# 

Schedule 1 Service specification

*Supported Living Service in Wokingham*

**Strategy and Commissioning (People) Services**

**15th December 2017**

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# Introduction

This service specification is relevant to and sets the requirements for the delivery of a shared supported living service for three young men in Wokingham.

It is not the purpose of this specification to limit or restrict the service providers’ innovation, ability to deliver a responsive service or exercise flexibility in how services are delivered. It is however the purpose of this specification to broadly identify the key characteristics by which the service will meet the needs of people who use the service described in this specification.

# Alignment with the Council’s strategic priorities

Wokingham Borough Council’s vision sets the following priorities for the delivery of support and services to the local residents, including:

* Looking after the vulnerable
* Improving health, well-being and quality of life

In addition, Adult Social Care Vision 2014, states that well-being including mental and physical health, living conditions, access to local community and mainstream activities is at the core of all its services. The key priorities for Adult Social Care are:

* Empowerment, personalisation and self-care
* Quality and safety
* Integration of services / partnership working
* Prevention and early intervention
* Skilled, motivated and well-supported workforce
* Sustainability / resilience

The principles outlined in the Council’s vision and Adult Social Care vision will be used to inform this service’s aims and objectives, delivery and outcomes.

# National legislation, guidance and good practice

It will remain the responsibility of the service provider to be aware of current and changing legislation governing and informing the delivery of services, and it will remain the responsibility of the service provider to ensure that it complies with all and any changes to national legislation and published guidance on good practice such as, but not limited to:

* *Care Act 2014 and statutory Care Act guidance*
* *Children and Families Act 2014*
* *Wokingham Borough Council’s Carers Strategy 2016-2019*
* *Wokingham Health and Wellbeing Strategy 2017 – 2020*
* *The Council Plan 2014 -2017*

# Service overview

Description of the service

The main aim of the service is to provide high quality support for three young men with a learning disability and varying physical disabilities, to support them to live in a shared house as tenants.

The service needs to be linguistically, ethnically and culturally relevant, and able to meet the needs of people with a learning disability.

## Key activities

The service will deliver personal care and support in the following areas of independent living as required:

* Maintaining home and tenancy
* Finance – budgeting, money handling, assistance managing the household bank account for utility bills and communal shopping.
* Benefits, claims and disputes
* Support to maintain safety and security of the home
* Use of household appliances
* Assistance in food hygiene, preparation, cooking of food, and feeding support (including PEG) where required.
* Use of equipment prescribed to individuals: hoists, profile beds, wheelchair & POD chair.
* Ensure personal hygiene
* Support to travel outside the home; including the management of the shared vehicle, driving customers for off-site requirements.
* Supporting and facilitating access to social, vocational and recreational activities as stipulated in the care and support plan.
* General health and well-being, monitoring the health of customers with complex and variable needs.
* Support to arrange and accompany to medical and dental services and appointments
* Support with administering of medication as required.
* Support to maintain relationships as housemates and with customers’ families.
* Contact with other agencies and organisations, including the landlord
* Support to plan leisure time, pool resources and assist in activities
* Ability to assist in an emergency or crisis, contacting the relevant agencies and supporting in the interim
* Monitor and record hours provided, have a system to bank unused hours at tenants discretion.
* Support to consider fund raising activities

This list is not exhaustive and additional requirements will be necessary to personalise each customers individual care.

**Support Planning**

The provider will ensure:

* Each customer has an outcome- focused support plan and a risk management plan.
* The support plan will clearly link with statutory duty to ensure that the wider needs of the individual are met.
* The support plan will be formulated in partnership with the customer, their families’, advocates and other interested parties to enable the plan to be reflective of their needs, aspirations and wishes. It will identify the support or actions needed to meet or achieve these, including the actions required from other professionals.
* The support plan will aim to empower the customers to live as independently as possible whilst recognising their complex support needs.
* A risk management plan will be formulated with the customer and their families, advocates and other interested parties that identifies risks presented to and by the customer, and identifies risk management strategies. This must be valid for both support inside and outside the home when attending activities.
* The support plan will be outcome focused incorporating milestones towards achieving those outcomes.
* The support plan will ensure the customer maintains good physical and mental health for as long as possible, feels satisfied arrangements are in place to access treatment and are supported in managing their long term conditions through promotion of self-care and self-determination where appropriate.
* The support plans and the risk management plans will be reviewed at least six monthly or sooner if required due to a change in need or risk. During the first 12 months of the service starting, in addition to the standard 6 week review, it is expected support plans will be reviewed quarterly as a minimum.
* There is a clear appeals process in place, which involves staff not directly involved in support delivery, should a customer or their family be unhappy with their support plan or the way in which their support is being delivered.

