

QUALITY ASSURANCE FRAMEWORK



With You For You Quality Ethos:

1. Quality is everywhere,
2. Quality is everyone's responsibility,
3. Quality means to get it right first time and every time,
4. Quality is not accepting errors; send it back,
5. Everyone is a customer, and everyone expects quality.

The principles of 'getting it right first time, every time' and quality being everyone's responsibility are crucial in avoiding the build up of work arounds. When people try to find different ways to deal with poor quality, inaccuracy or lack of necessary information, they often (with best intention) create new processes and inadvertently create problems. These problems often remain hidden or difficult to detect when things do go wrong or goals are not being met.

The only way to maintain quality and clarity is to take responsibility:

- Get it right first time every time.
- Expect to have incomplete, inaccurate or poor quality work returned,
- Be confident that returning incomplete, inaccurate or poor quality work will result in better outcomes for all in the long term.
- Do not take it personally – everyone makes mistakes – 'to err is human', Alexander Pope (1688 – 1744).

The Framework

The framework for the monitoring of Customer (those receiving services) feedback will be via supervision. It is the responsibility of supervisors, at all levels, to ensure that quality is maintained.

Detailed information collected by the Feedback Process (see Appendix 1, Customer Feedback form) will be sent directly to Team Leaders (those who supervise front line practitioners) and the Co-ordinator for You.

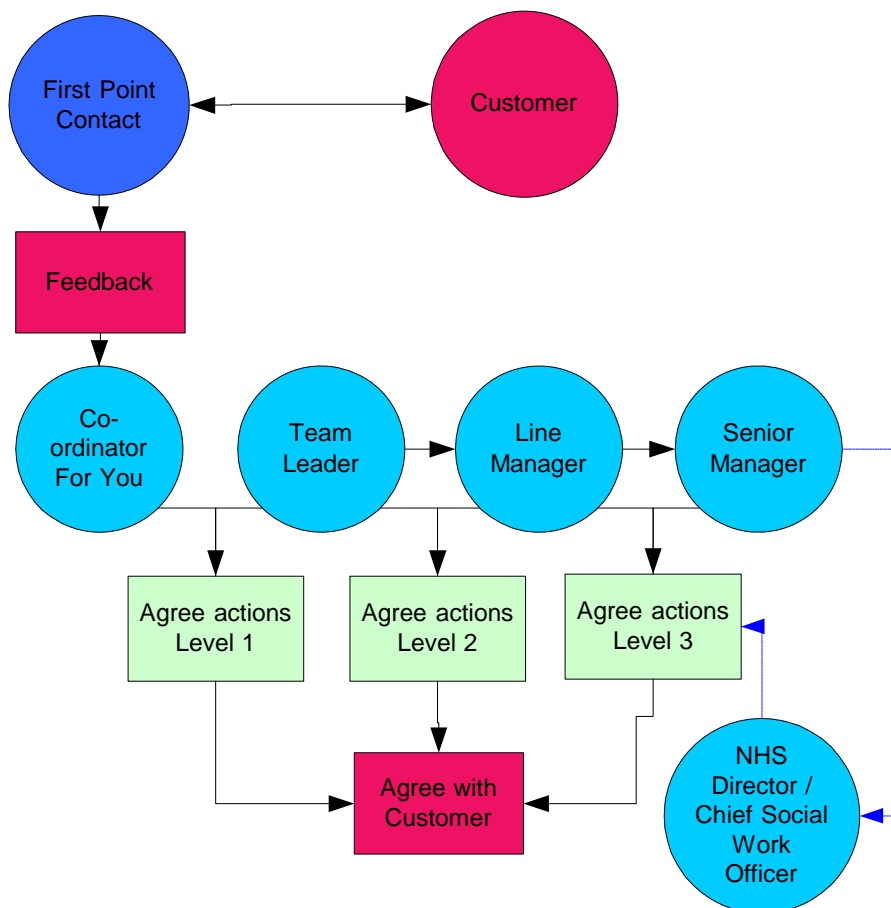
In order to monitor that we are 'getting it right first time', and to measure customer satisfaction, each customer who consents, will receive a telephone call from 'First Point of Contact For You' Customer Relations Officer 22 days after initial contact. The purpose of this is to find out what the experience of the customer has been, and whether or not the agreed plan has been delivered.

Feedback information and Quality Assurance data will be gathered by 'First Point of Contact for You' staff, passed to supervisors and then up through the line management structure to Senior Management through the process of supervision and management reports.

Timescales:

Line Management review / supervision with team members holding the Co-ordinator For You role in their case load will take place within 6 weeks of the customer's first contact date.

Professional judgement must be applied at all levels of line management review / supervision and where relevant, situations accelerated in relation to their level of severity.



Line Management quality drivers are:

- Co-ordinator for You getting it right first time
- The customer is not at risk
- Holistic view of the customer is described in 'Understanding You' using only relevant and appropriate information
- The Co-ordinator For You has made appropriate requests to partners to support the objectives of anticipatory care
- The Plan is appropriate and reflects a 'flexible' approach to meeting the customer's goals
- The consent requirements of the customer are being observed

All of the quality drivers are designed to link into local agency priorities relating to:

Person Centred Care – Talking Points
Delayed Discharge targets
Anticipatory Care
Long Term Conditions Management
Hospital admissions of people aged 65 +

Service Managers (Shetland Islands Council) and Assistant Directors (NHS Shetland) will be responsible for monitoring outcomes on a regular basis through line management.

