

## Appendix B: Customer “I Statements” Quality Assurance Framework

### Hull City Council Adult Social Care and Hull Clinical Commissioning Group

| INDIVIDUAL OUTCOME<br>(“I” Statement)  | PROCESS FOR PROVIDER   | SOURCES OF<br>SUPPORT FOR<br>PROVIDER  | SUCCESS CRITERIA   |
|--|--|--|--|
| <b>1) Information and Advice: having the information I need, when I need it</b>  |  |  |  |
| 1.1 "I have the information and support I need in order to remain as independent as possible."   | The Service Provider will provide information and support to enable the Individual to remain independent. The Service Provider will ensure that Individuals have an up to date communication assessment and recommendations from this assessment are implemented. The Service Provider will ensure that information about an Individual will be recorded in accordance with the Support Plan, which is accessible to the Individual and the staff working with the Individual. | HCC Social Care Practitioner, Speech and Language Therapist where appropriate, local Third Sector Advocate’s | Communications assessment and recommendations will be identified in the Outcomes Based Support Plan. There are appropriate records which demonstrate that the Individual has information to help them to remain independent, which will be available for review by the appropriate officers within Hull City Council and CCG CHC teams |
| 1.2 "I have access to easy-to-understand information about care and support which is consistent, accurate, accessible and up to date." | The Service Provider will ensure that all information will be accurate, easy to understand, free from jargon and available in different formats e.g. appropriate IT software and technology, videotape, audio tape, large print, drawings and symbols. The Service Provider will engage actively with the Individual to ensure this.<br>The Service Provider will be responsible for ensuring that all Care Workers are able to communicate                                    | HCC Social Care Practitioner, Speech and Language Therapist where appropriate, third sector Advocates        | Evidence of accessible information available and on show where appropriate<br>Appropriate use of pictures, signs and symbols to provide information to the Individual  |

|   |   |   |   |
|---|---|---|---|
|   | <p>effectively with the Individual. Where an Individual's first language is not English, information and correspondence should be in a format that can be understood by that person or an appointed representative. Equally, where an Individual's first language is English, they must be communicated with in a way that is clear and effective.</p> <p>Specialist Care Workers who communicate with people who have sensory impairments or have a Learning Disability should be trained in the use of specialist communication methods (e.g. British Sign Language, Makaton, etc).</p> |   |   |
| 1.3 "I can speak to people who know something about care and support and can make things happen." | The Service Provider will ensure that the Individual will have access to appropriate professionals who can help the Individual understand their care and support. E.g. Social Care Practitioner, liaison nurses, health professionals, service managers, broker or advocate.  | Other relevant professionals, third sector Advocate's | Evidenced in Outcomes Based Support Plans and Records.                                |
| 1.4 "I have help to make informed choices if I need and want it."                                 | The Service Provider will ensure that Individuals have accessible information and support to ensure that Individuals are able to make informed choices. This will include information regarding Independent Advocacy services, as appropriate.  | Advocate  | Evidence of accessible information available and on show where appropriate.           |
| 1.5 "I know where to get information about what is going on in my community."                     | The Service Provider will ensure that Individuals have accessible information and help Individuals seek information to enable them to access activities within the community.<br>The Service Provider will also ensure that Carers have information about support available to them as Carers.  | Advocate  | Evidence of accessible community information available and on show where appropriate. |

|   |   |  |   |
|---|---|--|---|
| <p>1.6 "I feel assured that all of my personal information is kept safe."</p> | <p>The Service Provider will at all times operate in line with the requirements (Data Protection and Security) of the terms and conditions of the Contract. The Service Provider will make sure that information held will be accessible as part of any data protection audit, quality assurance inspection or audit as requested by the Council.<br/>The Service Provider will provide details of their data protection and information governance measures as and when requested by the Individual, Carer or Council.</p> | <p>HCC Data Protection Advisors, third Sector Advocate</p> | <p>Monitoring of how data is stored. Sharing of data protection and information governance is measures and audited.</p> |
|---|---|--|---|

| INDIVIDUAL OUTCOME ("I" Statement)   | PROCESS FOR PROVIDER   | SOURCES OF SUPPORT FOR PROVIDER   | SUCCESS CRITERIA   |
|--|--|---|--|
| <p><b>2) Active and supportive communities: keeping friends, family and place</b></p>  |  |   |  |
| <p>2.1 "I have access to a range of support that helps me to live the life I want and remain a contributing member of my community."</p> | <p>The Service Provider will ensure appropriately skilled Care Workers support Individuals to access their local community and participate in local events. The Service Provider will ensure the Individuals are given a full range of opportunities to access valued activities. This will be informed by the Support Plans and includes transport arrangements. The Service Provider will ensure that the Individuals have access to and involved in planning their holiday if desired including, budgeting, transport arrangements,</p> | <p>Community Resources, Family, Friends, Advocacy, Carers Organisations</p> | <p>Outcomes Based Support Plans and records will demonstrate community access. Customer satisfaction survey to include access in the community Transport arrangements in outcomes Based Support Plans.</p> |

|  |   |   |  |
|--|---|---|--|
|  | accommodation and activities.   |   |  |
| 2.2 "I have a network of people who support me – Carers, family, friends, community and if needed paid support staff." | <p>The Service Provider will ensure that the Individuals wishes to maintain links with their families and friends are respected. The Service Provider will facilitate the Individual to develop a network of support including families, friends, Carers, the wider community and paid supporters where necessary. The Service Provider will ensure that the Individuals are given a full range of opportunities to develop meaningful relationships. The role of Carers (including young carers) as partners in care must be recognised and Carers treated with respect.</p> <p>All agencies that work with Individuals will use the term 'carer' correctly in line with the following Carers UK definition. "Carers look after family, partners or friends in need of help because they are ill, frail or have a disability. The care they provide is unpaid."</p> <p>Service Providers "staff must be referred to by their job title and should not be referred to as Carers".</p> | Family,<br>Friends,<br>Advocacy,<br>Carers<br>Organisations     | <p>Evidence that the Individual has contact with a variety of people</p> <p>Individual records include:</p> <ul style="list-style-type: none"> <li>• Next of Kin</li> <li>• Significant others</li> <li>• Circle/network of support</li> <li>• Pasta / Vicar etc.</li> </ul> |
| 2.3 "I have opportunities to train, study, work or engage in activities that match my interests, skills, abilities."   | <p>The Service Provider will recognise that Individuals have their own interests, tastes, abilities and aspirations and should be actively enabled to realise them. The Service Provider will, through their attitudes and behaviour, encourage Individuals to reach their full potential regardless of age or ability. Individuals will be encouraged and supported to do as much as</p>   | Adult Education,<br>Further Education<br>Employers,<br>Advocate | <p>Outcomes Based Support Plans and records:</p> <ul style="list-style-type: none"> <li>• Personal interests</li> <li>• Access to learning</li> <li>• Access to employment/occupation</li> <li>• Satisfaction surveys</li> </ul>   |

