

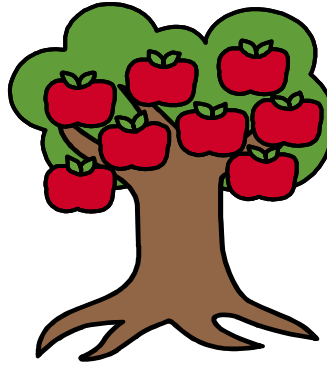
Introduction to the Pack

The White Paper “Valuing People” says that Learning Disability Partnership Boards are required to have an agreed Quality Assurance Framework. This will help the Boards know what the quality of local services is like. The ‘Quality Tree’ is Nottinghamshire and Nottingham City Partnership Boards’ Quality Assurance Framework. This was developed following a meeting involving service users, carer representatives, Clinical Psychologist, Consultant Psychiatrist, Clinical Nurse Specialist, Health and Social Services commissioners, Social Services Quality Assurance Manager and Independent Sector representatives.

This Pack is for use by staff in a range of agencies and builds on the Quality Assurance guidelines from “Valuing People” and on the Nottinghamshire guidance for the Protection of Vulnerable Adults.

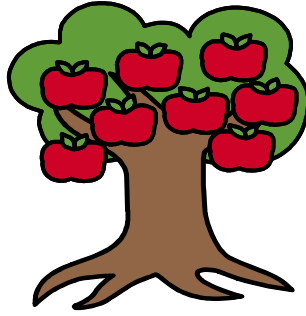
A group of Health and Social Services professionals, together with service users and carer representatives has developed the information contained in the pack. The pack contains helpful tools to ensure the best quality of standards of care and support.

The Quality Tree has been endorsed by Nottingham City and Nottinghamshire Partnership Boards and has the support of the Commission for Social Care Inspection (CSCI) and Supporting People.



Contents

- 1. What is the Quality Tree?**
- 2. How to use this pack**
- 3. Service Profile**
- 4. Service Questionnaire**
- 5. Service User Interview/Questionnaire**
- 6. Carer Questionnaire**
- 7. Supporting Information**
- 8. Residential Tools**
- 9. Day Service Tools**
- 10. Verbal and non verbal communication**
- 11. How to carry out an evaluation**
- 12. Writing a report**



What is the Quality Tree?

- ***The Quality Tree is a framework for assuring quality for ALL learning disability services in Nottinghamshire.***
- ***It is part of the work from the White Paper “Valuing People”.***

What Valuing People says:

Why do we need a Quality Framework?

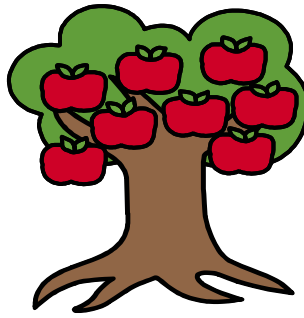
- ***“To ensure that all agencies commission and provide high quality, evidence-based and continuously improving services which promote both good outcomes and best value”.***
- In other words, we want the best services we can get for people with learning disabilities.

What Valuing People says about Quality Frameworks

- ***“The Learning Disability Partnership Board will need to ensure the development of an integrated quality framework that applies across all agencies. This should make people with learning disabilities its central focus with their voices clearly heard and services clearly accountable to them”.***
- ***An inter-agency quality assurance framework should be in place by April 2002.***

The Quality Tree is our Local Quality Framework

When we are measuring the quality of services, people with learning disabilities should be the central focus and services clearly accountable to them. In Valuing People, Directors of Social Services assume responsibility for quality. It is up to the Learning Disability Partnership Board to combine Social Services’, Health Services’ and other services’ systems into a common framework.



What does the Quality tree look like?

The roots of the Tree are the 4 principles of Valuing People

- ***Promoting Independence***
- ***Choice & Control***
- ***Civil Rights***
- ***Social Inclusion***

All the different services make up the trunk & branches
These are:

- **Housing**
- **Work**
- **Day Services**
- **Education**
- **Transport**
- **Leisure**
- **Health Services**
- **Supported Living**
- **Direct Payments & Benefits**
- **Short Breaks**
- **CLDT**

There are 8 “fruits” on the tree – or outcomes,
What the service provides for people



The large group of service users, carers and staff from many services have decided these, they are:

- ***Friends & Relationships***
- ***Choice***
- ***Being part of the community***
- ***Being safe***
- ***Communication***
- ***Respect***
- ***Doing lots of different things***
- ***Staying Healthy***

Who has made the Quality Tree ?

