

## Bi-Borough Care Home Improvement Programme

### Quality Standards, Measures, and Sources of Information for Care Homes

#### Outcome 1: Personalisation

Measure 1a	Links to Evidence	Notes (please add comments to support your return)
% of care plans agreed within 48 hours of admission for permanent admissions– target 100%  % of care plans agreed within 24 hours of admission for short stay admissions– target 100%	<ul style="list-style-type: none"> <li>• How is this captured and validated?</li> </ul>	

Measure 1b	Links to Evidence	Notes
% of care plans reviewed in past three months – target 95%	<ul style="list-style-type: none"> <li>• How is this captured and validated?</li> </ul>	

Measure 2	Links to Evidence	Notes
No./% of outcomes in care and support plans which are: <ul style="list-style-type: none"> <li>➤ fully achieved</li> <li>➤ partially achieved</li> <li>➤ not achieved</li> </ul>	<ul style="list-style-type: none"> <li>• How is this captured and validated?</li> </ul>	Providers care and support plans may vary and not capture progress in this way. Please describe here how you measure this and provide estimated % of outcomes achieved.

Measure 3	Sources of information	Notes
Activities delivered in line with person centred outcomes in care and support plan.	<ul style="list-style-type: none"> <li>How is this captured and validated? Where possible residents and relatives should be involved in setting outcomes.</li> </ul>	This may be agreed through annual through photographic evidence

Measure 4	Sources of information	Notes
<p>How many residents are involved in group activities in the home?</p> <p>How many residents are involved in 1:1 activities in the home?</p>		Data on participation will be monitored throughout the programme to capture resident engagement.

Measure 5	Sources of information	Notes
No./% of staff responsible for delivering activities in the home before the care home improvement programme commenced?		Data on delivery will be monitored throughout the programme to capture engagement.

<b>Measure 6</b>	<b>Sources of information</b>	<b>Notes</b>
No./% of residents /relatives feeling that the care home is supporting them to live a good life	<ul style="list-style-type: none"> <li>Residents surveys</li> <li>Verify evidence of questions asked in the provider surveys.</li> </ul>	

## **Outcome 2: Creating Communities**

<b>Measure 1</b>	<b>Sources of information</b>	<b>Notes</b>
No resident/ relative's meetings held with level of engagement evidenced (target to hold meetings 4 per year)	<ul style="list-style-type: none"> <li>Minutes of meetings</li> <li>How do you as a provider act on recommendations and suggestions, e.g. You said, We did</li> </ul>	

<b>Measure 2</b>	<b>Sources of information</b>	<b>Notes</b>
No. of organisations with community connections with care home e.g. SOBUS/ Kensington and Chelsea Social Council, Alzheimer's Society, other local groups/schools	<ul style="list-style-type: none"> <li>Provider- monthly portfolio of evidence</li> </ul>	<ul style="list-style-type: none"> <li>Provider to share evidence of community connections with CQC</li> </ul>

<b>Measure 3</b>	<b>Sources of information</b>	<b>Notes</b>
No. of volunteers engaged in/ with the care home	<ul style="list-style-type: none"> <li>Provider data</li> </ul>	

**Outcome 3: Asserting Citizenship**

Measure 1	Sources of information	Notes
No./% of care home residents registered to vote	<ul style="list-style-type: none"> <li>• Provider data</li> </ul>	

Measure 2	Sources of information	Notes
No./% of care home residents offered access to a library service	<ul style="list-style-type: none"> <li>• Provider data</li> </ul>	

**Outcome 4: Managing Transitions “Supporting me to Adjust”.**

Measure 1	Sources of information	Notes
No./% of care home residents that have a transition review in the first 4 weeks following admission – target 95%	<ul style="list-style-type: none"> <li>• Named care/key worker</li> <li>• Resident/relative</li> </ul>	<ul style="list-style-type: none"> <li>• How do we know a resident has settled well and happy in the care home</li> </ul>

**Outcome 5: “Enhance my Health”**

Measure 1	Sources of information	Notes
<p>No./% of care home residents with access to the following health and care services:</p> <ul style="list-style-type: none"> <li>• Community Independence Service (CIS)</li> <li>• Rapid Response</li> <li>• Falls Team</li> <li>• Hospices</li> <li>• Tissue Viability Nurses</li> <li>• Dentistry</li> <li>• GP</li> <li>• Podiatry</li> <li>• Chiropody</li> <li>• Pharmacy</li> <li>• Opticians</li> <li>• SALT</li> <li>• OT</li> <li>• Dietician</li> <li>• CMHT</li> <li>• Palliative Care</li> </ul>	<ul style="list-style-type: none"> <li>• Provider data</li> <li>• CLCH data</li> <li>• Medicines reviews</li> </ul>	