|   |  |                               |   |
|---|--|-------------------------------|---|
|   | possible for themselves. The Service Provider will ensure that Individuals have support to access lifelong learning opportunities, including support with transport. The Service Provider will support Individuals to seek employment and occupational activities for adults of a working age.   |                               |   |
| 2.4 "I feel welcomed and included in my local community."                 | The Service Provider will help Individuals to access and be welcomed into the local community; this may require supporting the community to accept the Individuals as well as supporting the Individual themselves. As members of their communities, it must be recognised that all Individuals should be enabled to preserve and exercise their rights and responsibilities as Individuals. This may involve enabling Individuals to take risks with their own health, safety and well-being. The service must be delivered in a manner that enables Individuals to manage their own lives and circumstances. Where Individuals are able to make informed decisions to take risks, the Service Provider must ensure that all risk assessments are in place. | Community Resources, Advocate | Outcomes Based Support Plan provides evidence that the Individual is maintaining friendships and is actively engaged in community groups <ul style="list-style-type: none"> <li>• Risk assessments</li> <li>• Risk enablement plan</li> </ul> |
| 2.5 "I feel valued for the contribution that I can make to my community." | The Service Provider will help Individuals to play an active part in their communities. Identifying positive roles that can be undertaken within the community and local groups that Individuals can participate in, e.g. fundraising activities, volunteering opportunities, and faith groups.  | Community Resources, Advocate | Evidenced in Outcomes Based Support Plans and records Satisfaction survey.  |

| INDIVIDUAL OUTCOME<br>("I" Statement)   | PROCESS FOR PROVIDER  | SOURCES OF<br>SUPPORT FOR<br>PROVIDER                   | SUCCESS CRITERIA  |
|---|---|---|---|
| <b>3) Flexible integrated care and support: my support, my own way<br/>Support Planning, Reviews, Death of Individual</b> |   |   |   |
| 3.1 "I am in control of planning my care and support."  | The Individual, with the Social Care Practitioner, will have ensured the completion of a Supported Self Assessment with input from the Carer, Advocate and/or other relevant contributor(s), where appropriate. This Supported Self Assessment will form the basis of the Individual's Support Plan, which will identify what is required of the Service Provider in the delivery of care to the Individual and the wishes of the Individual on death.  | Social Care Practitioner, Advocate                      | Outcomes Based Support Plan identifies the support needs to be delivered by the Service Provider(s).<br>Outcomes based Service Provider should challenge the Social Care Practitioner if the relevant information is not made available.  |
| 3.2 "I have care and support that is directed by me and responsive to my needs."  | The Service Provider ensures Individuals are enabled to pursue their individual interests and tastes within their own abilities and are actively encouraged to achieve their aspirations. The Service Provider will be responsible for ensuring that the support needs identified within the Support Plan are delivered in a manner that takes into account the wishes of the Individual. The Service Provider should take into consideration and enable the Individual to maintain cultural, religious and personal wishes e.g. clothing, food, music, film, festivals, etc. The | Social Care Practitioner, Family, Next of Kin, Advocate | Evidence of the cultural, religious and personal wishes of the Individual being incorporated into the delivery of the plan.<br>Evidence that there is an active service user (Individual) group and Individuals are involved in the process of recruiting, induction and ongoing development of the Service.<br>Providers staff<br>On death of an Individual, the |

|  |   |  |  |
|--|---|--|--|
|  | <p>Service Provider will also ensure that if they are working with Individuals from different backgrounds there will be literature provided in the Individual's own language. The Service Provider will also endeavour to employ staff or volunteers who will speak to the Individual in their own language. The Service Provider will link Individuals to their own faith groups and facilitate this process. Upon death of an Individual, the Service Provider will notify the next of kin and the Social Care Practitioner and will advise as to the Individual's wishes as set out in their Support Plan.</p> |  | <p>Service Provider will:</p> <ul style="list-style-type: none"> <li>• notify the next of kin immediately and with sensitivity</li> <li>• notify the Social Care Practitioner immediately or on the next working day if the death occurs outside of normal working hours</li> <li>• will comply with the requirements of</li> <li>• (Death of Individual) of the terms and conditions</li> </ul> |
| <p>3.3 "I have support that is coordinated, co-operative and works well together and I know who to contact to get things changed."</p> | <p>The Service Provider is responsible for working with the Social Care Practitioner to ensure that the service provided to the Individual is meeting their assessed needs and is reviewed at least annually. The review should include relevant contributors, including the Individual and their Carer (where appropriate) as well as anyone the Individual wishes to invite. Any parties to the Outcomes Based Support Plan may request a review at any time there appears to be a significant change in the Individual's circumstances or if the requirements of the existing plan are not being met.</p>      | <p>HCC Social Care Practitioner, Advocate</p>              | <p>Evidence of annual reviews.<br/>Evidence of Individual's leadership within their Support Plan.<br/>Evidence of advocacy services being offered as appropriate.</p>  |
| <p>3.4 "I have a clear line of communication, action and follow up."</p>   | <p>The Service Provider will be responsible for ensuring that the Individual and their Carer are aware of the differing roles and responsibilities of the people supporting them, e.g. Social Care</p>  | <p>HCC Quality Assurance, NHS (where appropriate), HCC</p> | <p>Evidence of an accessible Complaints and Compliments Policy/Procedure.<br/>Complaints and Compliments log</p>   |

|  |  |                                     |   |
|--|--|-------------------------------------|---|
|  | Practitioner, Service Provider management, Care Workers/Support Staff. The Service Provider will ensure that the Individual and Carer are aware of how to make a complaint through their own complaints policy/procedure. This Policy/procedure must be in an accessible format and must state clearly that the receipt of a complaint will not result in reprisals or jeopardise the service being delivered. It must also include information about where the Individual can obtain independent support, for example from Advocacy services. The Service Provider will also ensure that both the Individual and any Carers understand how to make a complaint directly to the Council. | Social Care Practitioners, Advocate | The Service Provider will also be fully compliant the terms and conditions. |
|--|--|-------------------------------------|---|

