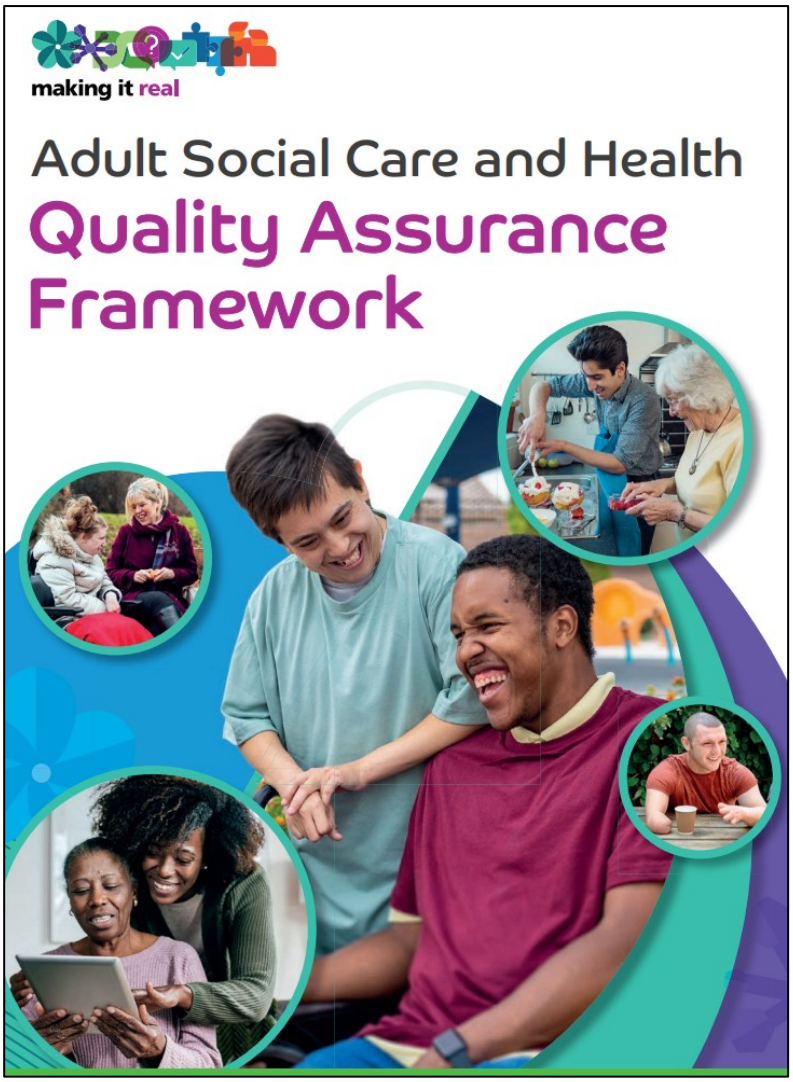
Nottinghamshire County Council



This easy read tells you about the:

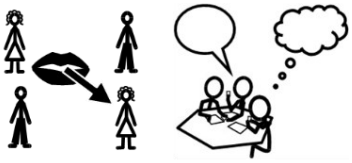
Quality Assurance Framework

How we are making Adult Social Care the best it can be for people in Nottinghamshire.





This easy read tells how Adult Social Care will check the quality of the care and support work it does.



Working together with people and carers is the best way to provide good quality care and support.



Working together in this way is called co-production.



We know that people and carers have the skills, knowledge and experience that can help make services better.

We have worked with **Our Voice** a Nottinghamshire co-production group to write this document.



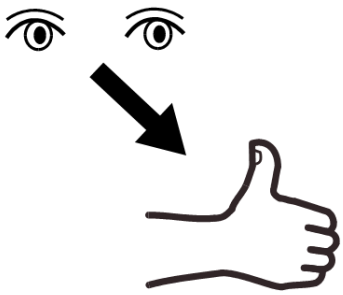
Making It Real

Making it real have 6 statements that say what good care and support looks like.

These statements were co-produced by a group called Think Local Act Personal with people and carers.



Nottinghamshire are using these statements to help us think about how we check the quality of what we do.

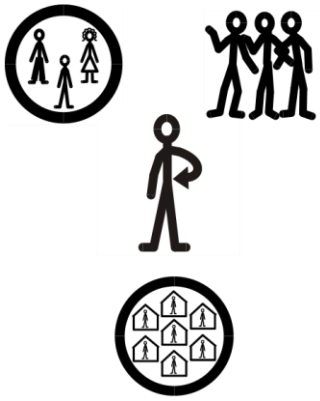


What good looks like



1. Wellbeing and independence

Living the life I want, staying safe and well.



- Being connected to your family, friends and community.

- Being supported in a way to promote your wellbeing and independence.



