there are serious concerns about the health and well being of Service Users. Contract suspension means that the Provider will not be given any new work by the Council until the reason for the suspension has been remedied.

6.4 Termination of Care and Support Packages

6.4.1 The package shall terminate immediately on the death of the Service User. Where the Provider is not immediately notified of the death, the Council shall pay for one abortive visit only.

6.4.2 The Provider may terminate a package on giving not less than 14 day's notice in writing to the Customer First or other named Social Care Practitioner and to the Authorised Officer where the Service User's conduct places the Provider's Staff's safety at risk. Prior to agreeing termination of the package the Provider must discuss with the Council the root cause of the risk.

6.4.3 The Provider may also terminate a package on giving not less than 14 day's notice in writing to Customer First or other named Social Care Practitioner and the Authorised Officer when it has taken all reasonable steps to provide the packages and has exhausted the possibilities of any alternative provision but nevertheless the Service User has behaved in such a way that it is not possible for the Provider to continue to provide the Service to him or her. Such termination shall only be with the agreement of the Council and this shall not be unreasonably withheld or delayed.

6.4.4 The Council may terminate the care and support package on giving not less than 7 day's notice to the Provider unless mutually agreed otherwise on a case by case basis.

6.5 Notification to the Council

6.5.1 Without prejudice to its responsibilities under the Care Standards Act 2000 the Provider will be responsible for notifying the Customer First or other named Social Care Practitioner within the Council as soon as it is practical to do so, if any or the following occur:

- (1) Any circumstances where the Service User has consistently refused provision of the service or medical attention.
- (2) Serious accident, serious illness or serious injury to the Service User.
- (3) Death of the Service User.
- (4) Outbreak of notifiable infectious disease in the Service.
- (5) Any emergency situation e.g. fire, flood affecting the Service.
- (6) Legacy or bequests to Provider and/or staff.
- (7) Unplanned absence of the Service User.
- (8) Hospital admission.
- (9) An investigation related to Safeguarding of Vulnerable Adults

6. ACCESSING THE SERVICE [for Accommodation Based services]

6.1 Assessment & Referral

6.1.1 The needs of each Service User will be identified through an assessment completed by a Care Manager from the Council. If the Service User is eligible for the Services, the Care Manager will produce a Care and Support Plan and a Risk Assessment, with input from the Service User, to identify how their needs will be met and the outcomes to be achieved.

6.1.2 The Care Manager shall have authority to refer Service Users to the Services on behalf of the Council.

6.1.3 The Provider shall nominate those persons with authority to accept referrals and shall inform the Authorised Officer of their names, addresses and telephone numbers from time to time.

6.1.4 Referrals may be made by telephone or in writing. The care and support package and the agreed start date shall be confirmed in writing as agreed for each individual Service User by email, by post or facsimile transmission. A copy of the Care and Support Plan and Risk Assessment will also be sent to the Provider.

6.1.5 The Provider shall provide a place in the Services for the Service User from the start date specified above, until the Service User no longer requires the Services, unless the Services are cancelled, suspended or varied in accordance with the Contract.

6.1.6 The Provider will accept referrals from the Care Manager subject to:

- Capacity within the Contract
- The Services commissioned being in accordance with registration requirements
- The Service commissioned being in accordance with this specification

6.1.9 The first eight weeks (or any other period of time agreed at the time of referral) shall be regarded as a trial period unless the parties agree otherwise in writing.

6.2 Commissioning for outcomes

6.2.1 The Services shall be commissioned in the following way:

- a) The specific outcomes to be achieved for the Service User shall be agreed between the Care Manager, Provider and Service User and recorded in the Care and Support Plan.
- b) To achieve the outcomes, the care and support to be delivered by the Provider will be agreed between the Care Manager and the Provider. Actual tasks, times and the duration shall be agreed between the Service User and the Provider and recorded in the Service User's individual service contract. The Care Manager must agree that the times, tasks and duration are appropriate to the delivery of the agreed outcomes.

6.2.2 The Provider should inform the Council of the need to review the Care and Support Plan if there is a material change in the Service User's needs, or in the way

that a Service User would prefer to have their Services provided.

6.3 Temporary suspension of Services

6.3.1 In the event of the Service User's admission to hospital the Provider shall maintain appropriate contact with the Service User or their representative, unless explicitly requested otherwise.

