

APPENDIX 1

City of Cardiff Council Response to Community & Adult Service Scrutiny Committee 4th Mar 15 in respect of Supported Living Services Contract monitoring arrangements

**Health & Social Care Directorate
Report of Director of Health & Social Care -**

Response Date 13th March 2015

CONTRACT AWARD IN RELATION TO THE SUPPORTED LIVING PROVISION FOR ADULTS WITH A LEARNING DISABILITY

**Please see contract monitoring arrangements outlined in the
specification:**

39. Service Monitoring and Review Process

39.1 The purpose of the monitoring and review process is to ensure that the service users living in supported living have efficient and effective services that meet their individual needs, outcomes and identify any problems at an early stage

39.2 The service provider will participate in the ongoing monitoring and evaluation of services in a consultative manner with The City of Cardiff Council's representatives and will be expected to comply with the collection of organisational, service and service user information and other data as required by The City of Cardiff Council.

39.3 Information will be collected and collated regularly. This will enable effective monitoring of the impact on the supported living service in terms of the outcomes for service users (as identified in care plans), best value and contract compliance. The approach will:

- a) Enable and empower input from service users.
- b) Enable and empower families/partners/friends and carers to be involved in monitoring both service delivery and progress.
- c) Share information on activity and costs for the purposes of benchmarking.
- d) Request that providers share information on any existing quality assurance audits and other internal monitoring programmes that provide evidence of quality standards.
- e) Continually review the service profile against the current and projected need for services in Cardiff, in order to build capacity
- f) Utilise monitoring information for continual learning across the sector, and for informing the continual development of the strategic planning process.
- g) Ensure that information from individuals, services and providers contributes to the

refinement of the Strategy and to contracts.

39.4 The service provider will work with the **service area** in its commitment to involving service users in a meaningful way in the planning, delivery, monitoring and organisation of its services. Service users must be confident that their concerns and complaints will be taken seriously investigated and responded to.

39.5 Service providers will ensure that service users are fully involved in monitoring by:

- a) treating service users as experts about themselves and their own needs
- b) making all communication accessible
- c) support service users to express their opinions
- d) taking the views of service users into account when making decisions about the service
- e) informing service users about future commissioning arrangements and involve them

40. Meetings

40.1 The service provider will send staff representation of an appropriate level to the following meetings:

- a) **Six Monthly Project Review** –The service provider will participate in this review to enable The City of Cardiff Council to gain an overview of the service provision and to ensure that the outcomes and needs of the service users are being met. Providers and all support parties will be expected to participate in this review. The review will cover all service users within the supported living property. A record of the meeting will be distributed by The City of Cardiff Council's Monitoring and Review Team and the service provider will be expected to address any actions attributed to their organisation at the meeting and agreed in the minutes. Evidence of work to complete and address the actions by the service provider will be available to present at the agreed dates.
- b) **Annual Review** - The service provider will be expected to complete an annual review self assessment monitoring form prior to meeting with the MDT to review each supported living house. Monitoring forms will also be distributed to family members, service users, advocates and professionals. Review forms will be sent with at least 2 weeks notice of completion. It is expected that service providers will have systems in place to ensure that service users are enabled to be fully involved in the review process. Actions agreed in review meetings will need to be carried out by the service provider or wider MDT. The purpose of the annual review is to ensure all elements of the service providers are meeting needs and the correct processes are in place in which to do this. The annual review will also enable The City of Cardiff Council to gain an overview of the service provision and ensure that needs and outcomes for service users are being met. Providers and other professionals involved will be expected to participate. A record of the meeting (with all actions required) will be distributed by the

monitoring and review team.

c) Six Monthly and 3 Monthly Project Reviews (as required)

Additional project reviews will generally be held on a six monthly basis (more often if required) alongside the annual review if agreed by the MDT that further reviews and action planning required. The focus of these reviews is to ensure that service provision is meeting the needs and outcomes for service users. Project reviews will not be carried out for all developments but will be agreed by the MDT as required. Factors that will identify the need for a project review will include:

- a. Project reviews after move on process has been completed (within 3 months)
- b. Actions identified in Annual review to be reviewed through project review with further actions as required
- c. High MDT involvement requiring more regular reviews
- d. Complex needs or issues within a house that warrant more regular reviews.
- e. Project reviews could be arranged at short notice if situations arise that require a timely MDT review and action plan. Service providers will be expected to prioritise this.

d) Multi Disciplinary Meetings (MDT) (as required)

MDT meetings will be arranged as required when specific pieces of work are needed to be carried out by the MDT to ensure the changing needs of an individual is discussed and actions agreed. Service providers will be expected to attend these, which may be arranged at short notice.