2. Information and advice

Having the information I need, when I need it.

- Getting the information you need to get on with your life is important.

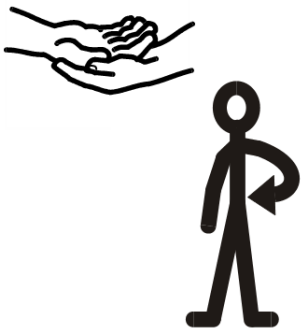
- It is also important how we provide you with this information and how we make it accessible to you.



3. Active and supportive communities

Keeping family, friends and connections

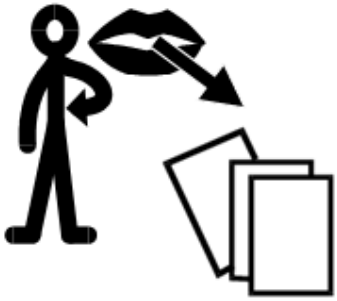
- Creating opportunities so you can do the things that matter to you and connect you to your community.



4. Flexible and integrated care and support

My support, my own way

- Having choice and control over your care and support.

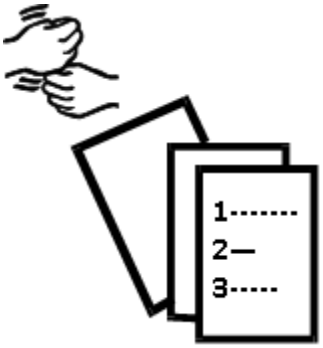


- Involving you in all your support planning to make sure your support works for you.



5. When things need to change.

Staying in control



- Getting the support you need to plan for important changes in your life.

- Supporting you before, during and after big changes.



6. Workforce - staff

The people who support me



- Being supported by people who see you as an individual, with strengths and abilities.

- How we should think about the things that matter to you.





Social Care quality checks

The areas we will check to make sure we are providing good quality services.

How we will learn when we get things wrong.



1 Leadership

How services are managed

We expect people who manage and lead Adult Social Care services to be:



- Caring



- Kind



- Willing to listen



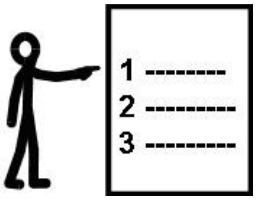


They should know about the difference their service is making to people and carers.



Social Care Practice

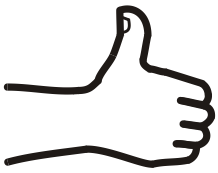
How we work with people



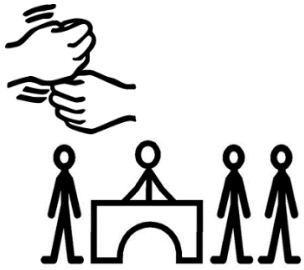
To help provide good care and support we plan called our Social Care Practice Framework.



It tells everyone how we will provide good, person centred, care and support for people and carers.



What good looks like



We will:



- Check by asking the person and carers about their experiences of care and support.

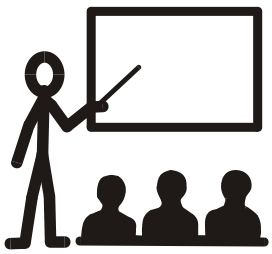


- Have regular reviews of people's care and support.

For staff we will provide:



- Supervision and support.



- Training



How we will check



- We will think about what people and carers tell us, including compliments and complaints.



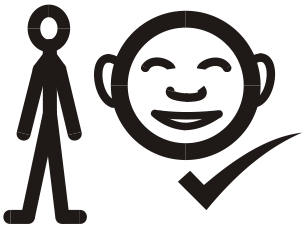
- Check care and support records



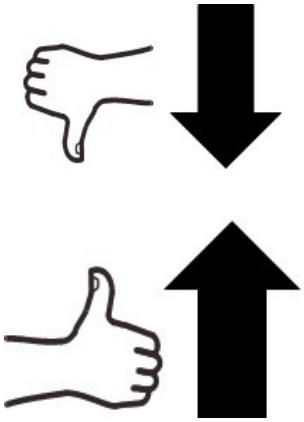
- Regular staff supervision and training



How do we know we're making a difference?



- People and carers tell us that they can live the life they choose.



- We will have fewer complaints and more compliments about services.



- Staff will say they feel supported and valued.



Safeguarding

Keeping people safe



Safeguarding means protecting people's right to live safely, free from abuse and neglect.

People and organisations should work together to prevent and stop abuse or neglect.

When we are supporting people with safeguarding we should think about people's:



- Wellbeing
- Feelings
- Views and beliefs
- Wishes



We should think about these things before any actions are taken.



Safeguarding is something the law says organisations must do and is part of the Care Act.