6.3.2 Where there has been a material breach of the Contract, the Council may cancel or suspend the Services with immediate effect under the clause C12 of the Contract (Failure to Perform).

6.4 Termination of place in the Services

6.4.1 The Services shall be terminated on the day of the death of the Service User.

6.4.2 The Council may terminate the Services on giving not less than 28 day's notice to the Provider unless mutually agreed otherwise on a case by case basis.

6.4.3 The Provider may terminate the Services on giving not less than 28 day's notice to the appropriate Care Manager and to the Authorised Officer unless mutually agreed otherwise on a case by case basis.

6.5 Notification to the Council

6.5.1 Without prejudice to its responsibilities under the Care Standards Act 2000 the Provider will be responsible for notifying the Customer First or other named Social Care Practitioner within the Council as soon as it is practical to do so, if any or the following occur:

- (1) Any circumstances where the Service User has consistently refused provision of the service or medical attention.
- (2) Serious accident, serious illness or serious injury to the Service User.
- (3) Death of the Service User.
- (4) Outbreak of notifiable infectious disease in the Service.
- (5) Any emergency situation e.g. fire, flood affecting the Service.
- (6) Legacy or bequests to Provider and/or staff.
- (7) Unplanned absence of the Service User.
- (8) Hospital admission.
- (9) An investigation related to Safeguarding of Vulnerable Adults

7. SERVICE STANDARDS

7.1 The Provider shall meet those regulations and standards set out in National Minimum Standards for Home Care Providers.

7.2 The Provider shall operate at a minimum "1 star – adequate" rating from the Commission for Social Care Inspection and to strive for "3 stars – excellent" wherever possible and 'C' level rating under Supporting People Quality Assessment Framework (QAF) and strive for 'A' level rating wherever possible.

7.3 A "0 star - poor" rating from the Commission Social Care Inspection and/or not achieving a level 'C' QAF rating will be deemed a failure to perform under the Contract and the Council will instruct the Provider to remedy the failure.

7.4 A reduction in the rating from “3 stars – excellent” to “2 stars – good” or from “2 stars – good” to “1 star – adequate” from the Commission Social Care Inspection and or a reduction from level ‘A’ to ‘B’ or level ‘B’ to level ‘C’ from the Supporting People QAF will be deemed a failure to perform under the Contract and the Council will instruct the Provider to remedy the failure.

7.5 The Provider shall allocate from its Staff a care and support worker to each Service User. Continuity of care and support workers must be a priority, with a Service User receiving the Service from as few different care and support workers as possible.

7.6 In addition to meeting the National Minimum Standards set out in paragraph 7.1 above, the Council also requires Providers to meet a series of contract standards used by the Council for monitoring services. The required standards are included in the Quality and Performance Schedule.

7.7 Advocacy

7.7.1 The Provider will ensure that Advocates shall be available and will be granted good access to Service Users, and shall do so at no cost to the Council.

7.7.2 The Provider will take a positive and co-operative approach and organise advocates to come in when this is desirable for the Service User.

8. CARE AND SUPPORT REVIEWS

8.1 Formal care and support reviews will be requested by the Care Manager or Supporting People and will be held within a reasonable period with consideration of the time commitments of the participants, the date of the last formal review, and the urgency of the need for the review.

8.2 A care and support review will be held as often as the Care Manager deems is necessary, or as requested by the Service User, but at least annually.

8.3 The care and support review will involve the Service User and/or his or her representatives, the Care Manager or his or her representative, and where appropriate, the Provider or their designated representative. Consideration will be given to ensure convenience and adequate notice for all participants wherever possible.

8.4 The care and support review will address the extent to which the outcomes set out in the Care and Support Plan are being met.

8.5 The Service User’s individual service contract will be amended as appropriate following the review.

9. CONTRACT MONITORING AND REVIEW

9.1 The Provider will complete and return to the Council the Periodic Information Return appended to the Quality and Performance schedule. The Return will be analysed by the Council to determine compliance with the Contract. The Returns will also inform the Contract Review detailed in paragraph 8 above.

9.2 The Council will review performance against the Contract at least once a year.

9.3 To inform the Contract Review, the Provider shall provide to the Council information as required in the Quality and Performance schedule.