| INDIVIDUAL OUTCOME ("I" Statement)  | PROCESS FOR PROVIDER   | SOURCES OF SUPPORT FOR PROVIDER                                   | SUCCESS CRITERIA  |
|---|--|---|---|
| <b>4) Workforce: my support staff<br/>Staffing recruitment, levels, competencies and continuity and consistency</b> |  |   |   |
| 4.1 "I have good information and advice on the range of options for choosing my support staff."                     | The Service Provider will ensure that the Individual leads on all decisions that affect them. The Service Provider will appoint a key worker to each Individual and the Individual will be involved in this process to secure the best possible match. The Service Provider will take steps to minimise the number of staff employed to meet the needs | HCC Independent Living Team, Advocates and/or Brokers, Key Worker | Evidence of Individual's leadership within their Support Plan.<br>Appointment of a Key Worker.<br>Evidence of an effective staffing policy/rota system.<br>The Service Provider will be fully |

|  |   |  |   |
|--|---|--|---|
|  | <p>of a single Individual through an effective staffing policy/rota system. The Service Provider will ensure consistency of service to all Individuals. The Service Provider will ensure that all staff employed are recruited in accordance with current employment, equal opportunities and safeguarding legislation.</p>   |  | <p>compliant (Safeguarding) of the terms and conditions.</p>  |
| <p>4.2 "I have considerate support delivered by competent people."</p> | <p>The Service Provider will ensure that all staff are trained and assessed as competent in performing all tasks they are required to complete as part of the care and support specified in the Individual's Support Plan and that they operate in line with the Ten Point Dignity Challenge. Staff must also be trained and assessed as competent as per Clause 63 (Staffing Matters) of the terms and conditions. The Service Provider will provide ongoing training, Development and supervision for all staff to maintain appropriate levels of skill and knowledge. The Service Provider will also provide refresher training on a regular basis and will assess staff's ongoing competence to perform tasks. Staff must be trained and must attain qualifications in line with the Health and Social Care Act 2012 (Regulated Activities 2010). The Service Provider will ensure that staff are trained before using specialist equipment (such as hoists, bath chairs and stair lifts). The Service Provider will seek the support of the wider multi disciplinary team to provide specialist support when required.</p> | <p>Hull Skills for Care, local training Dementia Academy, Advocate</p> | <p>Feedback from the Individual to be sought and used to make necessary staff improvements. Suitable staff supervision and development including 1:1 and annual appraisal. Staff training records (and evidence of up to date qualifications) available for inspection as required. The Service Provider will be proactive in embarking upon permission to share procedures when Data Protection applies.</p> |

|   |  |                               |   |
|---|--|-------------------------------|---|
| 4.3 "I am supported by people who help me to make links in my local community." | The Service Provider shall develop community connections that could lead to opportunities for Individuals to maintain community participation, and also generate some community interest and support in the Service Provider's services. | Community Resources, Advocate | Evidence of community connections with, for example, leisure centres, clubs and societies, community groups, faith groups, ethical groups, and Lesbian, Gay, Bisexual and Transgender groups. |
|---|--|-------------------------------|---|

| INDIVIDUAL OUTCOME ("I" Statement)  | PROCESS FOR PROVIDER  | SOURCES OF SUPPORT FOR PROVIDER        | SUCCESS CRITERIA  |
|---|---|--|---|
| <b>5) Risk enablement: feeling in control and safe</b><br><b>Risk assessment, risk management, emergency access procedures and safeguarding</b> |   |  |   |
| 5.1 "I can plan ahead and keep control in a crisis."  | The Support Plan will highlight what makes the Individual feel safe and unsafe. This will inform the risk management strategy for the Individual, which will form part of the Support Plan. Where care is being shared with a Carer, the Service Provider should be aware of contingency plans should the Carer become incapacitated. | HCC Social Care Practitioner, Advocate | The Support Plan addresses risk and ensures: <ul style="list-style-type: none"> <li>• Risk assessments will form part of the risk management strategy for the Individual.</li> <li>• All risk assessments will be signed by the Individual, the Service Provider (and if appropriate, any involved third party).</li> <li>• The Service Provider will have an Emergency Access policy and procedure, which may</li> </ul> |

|   |   |   |   |
|---|---|---|---|
|   |   |   | form part of their Business Continuity plan.  |
| 5.2 "I feel safe, I can live the life I want and I am supported to manage any risks." | The Service Provider will ensure there are opportunities for Individuals to act and think without reference to another person, including a willingness to incur a degree of calculated risk. To make good choices, people with the appropriate levels of capacity need to understand the consequences and take some responsibility for them. The Service Provider should promote a culture of choice that entails responsible, supported decision-making, recognising that within the right circumstances risk can be beneficial, balancing necessary levels of protection with preserving reasonable levels of choice and control. The Service Provider will ensure that a risk management strategy is in place that will ensure that an assessment of risk is conducted on all aspects of tasks to be carried out by staff. This will form part of the staff induction process. In circumstances where equipment is utilised in order to deliver a service, the condition of the equipment will be taken into consideration as part of the risk assessment. The Service Provider will ensure that risk assessments and management strategies are in place to address challenging behaviour and to ensure the well-being and safety of all. The Service Provider will ensure by way of risk assessment, including fire, that | HCC Social Care Practitioner/Team, Surrey Fire and Rescue Service, Advocate | Evidence of written policies and procedures regarding risk.<br>Evidence of risk assessments on all aspects of tasks to be carried out by staff.<br>Evidence of a regular review of risk assessments on the following basis: <ul style="list-style-type: none"> <li>• Annually as a minimum for generic risk assessment.</li> <li>• Every 6 months as a minimum where manual handling or lifting or hoisting is being carried out</li> <li>• More frequently if the Individual's condition deteriorates or a potential risk is identified.</li> <li>• The Service Provider will recognise risk and will notify the appropriate Authority as required.</li> <li>• The Service Provider will be suitably insured, as per (Insurance and Indemnity) of the terms and conditions.</li> </ul> |

