



OPPORTUNITIES TRUST

QUALITY AUDIT ASSESSMENT TOOL

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**Opportunities Trust
Quality Audit Assessment Tool**

Introduction

Structure

Guidance

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Standard 18: Community Engagement

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Opportunities Trust Quality Assurance Framework Standard 1

- 1 Statement of purpose
Aims of the service, Philosophy of care, who the service is for, support for carers and the cultural needs catered for.
- 2 Current service / Business Plan
- 3 Staff Handbook, code of conduct dealing with issues such as gifts gratuities ect.
- 4 External inspection reports
- 5 Public Liability Insurance Certificate
- 6 Statement of service users rights to self determination and responsibilities, and consequences of unacceptable behaviour.
- 7 Qualifications and experience of the manager and staff and staffing numbers
- 8 Service provision
Type of service, facilities, opening hours, range of activity number of Places, transport arrangements
- 9 Charges
- 10 Procedures for service change, closure, new management service reduction or permanent closure
- 11 Policy and Procedures
 - Accidents and Incidents
 - Bullying / harassment
 - Carers Support
 - Complaints / Compliments and comments
 - Confidentiality / Data protection
 - Dealing with violence / restraint
 - Equalities
 - Exclusion
 - Fair access to Care
 - Fairer Charging
 - Fire
 - Food Hygiene
 - Health and safety
 - Medication / Self Medication
 - Next of Kin / Emergency Contact
 - Personal relationships and Sexuality
 - Protection of vulnerable adults
 - Protection of vulnerable Children

Recording
Risk management
Safer Handling
Security Arrangements
Smoking
Transport
User involvement
Whistle Blowing

Additional Supporting Information:

Opportunities Trust Quality Assurance Framework Standard 2

- 1 The grounds are not identifiable in a way that would stigmatise the people who attend and promote integration and inclusion
- 2 The premises are fully compliant with requirements under the Disability Discrimination Act
- 3 The design of the premises and fittings will help service users to maintain and increase their independence
- 4 The premises comply with current fire regulations, health and safety requirements and environmental health regulations
- 5 The premises will comprise appropriate rooms / spaces for group and individual activities
- 6 The premises will comply with current fire regulations, health and safety requirements and environmental health regulations.
- 7 The premises are kept clean, hygienic, comfortable and warm
- 8 A range of recreational equipment will be available, and where practicable, full use will be made of the grounds around the building.
- 9 The provider has the necessary insurance for employees, public liability, building and contents.
- 10 Service users will have access to secure storage facilities for their belongings.
- 11 All notices and signage will be in an appropriate format to meet the communication needs of individual service users.
- 12 Service users are able to come and go, and move around the premises as they please, with arrangements in place for their safety and well-being, as identified in their individual plan.
- 13 All appropriate security measures will be in place; any “locked door” policy must only be considered when all other measures have proved unsuccessful. This policy must be agreed by service users, senior management and the appropriate regulatory body, and reviewed at least every 6 months.

Additional Supporting Information:

Opportunities Trust Quality Assurance Framework Standard 3

- 1 Staffing arrangements will be sufficient to meet the individual social, occupational and physical care needs of users, and the overall needs of the service.
- 2 All staff will be appointed and regularly appraised against an identified and agreed set of core competencies for the service.
- 3 All staff, including volunteers, will be subject to Criminal Record Bureau (CRB) checks.
- 4 The managers of the service will hold appropriate qualifications (NVQ Level 4?), and all staff will be trained to an agreed standard, appropriate to the level of service provision, such as NVQ Level standard, or equivalent, within an agreed period of time after commencement in post.
- 5 Volunteers will be recruited according to the skills and ability they have to perform the required tasks, will receive a full induction to the service, and training will be offered to address any skills shortfall.
- 6 Staff will receive regular training to carry out all aspects of their role, including:
 - Administration of medication
 - Communication skills
 - Dealing with Violence & Aggression
 - Equalities/Diversity Awareness
 - First Aid
 - Food Hygiene Food Hygiene
 - Health and Safety
 - Protection of Vulnerable Adults
 - Providing Personal Care
 - Risk Assessment & Management
 - Providing Personal Care
 - Understanding Long-term Conditions
 - Safer Handling
- 7 The ethnicity of the staff team will be broadly reflective of the local community.
- 8 The gender of the staff team will be appropriate to provide same sex intimate personal care.