9.4 The Council will use the Supporting People Contract and Performance Monitoring processes and will be required to complete and submit quarterly the Supporting People workbooks and the annual QAF Self Assessment. The performance of the Council is monitored against national indicators and to facilitate this the Council requires the Provider to submit a range of service information including annual data on size of care packages. This will be required for a specific week each September, the exact date of which shall be notified to the Provider from time to time.

10. ELECTRONIC MONITORING

- The Council may wish to develop with Providers a system of electronic monitoring of Services and will require reports which may include but not be limited to:
- recording the start, end and duration of visits
- recording the care and support worker(s) allocated to the Service User
- raising of an 'alarm' with the Provider immediately where a Service User's visit does not start within the agreed timeframe
- identification of 'high risk' time critical calls

Appendix 1. - Care and Support Tasks

The following tasks and support, which are not exhaustive and form part of the care and support programme for the individual are not necessarily needed in all cases, are to be provided in accordance with relevant policies included in contract standards set out in the Quality and Performance Schedule.

1. Housing Support

1.1 Providing:

- Access to local community organisations
- Advice and support with repair work and home improvement
- Advice, advocacy and liaison
- Enable Service User to clean their own room
- Culture specific counselling and emotional support
- Developing domestic and life skills
- Developing social skills and behaviour management
- Emotional support, counselling and advice
- Help finding other accommodation
- Help in establishing personal safety and security
- Help in establishing social contacts and activities
- Help in gaining access to other services
- Help in managing finances and benefit claims
- Help in setting up and maintaining home or tenancy
- Help maintaining the safety and security of the dwelling
- Help with shopping, errand running and good neighbour tasks
- Liaison and advocacy support from same ethnic group
- Liaison with the Probation Service
- Management of Handyperson services
- Peer support and befriending
- Provision of community or social alarms
- Risk assessment
- Security support related to racial harassment
- Signposting to culture specific health and treatment services
- Signposting to culture specific legal services
- Supervising or monitoring medication
- Supervising or monitoring of health and well being

2. Personal Care

2.1 Assisting the Service User to:

- get up and or go to bed
- move in bed
- dress and undress and change clothing
- wash, bathe or shower
- attend to hair care, shaving, denture and oral hygiene, hand and finger nail care, foot care (but not that requiring a state registered chiropodist)
- address toileting needs and assist with continence management including necessary cleaning and safe disposal of waste

- eat and drink including food and/or drink preparation and associated kitchen cleaning
- prompt, support and administer non-invasive prescribed medication
- other medication related tasks as defined by council policy
- apply prosthetics if required
- achieve maximum mobility within the home, using appropriate equipment where necessary

3. Cleaning and House Care

- lighting fires and boilers and assisting with the maintenance of warmth e.g. switching heaters on and off, monitoring temperatures
- making beds and changing linen
- taking washing to the launderette
- washing clothes and soiled linen by hand or machine in Service User's own home
- ironing
- cleaning the home which may include vacuuming, sweeping, washing up, cleaning floors, windows, bathrooms, kitchens, toilets and general tidying, using domestic equipment and appliances as available
- care of pets and assistance dogs
- disposing of household and personal rubbish

4. Practical and Social Support

- managing personal and financial affairs, including household administration, paying bills, completing forms and record keeping
- correspondence and letter writing
- making telephone calls
- the consequences of household emergencies including liaison with local contractors
- liaison with other agencies and providers
- attending day centres or general practice and hospital appointments
- visiting recreational and community facilities including shops
- maintaining links with family and friends
- shopping and errands
- collecting pensions and benefits. No Care and Support Worker shall request or be privilege to any Personal Identification Number (PIN) relating to a Service User's bank, Post Office or building society account.
- ordering and collecting prescriptions
- spend time talking to, relating with and understanding the lives of Service Users
- accessing community based services such as laundry, shopping, gardening, home decoration and home security services

5. Health Related Tasks

5.1 Tasks will exclude nursing care (which is the responsibility of the National Health Service) except where this has been specifically agreed and the care and support worker has received the appropriate training and been deemed competent by a health care professional.

5.2 Examples of such tasks include:-

- administration of eye drops
- changing dressings
- stoma care
- administration of medication
- PEG feeding

5.3 The Provider shall contact the Council without delay, should any doubts or problems occur relating to any nursing care and/or personal care.