|   |  |   |   |
|---|--|---|---|
|   | Individuals have access to telecare, telehealth and equipment appropriate to their assessed needs to mitigate risks.   |   |   |
| 5.3 "I feel that my community is a safe place to live and local people look out for me and each other." | The Service Provider will promote positive relationships with those in my community, for instance neighbours and local shopkeepers. The Service Provider will promote open access to the services they deliver. Individuals and staff can also actively seek out opportunities for engagement and participation with the wider community to be part of schemes such as neighbourhood watch, community safety partnerships. | Community Resources, Advocate                                     | Satisfaction surveys/feedback from the Individual to evidence this.   |
| 5.4 "I have systems in place so that I can get help at an early stage to avoid a crisis."               | The Service Provider is aware of Individual's changing circumstances and has systems in place to respond to the Individual's needs to avoid situations escalating into crisis. The Service Provider will ensure its staff understand and implement the Missing Person Protocol as appropriate.   | HCC Social Care Team, Other Professionals (e.g. Health), Advocate | Contingency plans are indentified within the Support Plan. Incidents are managed at an early stage to avoid escalation to crisis. |

| INDIVIDUAL OUTCOME ("I" Statement)                           | PROCESS FOR PROVIDER   | SOURCES OF SUPPORT FOR PROVIDER | SUCCESS CRITERIA                              |
|--|--|---------------------------------|---|
| <b>6) Personal budgets and self-funding: my money</b>        |  |                                 |   |
| 6.1 "I can decide the kind of support I need and when, where | The Service Provider will make available the cost of their services, what they can provide | HCC Social Care Practitioners,  | Evidenced in the Outcomes Based Support Plan. |

|  |  |  |   |
|--|--|--|---|
| and how to receive it"   | and where and when they can operate so Individuals can make informed choices. Providers will advise Individuals of their booking/cancellation/payment arrangements.  | Support Brokers, Surrey Information Point, Advocate      | An appropriate contract or Spot Order in place and agreed by all parties.   |
| 6.2 "I know the amount of money available to me for care and support needs, and I can determine how this is used (whether it's my own money, direct payment, or a council managed personal budget)." | The Service Provider will price their services clearly to enable Individuals to make informed choices. The Service Provider will agree with the Individual and their support network whether the services will be purchased via Direct Payment, Supported Managed Account, Individual Service Fund or Directly Commissioned by the HCC.  | HCC Social Care Practitioners, Support Brokers, Advocate | Evidenced in the Outcomes Based Support Plan.   |
| 6.3 "I can get access to the money quickly without having to go through over-complicated procedures."  | The Service Provider will inform the Individual and the commissioner in a timely manner if they are not able to fulfil the Outcomes Based Support Plan. We would expect that the Service Provider will not charge an Individual using a Direct Payment or Supported Managed Account any more than they would charge for the same service if it were commissioned directly by HCC. The Service Provider will participate in regular reviews and will enable the Individual to make new arrangements if they wish. | HCC Social Care Practitioners, Support Brokers, Advocate | Recorded in the Outcomes Based Support Plan.  |
| 6.4 "I am able to get skilled advice to plan my care and support, and also be given help to understand costs and make best use of the money involved where I want and need this."                    | The Service Provider will support Individuals to achieve best value out of their Individual budget by using universal services and community resources, and by encouraging the sharing of support, and therefore costs, with other people where appropriate.   | HCC Social Care Practitioners, Support Brokers, Advocate | A flexible, costed Outcomes Based Support Plan, including a variety of paid and unpaid support, and individual and shared activities. |

| INDIVIDUAL OUTCOME<br>("I" Statement)   | PROCESS FOR PROVIDER  | SOURCES OF<br>SUPPORT FOR<br>PROVIDER  | SUCCESS CRITERIA  |
|---|---|--|---|
| <b>7) Health - Staying healthy and well</b>   |   |  |   |
| 7.1 "I have access to a range of support that helps me to remain well and healthy."                       | The Service Provider will assist the Individual where necessary to remain well and healthy within the community. This may include appropriate referrals made via their GP. The Service Provider must be able to demonstrate that it has an effective procedure to prevent the spread of infectious diseases and all staff are adequately trained in, and comply with this The Service Provider will support the Individual's understanding of lifestyle choices including the effects of smoking, alcohol, drugs, leisure, personal care and sexual health, but will not restrict choice. | Public Health, Opticians, Dentists, Specialist Practitioners, Fire Safety Officer (as required, for safe smoking and dementia), Practice Nurse, District Nurse, Health visitors, Occupational Therapists, Speech and Language Therapists | Addressed in Support Plans and records.<br>Accessible information.<br>Evidence that all Individuals are registered with a GP and are supported to receive an annual health check, as appropriate.<br>Evidence that Individuals have a Health Action Plan, as appropriate. |
| 7.2 "I want to have a healthy and balanced diet that respects my personal, cultural and religious needs." | The Service Provider will ensure where they provide meals that they are of a good nutritional standard. The Service Provider will ensure that Individuals are involved in their menu planning and are supported to make informed healthy decisions. The Service Provider will ensure that Individuals are supported to eat with whom they choose in a way that they choose.<br>The Service Provider will ensure cultural and religious needs are catered for. The Service   | Public Health, District Nurses, Dietician, Advocate  | Dietary requirements recorded in Support Plans, which include: <ul style="list-style-type: none"> <li>• Appropriate charts in place as required.</li> <li>• Accessible menus available.</li> <li>• Evidence of cultural needs being met.</li> </ul>                       |

|   |  |   |  |
|---|--|---|--|
|   | Provider will ensure Individuals are supported to maintain hydration and a Hydration Action Plan should be developed if appropriate.   |   |  |
| 7.3 "I am able to receive skilled medical advice when I need it."                 | The Service Provider will ensure that all Individuals are registered with a GP and other primary care professionals e.g. dentist, chiropodist and that all staff are aware who these professionals are. Whenever an Individual requests assistance to obtain medical attention or appears unable to make such a request, the GP must be contacted immediately. The Service Provider will support Individuals to access their local health services as required. The Service Provider will ensure any treatment; therapeutic programmes or health action plans are implemented as agreed with the health provider, eg. Community Team for People with Learning Disabilities (CTLD). | GP, Advocate, CTLD  | Evidence that Individuals have a My Care Passport as appropriate.<br>Health Action Plan in place and being implemented.  |
| 7.4 "I am able to access good and equitable health care and support as required." | The Service Provider will ensure Individuals are supported as required to attend health appointments. The Service Provider will ensure that Individuals have the same access to health services as the rest of the population. The Service Provider will ensure that Individuals are supported to access good healthcare and to participate in appointments and act on advice given/prescribed. Where required, the Service Provider will support the Individuals within hospital settings.  | Advocate, Primary care professionals, e.g. GPs, Practise Nurses, District Nurses, Health Visitors, Occupational Therapists and Speech and Language Therapists | Evidence of appropriate screening and health plans.<br>Medication policy.<br>Clear guidance and accessible information.<br>Use of hospital transport, where appropriate.<br>Evidence that Individuals are encouraged to administer their own medication, as appropriate and as per the |