Additional Supporting Information:

Opportunities Trust Quality Assurance Framework Standard 4

- 1 The referring agency will provide an individual assessment of need and desired outcomes for potential service users.
- 2 The provider has a prompt and efficient system for responding to referrals,
including emergency referrals.
- 3 Prompt contact is made with the person referred, and their carer or representative as appropriate, to introduce a named member of staff and arrange an initial meeting.
- 4 The person referred has the opportunity to visit the service with his/her family/friends or carer, as many times as required within an agreed period of time, and is given the opportunity to speak to staff and other people using the service.
- 5 The provider will ensure that pre-joining arrangements fully comply with agreed transition plans.

Additional Supporting Information:

Opportunities Trust Quality Assurance Framework Standard 5

- 1 During the agreed trial period, every opportunity will be given to the user to discuss their needs and requirements with named member of staff, and a written individual plan will be drawn up based on outcomes that reflect their aspirations, needs and choices.
- 2 The individual plan will also outline the views and needs of carers. If these views and needs conflict with those of the service user, the user's wishes will take precedence, wherever possible.
- 3 At the end of the trial period, a review meeting will be held to confirm attendance (or not), and finalise the individual plan.
- 4 Service users will have a copy of the written individual plan, signed by themselves (or their carer or appointee) and the relevant manager
- 5 The individual plan will clearly define the service to be provided to meet the assessed needs, including:
 - How the health and social care needs will be met
 - How intimate physical care will be provided, and by whom
 - How cultural and spiritual needs will be met
 - How social and community engagement needs will be met
 - Any specialist equipment needed
 - Any special communication needs
 - Who should be involved in care reviews
 - Arrangements for taking medication
 - Special dietary needs/preferences
 - An independent person or advocate to contact if the person wishes to make a complaint or raise a concern
 - How the person wishes to be addressed
 - Next of kin and emergency contact numbers
 - Risk assessment
 - Named key worker
- 6 The outcomes of contract/agreement/care plan are reviewed every six months (or at any time if circumstances change), involving those people agreed by the service user to attend.

Additional Supporting Information:

Opportunities Trust Quality Assurance Framework Standard 6

1. The need or wish to move on from the service will be regularly reviewed and agreed with the service user, from the outset.
2. Preparing for the move will be properly planned and discussed with the service user, their carers/family if appropriate, and/or their representative/advocate, and staff from the new service, if applicable.
3. A transition plan will be agreed which will include arrangements for visiting the new service, and a copy provided for the service user and their carer, if appropriate.
4. The transition plan will ensure that arrangements can be made for the service user to maintain friendships after their move, where practicable.
5. The service user's records for the new service will be updated, agreed with the service user and passed to the new service if appropriate and agreed by the service user.
6. If the service user is asked to leave the service because it can no longer meet assessed needs or because of unacceptable behaviour, as per the Exclusion Policy, their right to complain or appeal the decision must be fully explained and supported.

Additional Supporting Information:

Opportunities Trust Quality Assurance Framework Standard 7

1. Service users will have access to trained, independent advocates, in line with the appropriate advocacy guidance.
2. Service users will be enabled to understand all the information and the implications of choices.
3. Service users will have control over reviews and other meetings about their welfare.
4. Service users will be able to choose the activities they would like to be involved in, with support if needed.
5. Service users will have time to consider choices without undue pressure.
6. Service users should be able to move freely around the premises, provided arrangements for their safety are in place.
7. If a service user is unable to take part in any activity, the reasons for this will be fully discussed with them.
8. Service users should be offered the choice of same gender personal care, wherever possible. Where not possible, this must be fully explained and discussed at the introductory meeting, and recorded on the individual plan.

Additional Supporting Information:

**Opportunities Trust Quality Assurance Framework
Standard 8**

1. No service will exclude anyone on the grounds of race, religion, ethnicity or sexual orientation.
2. Service users will be treated with due respect to their race, culture, religion, disability, age, gender and sexual preference, and will not experience any form of discrimination.
3. Service users will be called by their preferred name or title at all times.
4. Service users will be treated politely at all times.
5. Service users will have their rights and responsibilities within the service explained to them in a way that they understand.
6. Service users will be helped with intimate physical care and treatment, sensitively, discreetly and in a way that maintains their dignity.
7. Service users will have the right to same gender intimate physical care.
8. Any noncompliance with this must be discussed and agreed with the service users and recorded in the individual plan.
9. Service users will be made aware of their responsibility to treat others with respect and dignity.