## Service location / times of delivery

The service is located in Finchampstead Road, Wokingham, Berkshire. The building is owned by a private landlord who leases the property to Wokingham Borough Council. The Council sub-lets the property to the three young men. The current lease with the landlord is due to expire in 2019. The lease is subject to a six month break clause. Under the lease agreement the tenants are responsible for the internal décor of the property.

The service will be staffed 24/7, providing a total of 353 hours of support per week. Outside of the waking night support worker, each customer is supported 1:1 at all times.

The waking night shift is for 9 hours per night from 10.00pm to 7.00am.

The full contingent of 353 hours will be split between the customers as follow:

OC – 126 hours per week

DQ – 126 hours per week

DY – 101 hours per week

Please note these hours include the share of a waking night worker.

DY also has 25 hours of support from an alternative care agency – funded via a direct payment. This support is not part of the WBC commissioned service and is subject to a private contractual arrangement with the family.

As the support level is consistently 1:1, it is expected that workers will support customers to access the community and attend regular events/activities.

The service will maintain an appropriate office/site base in the Wokingham Borough.

## Staffing

The Provider will:

* be responsible for the recruitment, training, induction, support and regular supervision of staff and volunteers and will ensure that they maintain a high standard of professional behaviour and job performance.
* ensure, through robust recruitment and management of staff, that the staff team will remain consistent.
* ensure that training funded and provided by the local authority is embedded in staff support.
* be required to allocate a ‘key worker’ to each customer, whose responsibilities include maintaining communication with stakeholders.
* ensure that the service receives adequate support and supervision from an experienced manager.

It is expected that support staff should have or develop:

* Experience of working with the client group including people with challenging behaviour, and complex healthcare needs.
* An understanding of the dynamics and need to foster a positive shared living environment whilst continuing to promote customers individual rights and needs.
* The ability to communicate clearly with customers unable to verbalise, and be understood by them.
* An understanding of the impact of support needs on customers, their families and local communities.
* A full commitment to empowering individuals to lead an independent life.
* The ability to assist tenants with housing related support issues.
* The ability to work creatively and flexibly to meet the needs of customers, adapting practice when taking advice from professionals with an expertise in their field – e.g. a community learning disability nurse.
* A full understanding of both confidentiality and safeguarding adult issues and procedures.
* The ability to work in partnership with key local statutory agencies, voluntary agencies and other housing and support providers, sharing intelligence and helping maintain a continuity of support across the customer’s entire support network.
* An understanding of the organisation’s service requirements.
* Knowledge of ideas and initiatives concerning best practice in support services.

**CQC Registration**

The service will be registered with the Care Quality Commission (CQC).

**Partnership and joint working**

The provider will establish and develop strong working relationships with key referral and stakeholder agencies. It is imperative that the provider develops a positive working relationship with customers’ families.

The provider will consult with stakeholders of the service on a regular basis - at least annually - to offer the opportunity to feed into service delivery, monitor outcomes achieved and ensure that the service is meeting the needs of the customers.

The provider will ensure that staff communicate with other agencies supporting OC, DY & DQ to ensure that support practice is consistent across the entire package of care for these customers.

The provider must be aware of key government policies, legislation, and good practice guidance and use it to influence service planning and delivery.

The provider will be active in the local community of Wokingham Borough and will be represented at appropriate agency or multi-agency forums.

# Customer engagement and communication

The provider will actively encourage engagement of the customers and their families/carers in relation to the delivery of the service.

# Values and principles

The Provider’s values and principles will:

* Ensure that support planning and delivery is co-produced with the customer
* Deliver high quality care and support to achieve the aims of the service
* Be well suited to those who use it and non-discriminatory
* Be accessible so that it can provide services when needed to all customers within its normal operating hours
* Promote the safety of customers and that of their carers, staff and the wider public
* Offer choices which promote independence
* Be well co-ordinated between all staff, stakeholders and partners
* Deliver continuity of care and support for as long as this is needed
* Empower and support its staff
* Be properly accountable to its customers and their carers.
* Safeguard adults whose circumstances make them vulnerable and protect them from harm. The person will feel safe and be safeguarded from neglect and abuse and will know that any concerns will be listened to and acted upon promptly.