- e) **Spot visits** - such visits will be undertaken by an officer in the Monitoring and Review Team and Multi Agency Team. . Spot visits will be unannounced at a supported living property and the service providers will not refuse access providing that a Council ID card is presented for identification. The service provider will ensure that staff and service users are made aware of the spot visit process and their rights and responsibilities in terms of this monitoring activity. It is expected that the provider's staff will provide any documentation as requested, enable general observation of service provision to take place and engage in discussion with the monitoring officer. Support should be provided to the service user to engage in discussion with the monitoring officer should they choose to do so.

The Contract Monitoring Officer will provide written feedback from this spot visit including actions required.

f) Quarterly Reviews with Service Providers.

The service providers senior management team will be asked to meet 4 times a year with The City of Cardiff Councils Monitoring and Review team to provide an overview of all developments and to agree action plans required to ensure needs continue to be met.

40.2 If there are any concerns regarding poor practice and/or instances of immediate concern these will be noted and action taken immediately by the monitoring and review team. This will be reported to the Contract and Review Team which will consider, where appropriate, the implementation of the Escalating Concerns policy. The service provider will respond to any issue raised through spot visits and work to address and resolve the issue as directed by The City of Cardiff Council and within the set timescales and parameters given.

40.3 Supported living service provider forum quarterly meetings between the representatives of The City of Cardiff Council and all contracted supported living providers. Providers will prepare before the meeting and be fully involved in discussions about the contract, issues relating to the service delivery, issues of concerns for the service provider and Council, new developments and/or good practices.

40.4 The service provider should attend any service provider or partnership forum arranged by The City of Cardiff Council with regard to support and accommodation issues relating to people with learning disabilities.

40.5 Quarterly service provider meeting - the service provider will attend a meeting with relevant officers of The City of Cardiff Council and will be expected to discuss the organisation's service delivery and to address any issues concerning the Provider's Supported Living contract and service outcomes.

41. Outcome requirements

41.1 The City of Cardiff Council aims to establish a collaborative approach to the monitoring of the supported living service. The City of Cardiff Council will work along side the service provider to ensure that the service meets the requirements of the specification, that service users are involved in evaluation the service and that any opportunity for improvement is considered.

41.2 The City of Cardiff Council retains the right to monitor and evaluate the standards of the service provided in the following ways:

- a) consultation and feedback from people who use the service, their carers or representatives.
- b) feedback from care managers.
- c) examination of records/returns supplied by the service provider.
- d) systematic inspection of the service which may include an audit of the finances of people who use the service.

41.3 The service provider will retain the following records:

- a) occupancy figures for the property
- b) a daily record of each person using the service.
- c) activities undertaken.

- d) user/carer feedback from service provider surveys.
- e) financial records relevant to the scheme.
- f) staffing levels (rotas) and training provided to workers
- g) complaints and representations made about the service from users and carers.
- h) a summary of the information recorded for the above will be included in the contract reviewing process

41.4 The contract monitoring meetings will consider:

- a) any operational difficulties which either party has identified
- b) any matters which may necessitate changes to the contract, either immediately or on renewal

41.5 The service provider will co-operate with any reasonable activities undertaken by The City of Cardiff Council which are designed to monitor compliance with this contract, whether of a reactive (i.e. complaint or cause for concern) or pro-active (i.e. project) nature.

41.6 The service provider will work with The City of Cardiff Council's Move On policy and Process to identify the most suitable service user for a void in a supported living scheme.

41.7 Submit such documents, records and information as is required and allow The City of Cardiff Council to consult directly with any employees or staff in connection with the provision of the Services as is considered necessary, subject to the requirements of the Data Protection Act.

41.8 Detail expectation to use Telecare within each scheme that will be reviewed on an ongoing basis .

41.9 If there are any noted performance or quality assurance issues The City of Cardiff Council expects the service providers where appropriate to engage in the relevant stage of the Escalating Concerns Policy.

42. Quality Assurance Systems

42.1 The service provider will be a 'learning organisation' that aspires to continuous improvement and collaboration. The service provider shall implement and adhere to an appropriate quality assurance system, agreed with The City of Cardiff Council. This will form part of the monitoring process required by The City of Cardiff Council. The system shall include the provision of clear documentation relating to the following areas:

- a) Health and Safety
- b) Complaints
- c) Communication Systems e.g. team meetings, message taking etc
- d) Recording and communicating management decisions to staff and service users

- e) Clear statements of purpose, aims and objectives for the service
- f) Training including maintenance of records of training
- g) Supervision
- h) Recruitment and employment of staff and volunteers
- i) Consumer liaison
- j) Performance specification
- k) Measurement criteria
- l) Monitoring performance
- m) Equality and Diversity
- n) Safeguarding
- o) Risk assessment
- p) Business Plan
- q) Disciplinary procedures
- r) Financial Management of service users' affairs
- s) Administrative tasks
- t) Management Information
- u) Evaluation of outcome based support system
- v) Requirements of Supporting People Guidance and grant conditions