Additional Supporting Information:

Opportunities Trust Quality Assurance Framework Standard 9

- 1 Service users will be made aware of the need to hold records of their individual information, and the appropriate processes for accessing them.
- 2 Service users will be able to see for themselves that records are kept confidential and secure, and access to them will only be permitted in controlled circumstances.
- 3 Permission will be needed from service users to share confidential information about them, unless existing legislation or guidance states otherwise.
- 4 Service users will have the right to receive a copy of any information held about them in the provider's files, provided that this does not breach third party or legislative guidelines.
- 5 Service users will be able to discuss their needs in confidence and privacy with a member of staff if they wish to.
- 6 Service users can be confident that staff will not speak publicly about them unless it has been agreed with the user beforehand.
- 7 Discussions about a service user's personal care and other sensitive matters must be held in private.

Additional Supporting Information:

Opportunities Trust Quality Assurance Framework

Standard 10

- 1 The provider will meet their duty of care by ensuring that the services are safe and working practices minimise risk, including off-site activities.
- 2 Service users will be fully involved in formal risk assessments for everyday day services activities, carried out by trained staff, offering a balance between individual needs and preferences and the needs of other users and staff.
- 3 Service users will be given a copy of their risk assessment report.
- 4 Service users will receive guidance and support to use the service and facilities safely.
- 5 Service users will be assisted in understanding the possible consequences for themselves and others of their choices, and be supported to take responsibility for their actions, and decisions recorded.
- 6 Every effort will be made to ensure that service users do not experience any form of bullying, harassment, or any other form of abuse.
- 7 Any concerns must be reported through the Safeguarding Vulnerable Adults (POVA) arrangements.
- 8 Staff will record and investigate any accidents or incidents (including any episodes of restraint), telling carers/family, if the service user wishes.
- 9 If service users' behaviour needs to be restrained, trained staff will use de-escalation methods, or if these are unsuccessful, minimum physical restraint, ensuring users are treated with dignity and respect.
- 10 Staff will not use restraint for their own or other people's safety unless law permits and even then restraint will not be used until and unless other interventions have failed.
- 11 There will be an appropriate level of staffing at all times to ensure safety.
- 12 The service will have a whistle-blowing policy in place

Additional Supporting Information:

**Opportunities Trust Quality Assurance Framework
Standard 11**

- 1 Service users will be encouraged and supported to develop and maintain existing friendships and relationships and to develop, should they wish, new friendships and relationships in the day service.
- 2 Service users will be encouraged and supported to access social opportunities in the community.
- 3 Outings and events will be organised in a way that does not stigmatise those attending.
- 4 Service users will be supported to access advice on welfare benefits to ensure they are receiving their full entitlement.

Additional Supporting Information:

Opportunities Trust Quality Assurance Framework Standard 12

- 1 Providers will make every effort to ensure that, wherever possible, service users will not be excluded from a day service because of healthcare needs.
- 2 If they are not already registered, service users will be supported to register with a GP, dentist and optician.
- 3 Any community healthcare input received by service users such as physiotherapy, chiropody, dietary advice, hearing and vision clinics will continue during their attendance at the centre, in a way that respects their dignity and privacy.
- 4 Staff will discuss any concerns they may have about service users' health and well-being with the user before involving any other agency or carer/family member. If these concerns indicate any potential abuse of the service user then these must be reported through the Safeguarding Vulnerable Adults arrangements.
- 5 Staff will inform and encourage service users to access preventative healthcare such as screening, immunisation and regular check ups.
- 6 Service users will be encouraged to access advice and services to prevent falls and accidents, in line with the local Falls Strategy.
- 7 Staff will ensure that arrangements are in place for service users' to take any necessary medication in a way that respects their dignity and privacy and complies with the organisation's medication policy.
- 8 Staff will contact healthcare professionals on service users' behalf, if requested to do so.