|   |   |   |  |
|---|---|---|--|
|   | <p>The Service Provider will liaise with the health liaison nurses to aid smooth transitions between health services and community settings. The Service Provider will support access to community teams including mental health and learning disability teams, seek advice and work alongside this.</p> <p>The Service Provider must ensure that whenever an Individual is found by its member of staff to be in need of medical care, this must be in accordance with the Service Provider's policies and procedures.</p> <p>The Service Provider will ensure that all appropriate Health plans are in place and reviewed at least annually including:</p> <ul style="list-style-type: none"> <li>• Health Action Plans (for Individuals with a Learning Disability).</li> <li>• Care Programme Approach (for Individuals with mental health needs).</li> <li>• Support Plans.</li> </ul> |   | <p>Support Plan and risk assessment.</p> <p>Care Workers are suitably qualified and trained to administer prescribed medication, including medication administered by percutaneous endoscopic gastrostomy (PEG) tube, by suppository and by injection.</p>                             |
| <p>7.5 "I can access specialist support if I am in a situation where my behaviours are perceived as challenging."</p> | <p>The Service Provider will apply HCC/NHS Winterbourne View Action Plan.</p>   | <p>Community Team for People with Learning Disabilities, Community Mental Health Team, Advocate</p> | <p>Written policy for managing challenging behaviour which Individuals, Carers and Care Workers understand.</p> <p>Care Workers are appropriately trained and supported in understanding the Individual's emotional and physical needs and will be skilled in responding to these.</p> |

| INDIVIDUAL OUTCOME<br>("I" Statement)   | PROCESS FOR PROVIDER  | SOURCES OF<br>SUPPORT FOR<br>PROVIDER                         | SUCCESS CRITERIA   |
|---|---|---|--|
| <b>8) Where I Live and My Personal Property</b><br><b>My accommodation, personal property and possessions and gifts</b> |   |   |  |
| 8.1 "I want to be included in the decision as to where I live and make a contribution to my surroundings."              | <p>Individuals will be offered a chance to visit accommodation prior to moving, and an appropriate transition plan will be agreed. Individuals will understand what furniture is provided and what they must obtain themselves. Support providers will be able to offer advice regarding grants and local furniture projects for those individuals who require it. Individuals will understand which areas are for their own exclusive use, which are shared, and where they can meet visitors in private.</p> <p>Individuals will be encouraged and supported to contribute to domestic and cleaning duties in accordance with their risk assessment. If it is necessary for a person to move to alternative accommodation, the Service Provider will ensure that the Individual/Carer and the Social Care Practitioner are informed. The Individual's rights of tenure should be understood and the Service Provider will assist the Individual to communicate with the Housing Provider, advocating on their behalf if</p> | HCC Officers, including HCC Fire and Rescue Service, Advocate | <p>Transition plan.</p> <p>Provision of written information for prospective Individuals, their Carers and HCC officers.</p> <p>Written agreement with all Individuals upon commencement of their care package.</p> <p>Individual's privacy will be respected.</p> <p>There will be a written record of who is responsible for repairs and maintenance to the accommodation, and the Service Provider's role in supporting the Individual to report defects.</p> <p>Evidence that Individuals are comfortable in their environment, know their way around, and feel at home.</p> <p>Evidence that Individual's are able to invite visitors if they wish.</p> <p>It is clear who will be responsible for domestic tasks and if the</p> |

|  |  |   |  |
|--|--|---|--|
|  | <p>required. Termination of an Individual's service will be as per the conditions (Termination) of the terms and conditions.</p>   |   | <p>individual needs support it will be recorded in the Support Plan. Evacuation plan and business continuity plan. Any termination of a placement will be made in accordance with (Termination) of the terms and conditions.</p>   |
| <p>8.2 "I know that my personal possessions are safe and will be treated with care and respect."</p> | <p>The Service Provider will ensure that Care Workers employed to deliver care and support will treat every item of the Individual's property with care and respect. The Service Provider will ensure that Individual's bedroom doors have a functioning lock. In residential/nursing care, there should also be lockable storage provided. In other settings, the Service Provider will discuss with the Individual whether they would like to purchase lockable storage themselves. Any loss of the Individual's money/benefit books/card, property, or breakage of property should be immediately reported to the Social Care Team. In the event that the Care Worker(s) are found to be responsible for any damage/loss, the Service Provider shall be responsible for reimbursing the Individual. The Service Provider's staff may only become involved with the Individual's financial transactions when this is identified as part of the Support Plan. No member of staff or any</p> | <p>HCC Social Care Team, Community Police, Advocate</p> | <p>Suitable maintenance to ensure lockable doors and storage are maintained with any faults rectified immediately. Guidance provided to staff regarding the acceptance of gifts from Individuals and Carers. The Service Provider will ensure their staff are mindful at all times of the Bribery Act 2010 and/or any subsequent associated legislation.</p> |

|  |  |  |  |
|--|--|--|--|
|  | <p>relative of the member of staff shall act as executors for the estate of the Individual and/or Carer, or feature as a beneficiary of any Individual or Carer's will.</p> <p>The Service Provider will ensure that they have a clear and documented procedure in place regarding personal property, possessions and financial transactions, which will protect both the Individual and the Care Worker. This procedure will include as a minimum the use of receipt books with duplicate pages signed by both the Individual and Care Worker to document:</p> <ul style="list-style-type: none"> <li>• the amount of money given to the Care Worker.</li> <li>• the goods that have been purchased or services paid for with an accompanying receipt.</li> <li>• the goods, receipts and change given to the Individual</li> </ul> |  |  |
|--|--|--|--|

