

Theme	Safety and Quality
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Introduction :

This is a new combined theme that covers a wide range of issues. It is now more pertinent than ever in the light of recent reports about abuse and quality of services and the emergence of self directed services.

What does the theme cover?

- Systems and processes to ensure person centred monitoring of quality of care and support provided
- Prevention of abuse and the coordination of all existing systems
- Safeguarding Adults
- Ensuring people feel safe in their communities and at home – community safety
- Getting and keeping the right staff – workforce development
- Our strategy to give people who have behaviours that challenge services a better quality of life
- Services for specific groups -Older People, People with Autistic Spectrum Disorder, People who have complex health needs , People with Early Onset Dementia

What do we want as outcomes?**Safety and Quality**

- People will feel safe in their own homes
- People will feel safe when they go out especially at night
- People will be free from abuse
- People will know where they can go to for help
- Emergency services will know about the needs of people with learning disabilities
- Services will identify possible patterns of abuse earlier
- Everybody who has a role in monitoring of quality of support will know what their role is and how it relates to others

Workforce and training**Outcomes for people with learning disabilities**

- People will choose their own staff
- People have staff who can work flexibly
- People will have staff trained to support them in the lives that they want
- People with learning disabilities having full opportunities to contribute and where appropriate lead training for staff

Outcomes for staff

- Staff will feel they can have a career in health and social care
- There will be a clear and consistent and values base derived from the principles of Valuing People
- Staff have skills they can transfer between roles and jobs and so develop their careers
- Staff education and training will match and promote values
- Staff will have clear opportunities for career development within and across the sectors

Outcomes for staff and organisations

- There will be common clear standards to be met all members of the

- workforce
- All stakeholders will have a common framework for workforce development they can use
- All stakeholders will have common training standards
- The delivery of personal development with individual and organisational goals will be aligned
- The appeal of health and social care careers will be widened and heightened
- Stakeholders will share a common workforce development monitoring tool

What have we got to take into account

<p>National</p> 	<p>Local or Regional guidance</p> 
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<p>Safety and quality of care - Cornwall and Sutton and Merton investigations</p> <p>Workforce Valuing people workforce guidance Skills for Care New Types of Worker guidance Skills for Health guidance</p>	<p>Community Safety Strategy for Newcastle Safeguarding Adults Doing the Right Thing Cordis Bright work on Value for money re Adult Social Care services 2005 - 2007 Regional Workforce Plan framework</p>
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<p>What's happening in Newcastle</p> <p>Progress</p> <p>Safety</p> <ul style="list-style-type: none"> • Better Days Community Safety Partnership membership • Hate Crime DVD – Better Days • Hate Crime leaflet – Better Days • Blue Card Scheme – Health and Safety Group at Welford – please see below • Fire safety information – Health and Safety Group <p>Quality</p> <ul style="list-style-type: none"> • Nationally recognised Its My Life Quality checkers /REACH standards • Safeguarding Adults clear procedures • Well established monitoring Team covering ISLs only NOT quality of PA support • Fledgling Cornwall/Sutton and Merton plans • Supported Living Forum relaunched for independent supported living providers <p>Workforce :</p> <ul style="list-style-type: none"> • Workforce plan draft structure agreed • Commitment from Regional workforce group to use Newcastle framework as a model for local plans – signed up to two other areas • Membership of Regional strategy group • Learning from other areas used proactively in developing a local

framework

Gaps and Barriers

- No co-ordinated plan between agencies /projects promoting safety
- No clear and co-ordinated approach between all current initiatives and systems for monitoring and developing quality of support especially following Cornwall , Sutton and Merton
- No Workforce or Interagency Quality frameworks developed in 2002 as required in Valuing People

Traffic Light Colour Red

The traffic light colour is red for this theme primarily because for the need for co-ordination of existing good work and a more coherent direction. This theme could be made very effective quite quickly.

What do we still need to do?

Gap	Objective	Who and When	Risk
Safety in the home	To agree co-ordinated and integrated approach between all agencies and groups currently looking at safety	First report to Board March 2008 Plan by August 2008 Lead: Bill Norman Better Days Health and Safety Group Welford Fire Service	High risk of missing gaps duplication of existing work and external partner confusion if this isn't done quickly
Feeling safe on the streets	To produce a Partnership Board plan for how community safety will be promoted	March 2008 As above	As above
	To strengthen links with Community Safety partnership	Lead: Better Days Safe Newcastle	Better Days financial security
	To promote Hate Crime accessible information	Lead: Better Days Safe Newcastle	As above
	To ensure people with learning disabilities contribute to reporting incidents of Hate Crime	As defined in Council's Disability Equality Scheme Lead: Rachel Archbold/ Better Days	As above
	To agree Development Plan for the Blue Card scheme	Lead: Bill Norman Blue Card Steering Group April 2008	High risk of idea being used by others and insufficient resources to

Gap	Objective	Who and When	Risk
			complete roll out
Quality of services	To agree post Cornwall /Sutton and Merton action plan To identify and address training implications across all agencies	September 2007 Lead : Cath Williams/Bill Norman/ Morag Hunter Overall monitoring through Executive Group with Safeguarding Adults Team , Skills for People , Commissioning Team Contracts Monitoring , Adult Services	
	To agree how the NHS Dignity in Care programme could be used to improve the lives of people with learning disabilities	Lead : Good Health Sub Group Social Services Primary Care Trust Strategic Health Authority LD leads NHS Trusts May 2008	This needs to be linked with what is already going in Older People so we don't miss out
	To create a system for promotion of best practice for all Board members agencies	Supported Living Forum April 2008	
	To decommission social care homes currently provided through Northumberland Tyne and Wear NHS Trust	PCT Commissioning Team , Adult Social Care	Capacity between agencies to undertake Differential costs between existing support and future support
Workforce:	To complete Local Workforce plan using action plan agreed by sub group	May 2008 Lead: Bill Norman Workforce sub group Regional strategy group	Capacity and scale of information gathering Need to ensure implementation tasks and timescales are realistic
	To contribute to	As above	As above

Gap	Objective	Who and When	Risk
	Regional workforce plan		
<p>Main things we need to know to be sure this is working (Indicators)</p> <ul style="list-style-type: none"> • Safeguarding Adults data • Quality Checkers feedback • No of staff being retained • No of staff trained • Changes in peoples lives • Support from Personal Assistants – we need to agree how we monitor the quality of support being provided • Recruitment and retention data 			