6. Night Sleeping Service

6.1 The Service shall include:

- The provision of a care and support worker to sleep in a Service User's home for a specified period of the night
- The care and support worker being available to be woken up to three times a night in order to provide any of the Services outlined in 'Personal Care' of this specification. Times and length of disturbance should be recorded by the Provider
- The care and support worker will normally be able to use a separate bedroom in the Service User's home. Where this is not possible, the Provider must provide a suitable portable bed for the care and support worker to use in the living area and separate from the bedroom or room occupied by the Service User
- During the first and last hours of the night sleeping service, the care and support worker must be available to assist the Service User with their personal care needs

6.2 When providing night sleeping services, bedding for the care and support worker must be available and laundered at no additional inconvenience or cost to the Service User or the Council.

7. Night Sitting Service

7.1 The provision of a care and support worker to remain awake in a Service User's home and being readily available to provide care and support for a specified period of the night.

8. 24 Hour Live-in Care and Support

8.1 The Provider shall ensure that continuous and adequate care and support, which may involve any of the activities outlined above and cover is provided over 24 hours each and every day, including during the normal care and support worker's time off and breaks if required. Such off-duty periods are to be mutually agreed between the Provider, Service User and care and support worker.

9. Skills Development and Re-enablement

9.1 Where appropriate, assisting the Service User to develop or maintain their skills in any of the above tasks.

9.2 For each Service User, the determining factor will be the outcomes to be

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achieved. The Service User, and where appropriate and, wherever possible, in accordance with their wishes, their carers, should always be central to discussions as to how those outcomes should be achieved. The outcomes to be achieved should be recorded in the Care and Support Plan.

Schedule 3 - Quality And Performance [for Supported Living Services: Visiting Or Accommodation Based Housing Support And Home Care]

1. INTRODUCTION

1.1 In addition to meeting the National Minimum Standards, the Council also requires Providers to meet a series of contract standards used by the Council for monitoring services. The Headline Contract Standards are included in Appendix 1 of this Schedule. [It is anticipated that full contract standards for the Region will be developed and consulted on later in the year.]

1.2 As part of this Contract the Council wishes periodically to monitor the service delivery to ensure compliance with the Contract Terms and Conditions and Contract Schedules, and to assess the quality and performance of the service being delivered to Service Users. The minimum requirements for the Periodic Information Return for this purpose is attached at Appendix 2 of this Schedule. The Council will also be using the Supporting People Contract and Performance Monitoring processes. To facilitate this, the Council requires the Provider to submit a range of service information including quarterly workbooks and annual QAF self assessment. The provider will be required to obtain and renew every three years Supporting People Accreditation.

1.3 Additionally, the Council will carry out a Contract Review. The provider should be prepared to attend, at 4 weeks notice, an annual (minimum frequency) meeting with the Council to review performance under the Contract. The meeting should be used to share good practice and to agree areas for improvement.

1.4 At the request of the Council, the Provider will return one or more of the following additional information on an annual basis to the Council:

- a) Business Continuity Plan
- b) Accounts for the most recent completed financial year (audited if required by law)
- c) Insurance Schedules and Certificates
- d) A Copy of the Annual Quality Assurance Assessment (AQAA) Results of the Provider's Annual Service User Satisfaction Survey

1.5 The Council will:

- Review the Business Continuity Plan to ensure the risk of the Services being disrupted or discontinued has been minimised.
- Examine the audited accounts to ensure that the Provider remains financially viable.
- Examine Insurance Schedules and Certificates to ensure the Provider has maintained appropriate insurance cover (as specified in the Terms and conditions of Contract).
- Examine the AQAA to identify good practice and areas for improvement. It will also review the latest CSCI Inspection Report.
- Use the results from the Service User Satisfaction Survey to ascertain views on the quality and performance of the service.