| INDIVIDUAL OUTCOME<br>("I" Statement)   | PROCESS FOR PROVIDER                     | SOURCES OF SUPPORT FOR PROVIDER | SUCCESS CRITERIA                 |
|---|--|---------------------------------|----------------------------------|
| <b>9) Working with HCC and Hull CCG</b> |  |                                 |                                  |
| 9.1 "I need my care provider and        | The Social Care Practitioner will obtain | HCC Social Care                 | The Service Provider will submit |

|  |  |   |   |
|--|--|---|---|
| <p>HCC to work together quickly and professionally.”</p> | <p>permission to share under data protection guidance and will provide the Service Provider with the Supported Self Assessment in a timely fashion and not more than two weeks after the assessment took place. The assessment will contain comprehensive information including social care needs, personal preferences, medical history, and life history to ensure the provider is able to plan and prepare to support the Individual. The Council will provide any relevant information which will enable the Service Provider to meet the desired outcomes. The Service Provider will work with other Service Providers and Local Authorities to ensure smooth transition, ensuring continuity for the Individual. The Service Provider is responsible for ensuring that the service provided to the Individual continues to meet their assessed need and is being monitored and reviewed appropriately and will alert the Council of any changes in need in a timely fashion. The Service Provider will provide their invoicing data as per HCC requirements. The Service Provider will cooperate with and support Individuals to manage any telecare/telehealth applications to improve care for those with long term conditions and help reduce the need for emergency admissions to hospital. The Service Provider</p> | <p>Practitioner, Emergency Duty Team, Commissioning Team, Sourcing Team, Quality Assurance, Procurement and Commissioning, Advocate</p> | <p>electronic monitoring and invoicing (Payment) of the terms and conditions and in the correct format. The Service Provider will continually develop their technological capability to facilitate communications and information sharing with HCC. The Service Provider will implement and continually review and improve their business continuity plan. Submission of quarterly performance monitoring data.</p> |
|--|--|---|---|

|  |  |  |  |
|--|--|--|--|
|  | <p>will work with HCC in the following areas, and in accordance with the agreed terms and conditions:</p> <ul style="list-style-type: none"> <li>• Business continuity planning.</li> <li>• Resolving issues.</li> <li>• Providing monitoring information.</li> <li>• Facilitating announced and unannounced visits to enable quality monitoring and audit.</li> </ul> |  |  |
|--|--|--|--|

| INDIVIDUAL OUTCOME<br>("I" Statement)  | PROCESS FOR PROVIDER  | SOURCES OF SUPPORT FOR PROVIDER | SUCCESS CRITERIA   |
|--|---|---------------------------------|--|
| <b>10) Residential Services and Residential with Nursing Services (as outlined in the Care Quality Commission's Essential Standards)</b> |   |                                 |  |
| 10.1 "I want to be included in the decision as to where I live and make a contribution to my surroundings."                              | In addition to section 8.1 of this Service Specification, all designated parts of the building and garden area used by Individuals, including those with wheelchairs or walking aids, must be accessible to them. Where any redecoration is done, Individuals will be involved in decision making about décor. Individuals must be familiarised with any alterations to their environment. The Service Provider must allow access to any authorised officer from HCC for the purposes of monitoring the quality of care provision and ensuring compliance with the Contract. Access will be allowed to all parts of the building, equipment and records employed in the | Advocate                        | Evidence as to the involvement of Individuals in the choice of décor. The Service Provider will adapt the environment to meet the needs of Individuals, including those with particular mobility or sensory loss difficulties. |

|  |  |   |  |
|--|--|---|--|
|  | care of Individuals. It should be noted that visits may be unannounced.  |   |  |
| 10.2 "I live in an environment where I will be supported to maintain skills and learn new ones where appropriate." | <p>The Service Provider will support the Individual to maintain skills, for example through the development of a „Life History to uncover a person’s past routines, which can be used in their day to day care, highlighting their strengths and what they are capable of doing for themselves. The Service Provider will also, with the consent of the Individual, develop orientation prompts to support ongoing independence. These prompts might include pictures, signage to aid orientation, calendars and prompts to identify what may be stored in cupboards, etc.</p> <p>To support those with dementia, the Service Provider will offer relevant reminiscence therapy, for example, memory boxes, photographs and music.</p> | With the Individual’s consent, HCC Social Care Practitioner will share the SSA and Support Plan with the provider, Advocate | Evidenced in Support Plans and records.  |
| 10.3 "I live in a setting that is part of a community."  | The Service Provider will provide a care home setting, both of itself and within the community in which it is located – Individuals and Care Workers can actively seek out opportunities for engagement with the wider community to personalise the services offered.  | Advocate  | Evidenced in Support Plans and records, including: <ul style="list-style-type: none"> <li>• Satisfaction surveys.</li> <li>• Feedback from residents and relatives.</li> </ul> |
| 10.4 "I am able to retain family relationships and friendships."   | The Service Provider will ensure that visitors are made welcome in the home to attend and support at a time that suits the Individual. The Service Provider will also ensure that there are arrangements in place for Individuals to keep in regular touch with family members including   | Advocate  | Evidenced in Support Plans and records, including: <ul style="list-style-type: none"> <li>• Satisfaction surveys</li> <li>• Feedback from residents and relatives</li> </ul>   |

|   |   |                                    |  |
|---|---|------------------------------------|--|
|   | by phone or email.  |                                    |  |
| 10.5 "I want to choose when I get up and go to bed."          | The Service Provider will involve the Individual in decision making regarding when they go to bed and get up. This will also include involvement in making night choices regarding checks made during the night.  | Advocate                           | Evidenced in Support Plans and records.  |
| 10.6 "I am clean and healthy and remain free from infection". | The Service Provider will ensure that the Individual's wishes in relation to personal hygiene are respected. The Service Provider will support the routine of laundry and prompting/reminding to change clothes where appropriate and maintain dignity. The Service Provider will be alert to the communication cues, responses and reactions to monitor regular patterns of, for example, going to the toilet and bathing. The service provider will be alert to visible cues such as restlessness, grabbing at clothes and facial expressions. The Service Provider will ensure that appropriate protective clothing is available for all staff and those Individuals, visitors, relatives and Care Workers / staff are enabled to prevent and minimise spread of infection within the home. The Service Providers will support Individuals to manage their own health condition(s) through the appropriate provision of telecare and telehealth equipment within the home. Telecare equipment will be provided by the Service Provider. Reviews will be undertaken on a case by case basis to determine who is responsible for the provision of telehealth | Advocate,<br>Equipment<br>Services | Evidenced in Support Plans and records, including: <ul style="list-style-type: none"> <li>• Evidenced via internal quality audits.</li> <li>• Evidence that Equipment risks are managed in the context of advice from the Medical Health products Regulatory Agency (MHRA).</li> <li>• Evidence that Care Workers are appropriately trained in the use of the equipment as set out in the MHRA.</li> <li>• Evidence that the home has an adequate supply of equipment/medical devices to meet the 24 hour needs of Individuals in the home.</li> </ul> |