What good looks like

We work with you to understand what being safe means for you and the best way to support you.



We will:



- Follow the safeguarding laws in the Care Act.



- Support people sensitively and deal with problems quickly.



- Keep your wishes and best interests at the centre of what we do.
- Support you to take part as much as you want to with your safeguarding support and help you to make good choices.



- Make sure staff have good training.
- Learn from our mistakes.



How we'll check



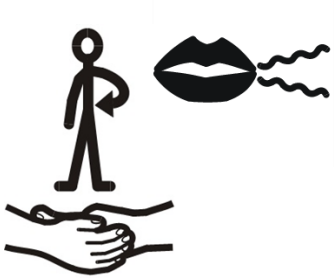
- Find the best way to listen to people with lived experience of safeguarding.



- Support staff through good supervision and check they have done their safeguarding training.



How do we know we're making a difference?



- People will tell us that safeguarding makes them feel safer and in control of their lives.



- Our quality ratings will get better.



External Provider Services

These are the care and support services provided for the Council by other organisations



What good looks like



We work with partners to make sure that all our services work together for people receiving care and support from us.



We will:



- Check the quality of the care and support services offered by the providers we use.



- Work closely with the Care Quality Commission (CQC).

  CQC are the organisation that check health and social care services.



- Share information with CQC about the providers we use.



- Check what providers are doing and see where improvements can be made.



How we'll check



Good



Need to do better

- CQC will check providers and give them ratings.



To help us check our providers we will ask:



- Is the service safe?



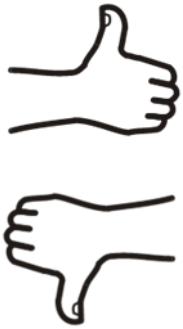
- Is the service good at supporting people?



- Is the service caring?



- Is the service well managed?



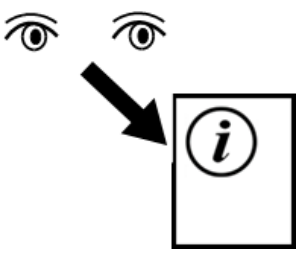
- What do CQC reports tell us about what is working well and what needs to be better.



We are the organisation that the public and our partners contact if there are problems or concerns about providers.



We do planned and unplanned visits to providers to check on the quality of their services.



We check the information that providers give us so we know how well they are doing.



How do we know we're making a difference?



- People, carers and their families will tell us.



- CQC ratings for providers in Nottinghamshire will improve.



- Our care and health staff, and the team that buys services will tell us how well providers are doing.



- More providers will improve and get a good rating after we have visited and checked them.



Internal Provider Services

These are the services the Council offer.



Day opportunities



They provide opportunities for people to do things they enjoy during the day and support them to maintain their independence.



Employment Hub

They support people to develop their confidence and skills so they can work towards getting paid employment.



Maximising Independence Service

They work with people so they can live as independently as possible by improving their skills and confidence.



Short Breaks Care Services

They offer care for people, so their carers can have a break from their caring role.



Shared Lives

They are carers who want to share their own home and family with people, so they can live independently in the community.

Some people live with the Shared Lives carer and others just have regular visits.



What good looks like



Every person who uses the Council's services will experience good quality, personalised care and support.

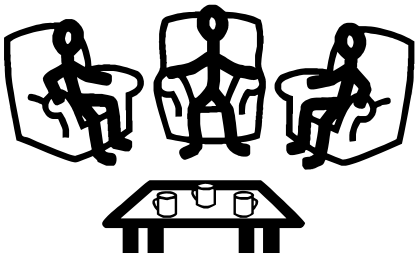
People will live in the place they call home doing the things that matter to them.



We will:



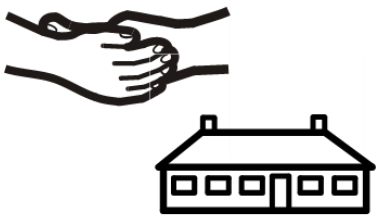
- Provide opportunities so people can do more of the things that matter to them.



- Provide care for people so their family carers can have some time to themselves.



- Ensure our staff do a good job so that people are safe and supported well.



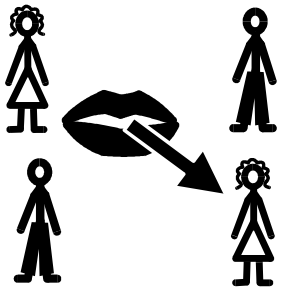
- Ensure our buildings are safe spaces for people to spend time in.



How we'll check



- The Care Quality Commission (CQC) will check our services and tell us if the service is safe and works well for people.