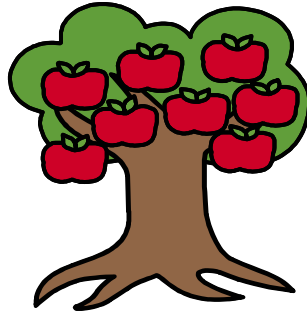
A large group of service users, providers and carers met to decide what "Quality" meant. A smaller working group has been deciding what to measure and how. This group consists of service users, carers, social services and health service staff.



Acknowledgements

This pack has been produced by the Nottinghamshire Learning Disabilities Quality Assurance working group.

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Keith Vollbracht	Nottinghamshire County Council Social Services Department (Contracts Officer)
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Rosamunde Willis-Read	Commission for Social Care Inspection (Regulation Manager)



How to use this pack

This pack describes the Quality Tree and contains several tools, which can be helpful in collecting information. Services may have many ways in which they are currently evaluated, and the framework is flexible to include all this information, and to draw it together into an overall picture. It is not intended that every service should use every tool – they are there to be used if helpful. All of the materials in this pack may be photocopied for use by any service.

The Aim of an Evaluation

An evaluation should aim to bring together information about **Quality**, which focuses on the **Service User's Experience** and covers **all 8 Fruits or Outcomes**. The final report should highlight good and poor practice and lead to actions and goals to improve the service.

Who should Evaluate?

This will depend on the service and the resources it has. The tools can be used internally by a staff team to look at their own service. This has advantages such as:

- It is non threatening for staff
- Service users will not be disturbed by strangers visiting
- It can be carried out with limited extra resources

It may be that an element of external input is possible – for example by staff and users from another unit collecting information, or evaluators from other agencies. This has advantages such as:

- Outsiders may be more objective
- It may be easier for service users to say critical things to outsiders rather than staff that provide their care
- Outsiders may have more skills in evaluating and more time

What about service users evaluating?

In several of the pilots, for example, service user interviews, we used service users as part of the interviewing team. This proved helpful in that some service users found it easier to talk to other users, and was able to empathise more with that person's situation. If service users are to be involved as evaluators they must be provided with some training on interview techniques, and should interview jointly with another person to aid recording of information.




What data to collect

The evaluation should aim to collect data about each of the Fruits from the staff, users and carers, and also objective information from existing paperwork and extra observations and recordings.

What to Measure	What to Use	How to do it
Staff	Service Questionnaire	Completed by the staff team of the service
Service Users	Service User Interview	Completed with all or a sample of service users by interviewers from the staff or from outside – may include other service users
Carers	Carer's Questionnaire	Sent out to carers for completion

How to Write a Report

A small team should collect together all of the information about each fruit, and summarise the good and poor practice points. The aim should be to praise and encourage services for their good achievements, and highlight areas of concern in a way that gives some constructive advice on how improvements can be made. It may be helpful to use the Service Profile sheet as a pictorial way of reporting. For this, each fruit is given a rating based on how many issues for improvement have been identified.

 Full Apple Service Quality as high as could reasonably be expected	 Half Apple Service Quality Adequate, but obvious room for improvement	 Core Service does not really meet clients' needs. Major areas for improvement
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It is suggested that if no significant improvements can be suggested, then a full apple would be given. If one or two significant changes are identified, half an apple, and if many improvements can be suggested then a core is given. It should be noted that this is a summary of the subjective judgements of the review team, based on objective information. It is just a handy summary of the report to illustrate areas for improvement, and cannot be taken as a "Pass/Fail" measure for the service. The important outcome of the evaluation should be the list of suggested improvements, which can then be reviewed at a later date.

Using the Report

The report should be available for staff, users and carers and should give an overall picture of the service as well as goals for action. The Report should have a review date when progress can be measured, and new targets set. Quality of service user experience is something that we all need to constantly strive to improve.