|  |  |   |   |
|--|--|---|---|
|  | <p>equipment. Whoever provides the equipment is responsible for its maintenance.</p> <p>The Service Provider must ensure that it has an adequate supply of equipment/medical devices to meet the 24 needs of all Individuals.</p> <p>Equipment provision should be focused on individual need and provided by the care home if it is the type of equipment usually required by the people who live there. Equipment provided must be safe and staff properly trained.</p> <p>Equipment services may provide some equipment for the use of a named individual when the need falls outside of the home's general provision, for instance if an Individual has a need for equipment which is either bespoke or out of the ordinary, and where the equipment could not be used for another client when the need has passed. In instances such as these, the home can request a loan from the local community equipment service for a maximum of 6 weeks. Loaned equipment will be properly maintained by the equipment provider. The Service Provider must inform the equipment provider immediately when the equipment is no longer needed by the Individual and return the equipment promptly.</p> |   |   |
| <p>10.7 "I want to be confident my Nutrition and Hydration needs are met."</p> | <p>The Service Provider will develop a „Promoting Hydration Action Policy“.</p> <p>The Service Provider will assess the Individual to ensure appropriate nutrition is provided and that</p>  | <p>Advocate,<br/>Specialist advice<br/>SALT, MUST</p> | <p>Evidenced in Support Plans and records.<br/>Evidenced via internal quality audits.</p> |

|  |   |                 |  |
|--|---|-----------------|--|
|  | <p>diet and weight are monitored. The Service Provider will promote a nutritious diet. The Service Provider will ensure that specialist advice is sought to mitigate the risk of choking.</p>   |                 |  |
| <p>10.8 "I live in a home that values dignity in death as well as life."</p> | <p>Whenever possible it is preferable that an Individual who is approaching the end of life should remain in the familiar surroundings of their own room. The Service Provider in conjunction with the Council should ensure that appropriate health and care service are put in place to enable this. The Service Provider should ensure a culture is established within the Care Home that gives value to a person's dying as well as to their living by ensuring that staff have access to and are encouraged and supported to use nationally recognised end of life care tools such as:</p> <ul style="list-style-type: none"> <li>• Advance Support Planning.</li> <li>• Preferred Priorities of Care.</li> <li>• Care Pathway for the last few weeks/days of life.</li> <li>• NHS Do Not Attempt Cardiopulmonary</li> <li>• Resuscitation (DNACPR) principles.</li> </ul> <p>The Service Provider will support other Residents to commemorate the life of the deceased, for example through facilitating attendance at the funeral or reception as appropriate.</p> | <p>Advocate</p> |  |

| INDIVIDUAL OUTCOME<br>("I" Statement)   | PROCESS FOR PROVIDER   | SOURCES OF<br>SUPPORT FOR<br>PROVIDER                   | SUCCESS CRITERIA   |
|---|--|---|--|
| <b>11) Supported Living</b>   |  |   |  |
| 11.1 "I want to be included in the decision as to where I live and make a contribution to my surroundings." | In addition to section 8.1 of this Service Specification, Individuals will be involved in and consulted with about any new people moving into a shared property. Individuals will be able to choose the decoration in their own rooms and contribute to decisions regarding the décor in communal areas. Where the Service Provider is not the Housing Provider, they will support the individual as required to communicate their preferences to the Housing Provider. If the physical environment no longer meets an Individual's needs, the Service Provider will inform the commissioner and the Housing Provider and work together with them to achieve a suitable outcome. | Advocate, Hulls VCIS<br>Hulls HRS Provider, if required | Evidence of involvement in identifying an Individual to move into shared accommodation<br><input checked="" type="checkbox"/> Evidence as to the involvement of Individuals in the choice of décor   |
| 11.2 "I am able to plan and access transport to gain access to my community."                               | The Service Provider will enable the Individual to consider options and make choices based on support needs, risks, the cost and affordability, including maximizing benefits and researching alternatives. HCC will not fund the provision of a vehicle for Supported Living services. Any agreement with the Service Provider to offer a vehicle will be subject to a  | Libraries, Hubs, HCC, Care Practitioner, OT, Advocate   | Personal bank accounts<br><input checked="" type="checkbox"/> Individual in receipt of bus passes<br><input checked="" type="checkbox"/> Benefit maximization and finances addressed in Support Plans<br><input checked="" type="checkbox"/> Transport options in Support Plan |

|  |   |   |  |
|--|---|---|--|
|  | <p>separate agreement with the Individual and the person managing their finances where applicable.</p>  |   |  |
| <p>11.3 “I understand how Care Workers expenses / entrance fees / meals/ transport costs will be paid for when I am supported in the community.”</p> | <p>Care Workers will ensure that they check if there is free entrance for a Carer and that this is used (e.g. companion bus pass). Otherwise Care Workers will plan a budget with Individual before undertaking activities. Costs will be covered by the Individual and agreement will be reached beforehand about what expenditure is reasonable.</p> <p>If Care Workers are supporting an Individual at meal times, there should not be an expectation that Individuals cover the cost of a meal for the Care Workers. This should be agreed between the Care Workers and the Service Provider.</p> | <p>Support brokers, appointees/court appointed deputy, Advocate</p> | <p>There will be a record of decision making and expenditure</p> <p>☑ An Individual’s Support Plan will state how much support they need to manage their finances, and if Care Workers are assisting with this then appropriate records will be kept</p> |
| <p>11.4 “I am in control of entrance to / use of my property by Care Workers and others.”</p>  | <p>The Service Provider will support the Individual as appropriate to independent in coming in and out of their property</p> <p>The Service Provider will ensure that Care Workers respect the premises as the Individual’s home. Entrance of Care Workers and others will be at the discretion of the Individual, and will not enter without permission, or grant access to other visitors without obtaining the Individual’s permission. This may be aided by the use of telecare, provided as appropriate by the local District, e.g. finger pads, cctv entry phones, etc.</p>                     | <p>District telecare teams, Advocate</p>                            | <p>Evidence in Support Plans that independence is maximized</p> <p>☑ Where necessary a key safe/ assistive technology is in place with a protocol in place around access to the property.</p>  |

