**Schedule 4 - Quality Requirements**

**Operational Standards and National Quality Requirements**

| **Ref** | **Operational Standards/National Quality Requirements** | **Threshold** | **Method of Measurement** | **Consequence of breach** | **Timing of application of consequence** | **Applicable Service Category** |
| --- | --- | --- | --- | --- | --- | --- |
| NICE Guidance Statement 1: | People using Home Based Care and Support Services have a Care Plan that identifies how their personal priorities and outcomes will be met. | 100% of Care Plans with Service User /representative involvement | Evidence of Service Users (or representative) having been actively involved in the planning and production of their Care Plan and the way in which the Service is delivered.  Provider evidence.  Sample checked by Commissioners | Contract management  GC9 - Contract Performance Notice | 6-12 monthly quality audit/Contract management visit | N/A |
| Statement 2: | People using Home Based Care and Support Services have a Care Plan that identifies how their Home Based Care and Support Service Provider will respond to missed or late visits. | 100% of Care Plans with Service User/representative involvement | Evidence of Service Users (or representative) having a Care Plan and that explains contingency plans | Contract management  Contract Performance Notice | 6-12 monthly quality audit/Contract management visit | N/A |
| Statement 3: | People using Home Based Care and Support Services receive care from a consistent team of Home Based Care and Support Service workers who are familiar with their needs. | To be agreed with Provider | Through access to Provider’s rostering system | Contract management  Contract Performance Notice | 6-12 monthly quality audit/Contract management visit | N/A |
| Statement 4: | People using Home Based Care and Support Services have visits of at least 30 minutes except when short visits for specific tasks or checks have been agreed as part of a wider package of support. | 100% of Care Plans with Service user or their representative involvement | Evidence of Service Users (or representative) having a clear Care Plan  Access to Provider rostering system | Contract management | 6-12 monthly quality audit/Contract management visit | N/A |
| Statement 5: | People using Home Based Care and Support Services have a review of the outcomes of their Care Plan within 6 weeks of starting to use the Service and then at least annually. | 100% of Care Plans with Service user or their representative involvement | Evidence of Service Users (or representative) having a clear Care Plan which has been reviewed at 6 weeks and then 12 months later | Contract management | 6-12 monthly quality audit/Contract management visit | N/A |
| Statement 6: | Home Based Care and Support Services Providers have practice-based supervision discussions with care workers at least every 3 months. | 100%  3 monthly | Access to staff training and supervision files | Contract management | 6-12 monthly quality audit/Contract management visit | N/A |

**SCHEDULE 4 – QUALITY REQUIREMENTS**

**Local Quality Requirements**

| **Quality Requirement** | **Threshold** | **Method of Measurement** | **Consequence of breach** | **Timing of application of consequence** | **Applicable Service Specification** |
| --- | --- | --- | --- | --- | --- |
| Service Users have an overall good or very good experience of the care provided | Above 75% of surveys achieving an overall ‘Good’ triggers a performance related payment  Less than 50% achieving an overall ‘Good’ will lead to a Contract Performance Review | Customer satisfaction survey initiated by Commissioners | Less than 75% will result in the Non-payment of 2.5% performance related pay.  Less than 50% achieving an overall ‘Good’ will lead to a Contract Performance Notice | 12 weekly | Clause 10.1 |
| Service Users have more choice and control. They feel valued, understood, involved, secure and confident in the care provided to them | 75% of Service Users report achieving an overall ‘Good’ | Evidence of Service Users (or representative) having been actively involved in the planning of their care and production of their Care Plan and the way in which the Service is delivered | Contract Performance Notice | 6-12 monthly quality audit/Contract management visit | Clause 3.2 |
| Service Users feel a sense of community belonging and a reduced or no sense of loneliness. | Provider to produce 3 case studies | Service Users are supported to participate with community and voluntary activities where identified in their Support Plan and corresponding Care Plan  3 Case Studies per review  Service Provider questionnaire | Contract Performance Notice | 6 monthly | Clause 3.8 |
| Providers sustain a workforce that has the appropriate knowledge, skills and expertise to deliver safe, high quality, dynamic Service provision | 100% care staff receive induction & training | Staff are inducted and trained to an accredited level in line with The Care Certificate  Staff undertake refresher training as appropriate, this may include: management of medication, infection control, falls, Safeguarding, End of Life care, dementia awareness. | Contract Performance Notice | 6-12 monthly quality audit/Contract management visit | Clause 7.2 |
| Increase the number of people supported to live independently in their own homes and prevent admissions to long term care | Minimum of 75% of Referrals to Lead Providers being offered a care package by the Provider.  80% or greater offers of package triggers performance related payment | Evidence that the Provider has responded to requests for Service within 4 working hours of receipt of Referral and Service delivered within timescale specified within the Provider’s acceptance confirmation. | Non-payment of 2.5% performance related payment if below 80% of offered and accepted packages of care  Contract Performance Notice if below 75% of offered packages of care | 12 weekly | Clause 3.2 |
| Delivery of Commissioned Hours | Target 95% of Commissioned Hours delivered.  Less than 90% of Commissioned Hours delivered will result in the Council recouping the overpayment. | Evidence of Commissioned Hours being delivered through set 4 week periods. | Contract Performance Notice  The Council will re-coup overpayments up to a maximum of the 90% of Commissioned Hours. | 4 weekly | Schedule 3 |
| Provider are required to meet the principles in Unison’s Ethical Care Charter by offering staff salaried contracts in preference to zero hour contracts. | Year on year increase in the number of staff offered a salaried contract | Evidence of staff being offered salaried contracts. | Contract Performance Notice | 6-12 monthly quality audit/Contract management visit | Clause 3.2 |
| Provider does not hand back Service User care packages to the Council after accepting the Referral. | Less than 5% handed back cases | Number of handed back packages evidenced. | Contract Performance Notice | 4 weekly | Clause 3.2 |
| Overall reduction of Service Users dependency on social and health care Services | Provider to provide 5 unique Case Studies | Service Users are supported to maximize their independence by helping them to regain or maintain independent living skills  5 Case Studies per review | Contract Performance Notice | 6 monthly | Clause 3.2 |
| Support to Carers by delivering planned respite as part of a Service User’s care package | 97% delivery of planned respite care | Evidence of planned respite being delivered by the Provider over each 12 week defined period. | Contract Performance Notice | 12 Weekly | Clause 3.2 |