Spot checks may also be carried out by senior management at any time.

Customer Complaints

Customers (Internal and External) who wish to complain about any aspect of With You For You can contact the 'First Point of Contact' Customer Relations Officer or can access the customer complaints procedure of any of the participating agencies.

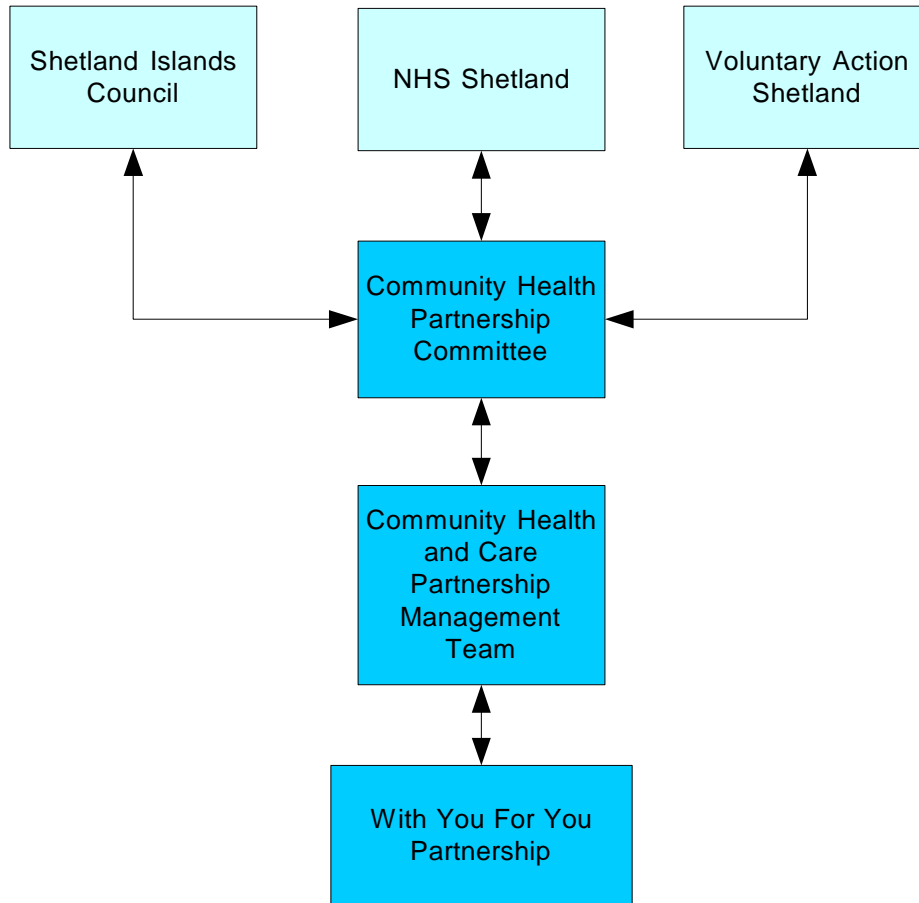
All services are responsible for reporting complaints they receive regarding With You For You to the 'First Point Contact' Customer Relations Officer.

The With You For You 'First Point of Contact Customer Relations Officer will monitor the progress made in responding to the complaint working with the most appropriate partner agency.

The With You For You 'First Point of Contact Customer Relations Officer will prepare reports for managers on the outcomes of complaints.

Governance and Communication Diagram.

The Quality Assurance Framework will be reviewed annually by the With You For You Partnership and outcomes reported to the Community Health and Care Partnership Management Team.



Management Reporting

The With You For You performance reports will be circulated to all managers in the CHP and in other partner agencies and published on the Council and NHS Shetland websites.

The With You For You performance reports will contain the information detailed in Appendix 2.

The purpose of this report is to inform all stakeholders of:

- Quality Monitoring
- Customer Experience
- Supervision statistics
- Performance measurements

- Management Information for planning

The With You For You reports along with other linked and more detailed information will meet the reporting requirements identified in the table below.

Service	Reported to	Frequency
Occupancy of residential care units	Scottish Government (Care Home Census)	Yearly
Respite Care provided	Scottish Government (Care Home Census)	Yearly
	Audit Scotland (Performance Indicators)	Yearly
Number of people receiving Care at Home	Scottish Government (Home Care Return)	Yearly
	Audit Scotland (Performance Indicators)	Yearly
Detail and breakdown of hours Care at Home delivered	Scottish Government (Home Care Return)	Yearly
	Audit Scotland (Performance Indicators)	Yearly
Inappropriate emergency admissions	Scottish Government, through NHS	Quarterly
Delayed Discharges	Scottish Government, through NHS	Quarterly
Day Care	Scottish Government, (Day Care Return)	Yearly
	Audit Scotland (Performance Indicators)	Yearly
Services to people with learning disabilities	Scottish Government (Same as You)	Yearly
Direct Payments	Scottish Government (Direct Payments)	Yearly