# Contract Monitoring

The service will be subject to contract monitoring throughout the contract term, the main aim of this being to ensure that the requirements of the contract and service specification and outcomes are being delivered. Primarily, this monitoring will involve the following:

* Assessment of strategic relevance to the Council’s strategic priorities
* Quality of service
* Customer satisfaction
* Reported outcomes
* Assessment of the service’s cost effectiveness and financial stability

The provider will report on the delivery and performance of the service to WBC on a quarterly basis. This should include:

* Performance against set KPI’s;
* Outcomes

**Key Performance Indicators**

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| **KPI** | **KPI** | **Method of Measurement** | **Threshold** | **Frequency of Reporting** |
| **KPI 1** | % of risk assessments reviewed and updated within 6 months of completion/last update | Provider report | 100% | Quarterly |
| **KPI 2** | % of support plans reviewed and updated within 6 months of completion/last update | Provider report | 100% | Quarterly |
| **KPI 3** | % of case files audited by managers and key audit findings | Provider report | 100% | Quarterly |
| **KPI 4** | % of employed staff that have undertaken all required minimum training | Provider report | 100% of new staff who have completed Safeguarding Training | Quarterly |
| **KPI 5** | % of employed staff with current enhanced DBS in place | Provider report | 100% staff are DBS checked | Quarterly |
| **KPI 6** | Customer and family satisfaction survey | Provider report | 100% of customers &/or families provided with the opportunity to give survey feedback  100% of customers &/or families who responded to the survey, rating the service as good or excellent | Annual |

**Additional Reporting Information**

In addition the provider will be required to report the following information on a quarterly basis. Whilst there are no formal performance levels associated with these information requirements, they will be reviewed as standard as part of quarterly performance monitoring and actions agreed as appropriate.

1. Number of safeguarding alerts that have been substantiated

2. Number of complaints and compliments

3. Where the annual customer and family satisfaction survey response rate falls below 100% the provider to record the reasons why feedback has not been provided

4. Details of the staff turnover during the quarter showing retention rates, number of vacancies and action taken to recruit to any vacancies.

**Outcomes**

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| **Outcomes** | **Measures** | **KPI’s** |
| **Outcome 1:** Customers and their families have a positive experience of care and support | * Compliments and complaints * Annual satisfaction survey * Evidence of quarterly customer/family consultation * Evidence that customers have choice and control | KPI 6 |
| **Outcome 2:** Enabling customers to maintain and improve their physical and mental wellbeing. | * Customers &/or families self-report maintained or improved physical and mental wellbeing * Customers have attended relevant activities within the service and externally * Support plans provide evidence that people are maintaining improved physical and mental wellbeing * On a quarterly basis the manager to audit the support plans and document key findings to check this outcome is being met * Annual satisfaction survey | KPI 3 & KPI 6 |
| **Outcome 3:** Customers living in their own homes live a meaningful and enjoyable life and achieve outcomes that matter to them. | * Evidence of customer &/or families input in support planning and risk assessments * Customers have attended relevant activities within the service and externally * Annual satisfaction survey | KPI 3 & KPI 6 |
| **Outcome 4:** The provider is able to demonstrate a personalised approach to delivering care and support | * Evidence of regular customer &/or families input in support plan and risks assessments * On a quarterly basis the manager to audit the support plans and document key findings to check this outcome is being met * Annual satisfaction survey * Evidence that customers have choice and control | KPI 1, KPI 2, KPI 3 & KPI 6 |

The provider will ensure performance returns are submitted quarterly from commencement of contract to People Commissioning using the following email address: [commissioningsupportteam@wokingham.gov.uk](mailto:commissioningsupportteam@wokingham.gov.uk) within 14 days after the last date of each quarter period.

Post contract award, the performance monitoring template will be agreed with the winning Provider.

# Review of the service specification

This service specification, KPI’s and outcomes will be reviewed and amended as appropriate with the provider.