|  |  |                                     |  |
|--|--|-------------------------------------|--|
|  | <p>Meetings will not take place in the Individual's home unless the meeting involves them and they choose to have it there.</p> <p>The Service Provider will not display signs/notices/messages on the Individual's wall except where required for health &amp; safety reasons (e.g. fire exits) or as part of a Support Plan / risk assessment (e.g. reminder not to open door to unknown visitors, or to remember keys before going out). Other information will be kept discretely in suitable drawers etc with Individual's agreement.</p> <p>Care Workers who sleep in should have somewhere lockable to keep their belongings but they will respect that the property is the Individual's. Care Workers will not expect to use the living room/TV as if it were their own.</p> |                                     |  |
| <p>11.5 "I am enabled to decide and agree where my care/support records and if appropriate medication are kept."</p> | <p>The Service Provider will discuss a range of suitable options for the storage of records and medication with the Individual and where the house is shared as a group to determine where records and medications are kept.</p> <p>Individuals will be supported to buy suitable furniture, which may be lockable if the person does not lock their room or if risk assessment determines that they should not be able to access without support.</p> <p>Records specific to the Service Provider's staff but not relating to Individuals will not be kept on the premises. For example references,</p>   | <p>Pharmacy staff,<br/>Advocate</p> | <p>There will be visual evidence of the premises being an Individual's home rather than a care home</p> <ul style="list-style-type: none"> <li>☑ There will be suitable furniture in appropriate places</li> <li>☑ Records on the premises will relate to the Individual/s supported.</li> </ul> |

|  |  |  |   |
|--|--|--|---|
|  | policies and procedures etc will be kept at the Service Provider's office.   |  |   |
| 11.6 "I will have a responsive support package. When my needs change, or when there is a change in the number of people I share my support with, I will have help to discuss this promptly with the funder to ensure a timely change to my Individual Budget". | <p>The Service Provider will inform HCC as soon as possible if there is a change – either increase or decrease – in Individuals needs which requires a change in the Outcomes Based Support Plan or funding, or the provision of different equipment / services. The Service Provider will alert HCC immediately they become aware of somebody moving in or vacating the property, which will impact on the shared support provided to Individuals living in a shared property. The Service Provider will make every effort to ensure that appropriate referrals are reviewed at an early stage and that an appropriate tenant is identified to fill any vacancy. Once the property is once again fully occupied, the provision of shared hours and costs to each Individual will be reviewed and ongoing funding levels confirmed.</p> <p>somebody moving in or vacating the property, which will impact on the shared support provided to Individuals living in a shared property. The Service Provider will make every effort to ensure that appropriate referrals are reviewed at an early stage and that an appropriate tenant is identified to fill any vacancy. Once the property is once again fully occupied, the provision of shared hours and</p> | HCC Social Care Practitioners, City housing department, Advocate | <p>Timely contact is made</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Accurate information is available on current or expected voids</li> <li><input checked="" type="checkbox"/> Engagement with potential tenants and referrers</li> </ul> |

|  |  |          |  |
|--|--|----------|--|
|  | costs to each Individual will be reviewed and ongoing funding levels confirmed.  |          |  |
| 11.7 "I am enabled to make safe arrangements regarding where I keep hazardous substances." | The Service Provider will discuss a range of suitable options for the storage of hazardous substances. This will take account of risk assessments. Individuals will be supported to implement a locked option if necessary for the safety of themselves or someone they live with. | Advocate | There will be visual evidence of suitable arrangements in place<br>☑ An up to date risk assessment will be available |

| INDIVIDUAL OUTCOME ("I" Statement)  | PROCESS FOR PROVIDER   | SOURCES OF SUPPORT FOR PROVIDER   | SUCCESS CRITERIA  |
|---|--|---|---|
| <b>12 Community Opportunities</b>   |  |   |   |
| 12.1 "I will be given comprehensive information to enable me to access the full range of available Community Opportunities and will make my own choice about which to use." | The Service Provider will themselves be part of a local information network, using the citizen hubs, SIP and other recognised information sources, | Commissioning service, Broker, contracted information providers, local Advocate | Evidence that the Individual has been provided with suitable information to access suitable community opportunities |
| 12.2 "I will be able to use any opportunity offered because it will take place in an accessible setting."   | The Service Provider must ensure that no one is unable to access an opportunity because of building restrictions.                                  | Advocate  | Evidence that no Individual has been refused access to a Community Opportunity due to building limitations          |
| 12.3 "I want Staff providing a service for me to be suitably  | The service provider will be registered and compliant with the national minimum data set   | Skills for Care, HCC Academy,   | ☑ As per success criteria of 4.2  |

|  |   |  |   |
|--|---|--|---|
| experienced, trained and where necessary qualified.”   | (social care), and will have a workforce development plan in place.<br>The service provider will contribute to the Council’s Adult Social Care workforce development strategy, and preferably will be workforce development fund partners.  | Advocate   |   |
| 12.4 “I understand where the community opportunities fit within the pathway of support I have chosen.”                           | The Service Provider will have records of the appropriate pathway as relevant and will ensure that links are made to other involved providers.  | Social Care Practitioner, Advocate   | Evidence that links are made with other involved Providers  |
| 12.5 “I will be able to easily change provider if they have not provided a service(s) that is suitable for me.”                  | The Service Provider will work with all involved parties to establish clear outcome goals, which will be monitored regularly.<br>If outcomes are not being delivered then the Service Provider will be expected rectify this immediately or to assist in identifying an alternate Service Provider. | HCC Social Care Practitioner, Sourcing Team, Broker, Advocate                  | Change of provider has been completed within 12 weeks of agreement to change recorded in a support plan |
| 12.6 “I expect to be able to read and understand any records made about me and have the opportunity to contribute to my record.” | The Service Provider will ensure that records are open and fully accessible, unless there are clear and documented reasons not to do so, such as an active police investigation.  | Advocate, HCC Care Services, Recording Standards Training as locally available | Care records clearly show that people have had the opportunity to make their own written comments       |