Appendix 1 - Headline Contract Standards

- Standard 1 The Provider operates on a sound financial footing.
- Standard 2 The Provider maintains proper insurance and business continuity arrangements.
- Standard 3 The Provider operates an effective quality assurance system.
- Standard 4 The Provider ensures that management systems & Staff workloads enable safe and effective service delivery to Service Users.
- Standard 5 Staff are competent and receive the appropriate training and guidance.
- Standard 6 The Provider complies with Health and Safety legislation.
- Standard 7 The Provider provides a professional Service, respecting the rights of Service Users and does not discriminate in the provision of services or its employment practices because of race, religion, gender, disability, age or sexual orientation.
- Standard 8 The Provider has effective arrangements for Service Users to make representations about the nature and quality of the Services received.
- Standard 9 Service Users are safeguarded from abuse and exploitation.

Additional Standards for 24 Hour Live-In Care and Support

- Standard 10 The Provider has effective arrangements for the replacement of a care and support worker in case of emergency.
- Standard 11 The Provider must ensure that formal monitoring of the quality of the Services and standard of care and support provided is conducted on-site with the Service User on a monthly basis.
- Standard 12 The Provider must conduct monthly on-site supervision with care and support workers.
- Standard 13 The Provider produces written guidance for the care and support workers regarding standards of personal behaviour expected whilst providing live-in-care and support.

Appendix 2 - Periodic Annual Information Return

CONTACT INFORMATION

Name of your service:								
Address of your service:								
	Postcode:							
Your name:								
Your job title:								
Your phone number:								
Your Email address:								
Your website address:								
Date that you sent the form to us:	D	D	M	M	Y	Y	Y	Y

CARE AND SUPPORT WORKERS

1a	Number of care and support hours provided by the service in the last period	
1b	Number of permanent care and support workers currently working for the service	
1c	Number of permanent care and support workers who have left in the last period	
1e	Number of permanent care and support workers who provide personal care, with NVQ Level 2, or above, in Care	
1f	Number of permanent care and support workers who provide personal care, working towards NVQ Level 2, or above, in Care	
1g	Number of shifts, in the past period, which have been covered by temporary staff, or staff from an agency Or Total number of temporary care and support workers currently working for the service	

COMPLAINTS & SAFEGUARDING ADULTS

2a	Number of service Breakdowns in the period	
2b	Number of complaints received by the service, in the last period	
	Total number of complaints received	
	From Service Users	

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	From relatives of Service Users	
	From advocates of Service Users	
	From health care professionals	
	From carers and staff	
	Other complainants	
2c	Outcomes of complaints received in the last period	
	Number upheld	
	Number not upheld	
	Number ongoing	
	Number of complaints resolved	
Actions taken as a result of complaints (please list):		
2d	Number of staff who have undertaken safeguarding training in the last period	
2e	Number of adult safeguarding referrals made in the last period	
2f	Number of adult safeguarding investigations started in the past period	
2g	Number, if any, of staff referred to the ISA Barred List	

NATIONAL INDICATOR 141

3a	Number of Service Users who have moved on from the service in a planned way to independent living	
3b	Number of Service Users in the last period who have moved on from the service	
3c	Percentage of vulnerable people achieving independent living ¹	%

NATIONAL INDICATOR 142

3a	Number of Service Users currently in receipt of support	
3b	Number of Service Users in the last period who have established independence or no longer require the support	
3c	Number of Service Users in the last period who are no longer living	

¹ $\left[\frac{3a}{3b} \right] * 100$

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	independently		
3d	NI 142 Percentage of vulnerable people who are supported to maintain independent living ²		%

UTILISATION

3e	Total number of units * by amount of days in the last period ³		
3f	Total number of days the units were occupied in the last period ⁴		
3g	Utilisation rate ⁵		%

REVIEW OF CARE AND SUPPORT PLANNING

5a	Number of reviews scheduled in the last period		
5b	Number of reviews carried out in the last period		
5c	Aggregated Service User satisfaction score		
5d	Aggregated outcome score		

$$^2 \left[\frac{3a + 3b}{3a + 3b + 3c} \right] * 100$$

³ When calculating the frequency, if the period was quarterly and it were not a leap year, the number of days possible in each quarter is 91. So if a provider had 10 units they would calculate 10 * 91 = 910 days and enter the figure of 910 in the box.

⁴ If for example the provider had 7 units occupied for 91 days and 3 units at 60 days they would enter the figure 817 into 3b.

⁵ Utilisation levels can be calculated using the following formula 100 * 3b / 3a = %. E.g. 100 * 817 / 910 = 91%. These calculations will be automated.