**Outcome 6: Support good End of Life Care – “Guide me to the End”**

Measure 1	Sources of information	Notes
<p>No./% of residents who are on the EOLC pathway with an Advanced Care Plan – target 95%</p>	<ul style="list-style-type: none"> <li>• Provider data</li> </ul>	

<b>Measure 2</b>	<b>Sources of information</b>	<b>Notes</b>
No/ %. of care home residents dying in preferred place of death (key KPI)	<ul style="list-style-type: none"> <li>• Provider data</li> </ul>	

<b>Measure 3</b>	<b>Sources of information</b>	<b>Notes</b>
No./% of staff trained in Gold Standard (or alternative standards?)	<ul style="list-style-type: none"> <li>• Provider training matrix</li> </ul>	

<b>Measure 4</b>	<b>Sources of information</b>	<b>Notes</b>
Staff support provided e.g. emotional/ counselling support and/or hospice support for staff working with End of Life Care (EOLC) residents	<ul style="list-style-type: none"> <li>• Provider reports</li> <li>• Hospice data</li> </ul>	

#### **Outcome 7: Workforce “Help me to Develop”**

<b>Measure 1</b>	<b>Sources of information</b>	<b>Notes</b>
No./% of staff that feel supported to do a good job	<ul style="list-style-type: none"> <li>• Independent staff survey (2-4 times per year). Questions in survey need to be in line with outcomes</li> <li>• Need to review existing staff survey carried out by care homes before the care home improvement programme (CHIP)</li> </ul>	

Measure 2	Sources of information	Notes
<p>No./% of staff enrolled in a recognised management/leadership programme</p> <p>Of those enrolled/completed, what are their current roles in the care home?</p>	<ul style="list-style-type: none"> <li>Provider training matrix</li> </ul>	

Measure 3	Sources of information	Notes
<p>No. of staff leaving employment within the last three months (staff turnover) and no. of staff employed in the home.</p>	<ul style="list-style-type: none"> <li>Provider HR records</li> </ul>	

Measure 4	Sources of information	Notes
<p>No. of staff sickness over past three months</p> <p>No. of staff on certified absence?</p> <p>No. of staff on uncertified absence?</p>	<ul style="list-style-type: none"> <li>Provider HR records</li> </ul>	

Measure 5	Sources of information	Notes
<p>No./% of staffing records completed in NMDS-SC- target 75%?</p>	<ul style="list-style-type: none"> <li>Skills for Care – NMDS- SC</li> </ul>	

Measure 6	Sources of information	Notes
Has your care homes completing the dementia self-assessment tool?	<ul style="list-style-type: none"> <li>Return of dementia self-assessment tool</li> </ul>	

Measure 7	Sources of information	Notes
<p>No./% of staff enrolled/completed a dementia awareness training course</p> <p>No./% of staff enrolled/completed advanced dementia training courses, including working with people who challenge services.</p>	<ul style="list-style-type: none"> <li>Provider training matrix</li> <li>Dignity Champions survey</li> </ul>	

Measure 8	Sources of information	Notes
No./% of staff enrolled on or completed EOLC training – target 95%	<ul style="list-style-type: none"> <li>Provider training matrix</li> <li>Hospice offer take up</li> </ul>	

Measure 9	Sources of information	Notes
<p>No./% of staff enrolled on or completed Equalities and Diversity training;</p> <p>e-learning</p> <p>Face to face</p>	<ul style="list-style-type: none"> <li>Provider training matrix</li> </ul>	



Measure 10	Sources of information	Notes
No./% of staff who identify training needs (through annual appraisal/performance assessment) in order to improve their ability to communicate more effectively with residents.	<ul style="list-style-type: none"> <li>Provider data</li> </ul>	

**Outcome 8: “Encourage me to Flourish”**

Measure 1	Sources of information	Notes
No./% of care home residents with meaningful activities personalised according to their expressed wishes in their care and support plan	<ul style="list-style-type: none"> <li>Provider portfolio of evidence</li> </ul>	