Additional Supporting Information:

**Opportunities Trust Quality Assurance Framework
Standard 13**

- 1 Staff will be properly informed about the implications of cultural and religious beliefs or faiths.
- 2 Staff will support service users to take part in religious, cultural and spiritual activities, and to keep in touch with their faith communities.
- 3 Special arrangements will be made for dietary and personal care needs in keeping with religious/cultural beliefs and practices
- 4 Service users will be given the opportunity and support to keep in touch with their faith communities
- 5 The needs of users from black and minority ethnic communities will be understood and catered for

Additional Supporting Information:

Opportunities Trust Quality Assurance Framework Standard 14

- 1 Service users' plans will contain a record of any communication needs, and these are regularly assessed and reviewed.
- 2 Service users will be supported to communicate at the speed and in the style they wish.
- 3 Service users will be supported to prepare for important events and have time to communicate their feelings, views and answers.
- 4 Service users will be supported to access and use specialist individual communication aids as prescribed.
- 5 Providers will ensure that where possible, appropriate general communication aids and equipment are available to service users.
- 6 Service users with communication needs will be supported by their named worker or a trained communication support worker including trained interpreters.
- 7 Service users will be able to ask family, friends or others to help staff in listening and understanding their views. When a service user wishes to discuss concerns about their current circumstances or future needs, an independent interpreter should be available, if required.
- 8 Staff should seek to use language and expressions that are readily understandable and appropriate to service users.

Additional Supporting Information:

Opportunities Trust Quality Assurance Framework Standard 15

- 1 Service users dietary requirements and preferences will be discussed and recorded in their plan.
- 2 Menus will reflect the preferences, cultural and medical needs of service users, promote healthy eating, and be regularly reviewed and varied.
- 3 Menus will be nutritionally balanced and in line with current knowledge and good practice.
- 4 All food and drink will be prepared and served in line with current food hygiene standards.
- 5 Service users will be offered assistance in monitoring intake of food and drink, if required.
- 6 Specialist crockery and cutlery will be available for service users who require them.
- 7 Staff assistance with eating and drinking will be offered discreetly in a manner that respects users' dignity.

Additional Supporting Information:

Opportunities Trust Quality Assurance Framework Standard 16

- 1 Service users will be given the opportunity and appropriate support and training to take part in the day to day management of the service. This may include:
 - Daily running of the service, including transport
 - Recruiting and selecting staff
 - Choosing supplies and suppliers
 - Planning activities
 - Monitoring the quality of care
 - Developing plans for future services
- 2 Service users will be consulted about organised visits to the service by professionals, councillors or members of the public.
- 3 Service users will be consulted about any outings or events organized by the service
- 4 Service users will be supported to resolve any conflict arising with another service user or member of staff.

Additional Supporting Information:

Opportunities Trust Quality Assurance Framework Standard 17

- 1 Service users will be fully informed and understand their right to compliment, make comment, or complain about the service, and will know how to use the formal Complaints Procedure and complaints to the Care Commission.
- 2 Service users will be able to freely discuss any concerns they have about the service they receive with their named worker or any member of the management team.
- 3 The views of service users' independent representatives, advocates or advocacy group, will be sought and taken into account in service or policy development.
- 4 Service users' concerns and complaints will be dealt with quickly and sympathetically, and feedback will be given as to the outcome of the concern or complaint.
- 5 Regular customer satisfaction surveys will be undertaken with the service users and the outcomes reported back to them.
- 6 If preferred, service users may give their views anonymously, and the implications of this should be clearly explained to them.

Additional Supporting Information:

Opportunities Trust Quality Assurance Framework Standard 18

- 1 Service users will be encouraged to view the service as part of the local community, not separate to it.
- 2 Service users will be encouraged to foster and maintain friendships and networks within and outside of the day service.
- 3 Service users will be given every opportunity to access other community activities and services.
- 4 Service users will be encouraged and enabled to use public transport, as appropriate.
- 5 External agencies, groups and individuals will be sought to offer activities within the service, as service users wish.
- 6 Service users will be consulted about organised outings/events.
- 7 The Provider will ensure that there are processes established to consult with the wider community to identify current issues and future needs.
- 8 The Provider will liaise with other local services and groups to identify opportunities for joint working and development for the benefit of service users.

