

Quality Assurance Summary Report for Scrutiny

5th October 2015

What do we mean by quality?

Definition and current frameworks

Fit for purpose	Effective
Safe	People's experience
People's expectations	Caring
Responsive	Well-led
Accessible	Clear communication
Focus on outcomes (personalisation)	Dignity and respect
Choice and control	Timeliness of service
Empowerment	Legal boundaries
Darzi definition - clinical effectiveness, patient safety and experience	
Care Quality Commission framework – safe, effective, caring, responsive and well-led	

How do we currently measure quality?

Contract monitoring

Complaints, compliments and other feedback

Performance indicators, including safeguarding data

Audits and surveys

Quality assurance

Assessments and reviews

What joint quality outcomes do we want to achieve?

Connections between health and social care around patient safety, safeguarding, commissioning for quality and assurance.

Improved safeguarding quality

Shared strategic focus through the Health & Wellbeing Board, SAB's Quality Assurance sub-group and future Quality Workshops

Governance – Quality Assurance Board

- The Adult Social Services Quality Assurance Board ensures that quality assurance arrangements are in place to gather information on the quality of services provided, service user feedback and data on the outcomes achieved for people using Adult Social Services. The Board ensures that data and evidence is analysed and used to inform service delivery as well as strategic planning and commissioning.
- The Board meets quarterly and is chaired by the Director of Adults Services and attended by senior operational, strategy and commissioning officers responsible for ensuring and overseeing quality in service delivery.

Terms Of Reference Quality Assurance Board Adult Social Services

App 1a



Microsoft Office Word Document

Governance – Quality Assurance Board (2)

- The Adult Social Services Quality Assurance Board has in place an Improvement and Quality Action Plan with actions against each of the 4 DoH ASCOF domains on which LA's are measured :
 - Enhancing quality of life for people with care and support needs.
 - Delaying and reducing the need for care and support.
 - Ensuring that People have a positive experience of care and support.
 - Safeguarding adults whose circumstances make them vulnerable.
- Each action has a lead officer from the relevant service area and the Action Plan is reviewed and updated at each Board meeting.

Quality Assurance Board Action Plan



App 1b



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Governance - Safeguarding Quality Assurance

- A quarterly update is provided from the Quality Assurance Board to the Safeguarding Adults Board. This report details progress against targeted areas of safeguarding work overseen by the Board. A copy of the latest report can be found below.
- Safeguarding Performance is summarised in a quarterly report that is presented at both the Quality Assurance and Safeguarding Adults Boards



Sub-group quarterly update	App 1c	 Microsoft Office Word Document
Adult Safeguarding Report	App 1d	 Microsoft Office Word Document

Governance - Safeguarding Quality Assurance (2)

- A multi agency quality sub-group (of the Safeguarding Adults Board) is currently in the process of being set up to support Haringey Safeguarding Adults Board to fulfil its remit of ensuring local safeguarding arrangements are effective and deliver the outcomes that people want.
- In addition to the actions in the Improvement and Quality plan the QA Board reviews performance in regards to safeguarding including the review of performance data and case-file audits.

Multi Agency Safeguarding Adults Board Quality Assurance sub-group	App 1e	 Microsoft Office Word Document
Adult Safeguarding Case File Audit Tool	App 1f	 Microsoft Office Excel Worksheet

- Monthly case file audits are completed across each service area with reports collated by the performance team and key findings summarised in a report to the Quality Assurance Board.
- A Quarterly Learning Report is also produced summarising feedback (including compliments, members enquiries and complaints)
- Upheld complaints are summarised and scrutinised at the Quality Assurance Board .

Adult Case File Audit Tool	App 1g	 Microsoft Office Excel Worksheet
Learning from feedback	App 1h	 Microsoft Office Word Document

Quality in the Market

- In June Haringey published its' first Market Position statement setting out Haringey's plans to work with providers to develop diverse high quality care locally which meets local need and the Council's strategic priorities whilst delivering value for money.
- A requirement of the Care Act the Market Position Statement will be reviewed and refreshed as Haringey delivers against the Corporate plan, to send key messages to existing and future providers about our plans, our values and the outcomes we want to see delivered for adults in Haringey.

Market position Statement

App 1i



Adobe Acrobat
Document

Fundamental Standards

- In November 2014, the Government published the Fundamental Standards regulations. The regulations are a key part of the changes the Care Quality Commission (CQC) has made to the way it inspects health and care services.
- The Fundamental Standards, including a new “Duty of Candour” replace the 16 ‘essential standards’ of quality and safety which were previously used to assess whether care had fallen below acceptable standards.
- Where the Council’s provider services are inspected by CQC, the Quality Assurance Board receives inspection updates and oversees any improvement plans required.

CQC Fundamental Standards

App 1 j



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Quality in Commissioning

- Haringey has drafted a framework that will apply to all social care services that are commissioned for adults in Haringey, including services provided by Haringey Council. The framework sets out our expectation that all services are expected to meet or exceed quality standards and describes the way that we will measure quality.
- Everyone including, people who use services, relatives, carers, providers, staff delivering the service, social care staff, health practitioners, Safeguarding professionals, regulatory bodies e.g. CQC and HealthWatch will have a role to play to contribute to the improvement in the quality of care provided in Haringey.

Commissioning Quality Assessment
Framework

App 1 k



Microsoft Office
Word Document

Quality in Commissioning (2)

- Haringey has taken a lead role, working with the LGA and other key partners to help develop Commissioning for Better Outcomes Standards.
- The standards (currently in draft) are designed to ensure that everyone shapes and shares the vision of excellent care and support for people in need of adult social care, challenging commissioners to embark on an ambitious journey.
- The standards support the development of a common focus and purpose across the system, driven by shared values and behaviors.

Commissioning for Better Outcomes
draft standards

App 11



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