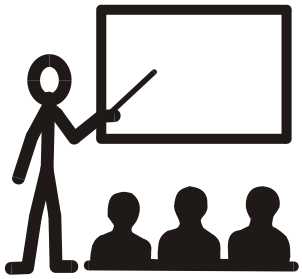


- We gather what people say about their experience of using our services and we learn from what people tell us.



- We will check the quality of people's care, support or employment plans.

  We will check plans are completed to a good standard and are meeting people's needs.



- We will check staff training records to ensure they have done their training and are using it in their work.



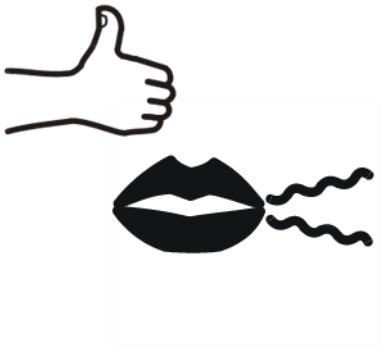
- We will ensure what people tell us is used to write action plans to sort out any problems or worries.



- These action plans are reviewed by the CQC.



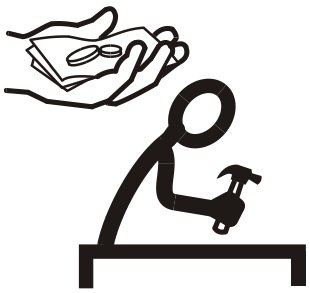
How do we know we're making a difference?



- Positive comments from people, their carer or family.



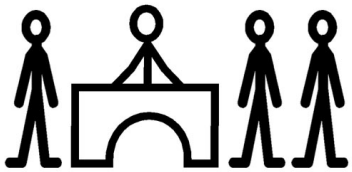
- CQC ratings are good.



- More people are supported towards their employment.



- More people live independently in their own home.



Workforce – Staff

How we check that our staff listen to what matters to people



What good looks like



We make sure that all our services work well together for the people who receive care and support.



We will:



- Employ the right staff with the right skills



- Make more people aware of the kinds of job opportunities in social care.



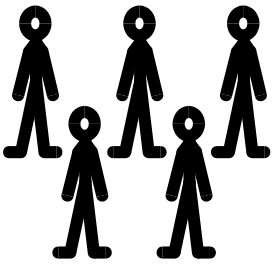
- Provide good support to staff.



- Make Nottinghamshire a good place to work.



How we'll check



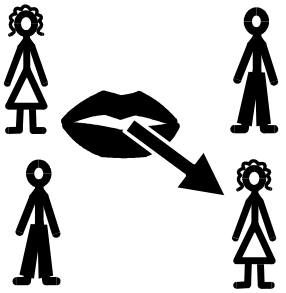
- Look at how many staff we have; how many new staff join us and how many staff leave.



- Regular supervision for staff so they can think about their work, where they can improve and to be supported.



How do we know we're making a difference?



- What people and carers tell us.



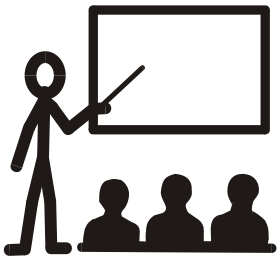
- We have more compliments and less complaints.



- Staff say they feel supported, valued and understand their roles and responsibilities.



- Improved the number of staff joining the Council and how good we are at keeping staff working for us.



Learning

We want to keep learning so our care and support services can be the best they can be.



We will check the quality of our work and service regularly to help us improve.



We want to find out if people are better off because of what we do.

We want to know if people's needs have been met.



Our **Big Conversation** helps us to listen and learn from people and cares experiences.

Link to the Big Conversation Easy Read



What we learnt from the Big Conversation helped us to write our Local Account. This is the plan that says how we will improve services.

Link to Adult Social Care Local Account Easy Read.



Joint Carers strategy (Plan)

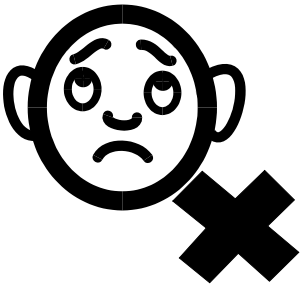
We have written a plan with carers. It tells you:

- What carers have said works and what could be better.
- How the council will work to improve the quality of support for carers.

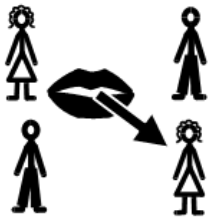
Link to Joint Carers Strategy easy read



We want to celebrate what we do well.



We want to learn from what we get wrong.



Sharing what we learn



We have a co-production newsletter where stories, learning and things being done can be shared with the public.

We have newsletters and places for staff to find out what is happening including:

- Messages from the Director
- What staff and the Council are doing
- Newsletter sent to all our external providers.
- Team Meetings