Additional Supporting Information:

Opportunities Trust Quality Assurance Framework Standard 19

- 1 Service users will be encouraged and enabled to use public transport as appropriate.
- 2 Service transport will not stigmatise service users by the type of vehicle used or by vehicle signage.
- 3 Service transport will be reliable, punctual and flexible to meet service user's requirements and will avoid planned excessive journey times.
- 4 All service transport will fully comply with contractual requirements, be accessible and fit for purpose.
- 5 All service transport will be fitted with appropriate seat belts for every seat and, where necessary, wheelchair clamps.
- 6 All service transport will have adequate driver/escort arrangements, and drivers and escorts will be given training to respond appropriately to individual service user's support requirements, as identified in their individual plan.
- 7 All service transport staff should be regarded as part of the overall service staffing, and therefore, subject to the same standards of behaviour as outlined.

Additional Supporting Information:

Opportunities Trust Quality Assurance Framework Standard 20

- 1 Service users will be made aware of all policies and procedures relating to record-keeping, confidentiality and access to information.
- 2 Staff will adhere to these policies and procedures when recording and maintaining information on service users.
- 3 Written records should be kept to a minimum, providing information that is necessary for contact and the overall health and well-being of service users, with their agreement.
- 4 Written records should use appropriate and accessible language, and be regularly checked and updated.
- 5 Service users should be made aware of their right to access information held about them, and supported to do so if they wish.

Additional Supporting Information:

Standard 1: Information

Point	Evidence requirement	Scoring
1	Staff are aware of the service aims and objects Documentation of the organisation features the aims and mission Posters of the service mission and aims are clearly visible and available for customers	
2	A service business plan is available The business plan is know to the staff, service users and carers The business plan has clear objectives and action plan The business plan is reviewed annually	
3	A staff handbook is available and covers:	
4	External report are available upon request such as Environmental Health CSCI inspection reports Opportunities trust findings report	
5	Certificates of public liability Issuance are displayed Certificates of building and organisational insurance are displayed.	

Standard 2: Physical Environment

Point	Evidence requirement	Scoring
1	Signage is clear and in keeping with the local community	
2	Building is compliant with Disability Discrimination Act Adaptations and equipment are services and regularly checked	
3	Purpose built environment	

	Adaptations are of a high standard	
4	Evacuation process is clear Fire Escapes are clearly marked Guidance on evacuating the building is available	
5	Map of premises is clear	
7	A cleaning rota and repairs are carried out regularly Premises appear clean and tidy	

Standard 3: Staffing

Point	Evidence requirement	Scoring
1	That staffing support levels are clear Enough staff are on duty to keep the environment safe	
2		
3	CRB checks and certificates are held on all staff	
4	Manager of the service holds a level 4 qualification either Social work / social care	
5		
6	Training plan for staff showing mandatory training Training plan showing additional training carried out	

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Standard 4: Pre-joining Arrangements

Point	Evidence requirement	Scoring
1	Level 2 assessment if held on file Copy of the individuals annual review is on file	

Standard 5: Planned Introduction

Point	Evidence requirement	Scoring

Standard 6: Moving On

Point	Evidence requirement	Scoring

Standard 7: Choice

Point	Evidence requirement	Scoring
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Standard 9: Privacy

Point	Evidence requirement	Scoring

Standard 10: Safety and Risk

Point	Evidence requirement	Scoring

Standard 11: Social Needs

Point	Evidence requirement	Scoring

Standard 12: Healthcare Needs

Point	Evidence requirement	Scoring

Standard 13: Religious/Cultural/Spiritual Needs

Point	Evidence requirement	Scoring

Standard 14: Communication Needs

Point	Evidence requirement	Scoring

Standard 15: Dietary Needs

Point	Evidence requirement	Scoring

Standard 17: Views on Service

Point	Evidence requirement	Scoring

Standard 18: Community Engagement

Point	Evidence requirement	Scoring

Standard 19: Transport

Point	Evidence requirement	Scoring

Standard 20: Record Keeping

Point	Evidence requirement	Scoring

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Autism Specific Standards

Point	Evidence requirement	Scoring

Head Injury Specific Standards

Point	Evidence requirement	Scoring
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