

Adult Social Care

# Quality Assurance Framework

2020 - 2023

Protect  
Care and Invest  
to create a  
better borough



Telford & Wrekin  
COUNCIL

# FOREWORD

## Welcome to Adult Social Care (ASC) Quality Assurance Framework (QAF) and Guidance.

Our QAF underpins all that we do to ensure we provide a high quality service for people with care and support needs in Telford and Wrekin, ensuring that their welfare is safeguarded and promoted.

Telford & Wrekin Council's Co-operative Values are an integral part of our QAF:

<b>OPENNESS AND HONESTY</b>	To be open and honest in the way we work and make decisions and communicate in a clear, simple and timely way
<b>OWNERSHIP</b>	To be accountable for our own actions and empower others with the skills to help themselves
<b>FAIRNESS AND RESPECT</b>	Respond to people's needs in a fair and consistent way
<b>INVOLVEMENT</b>	Work together with our communities, involving people in decisions that affect their lives and be prepared to listen and take on new ideas

Adult Social Care service vision is: **Working together to enable people to Live Well and Independently in Telford and Wrekin**

Our five priorities in ASC support our front line practice with a clear vision for the people of Telford and Wrekin.

- 1 Provide early information and advice to enable people to help themselves.**
- 2 Enable people to live independently through strength based practice, digital solutions and community based options.**
- 3 Support people to stay safe and live a life free from abuse.**
- 4 Integrated working across the Council and other organisations in partnership with people and communities.**
- 5 Working across Health and Social Care to ensure a quality sustainable care market**

Our QAF provides a range of mechanisms to support our delivery to manage complex risk, to monitor and review our practice and services for adults and carers with care and support needs.

The QAF is everyone's responsibility. We are all accountable in different ways for the decisions we make to achieve the best outcomes for individuals.

We monitor and review all parts of our service to ensure we continually improve our practice. We hope you find our QAF both interesting and helpful in ensuring good practice for the individuals, carers and families we work with.

**Amardeep Grewal, Principal Social Worker**

*“Our Quality Assurance Framework ensures that we apply professional curiosity at all levels of work we do, helping us to think beyond the obvious”*



**Sarah Dillon**  
Director  
Adult Social Care



**Amardeep Grewal**  
Principal Social Worker  
Adult Social Care



## Introduction

Quality starts from what matters most to enable people to live their lives in a way that supports their independence. There can be no 'one size fits all' in personalised care and support. We must get the right balance for people through a strengths based and person-centred approach, which understands someone's personal history, current circumstances, future aspirations and what is important to them.

Care and Support can only be considered high quality if:

- Using feedback is business as usual.
- Co-production is at the heart of ASC.
- Individuals receiving support are at the centre of interventions.
- Personal outcomes for individuals are achieved.
- Relationships are based on dignity and respect.

## Our Quality Assurance Framework

Our QAF identifies the measures in place to ensure that we deliver a quality service through our interventions. We expect our staff to be ambassadors of social care to meet the needs of people we work with.

We want to ensure that each individual, their families, and/or carers and the people important to them, are listened to and are provided with the right level of support to promote their independence.

We seek to ensure a culture of openness and equality that empowers all social care staff, to allow for their professional judgements to be considered and rationalised with the individual they work with. Whatever their role, our staff will uphold best practice.

Our internal My Options service offers services which enable individuals to live the life they choose offering flexible support options, which promote independence and community involvement. My Options is an integral part of ASC and are regulated by the Care Quality Commission. More information can be found at <http://www.myoptionstelford.co.uk/about-us.html>

Our Social Workers and Occupational Therapists uphold national standards to maintain their professional registrations in order for them to practice in these respective fields.

Social Workers are registered with Social Work England, more information can be found at <https://www.socialworkengland.org.uk/>

Occupational Therapists are registered with the Health and Care Professionals Council, more information can be found at <https://www.hcpc-uk.org/>

Our QAF compliments these regulations and does not replace them in any way.



Are we meeting and upholding standards of best practice effectively?

Are we delivering on our commitment to promote independence?

What could we do better?

How well are we working with individuals, families and carers?

# Challenging our Standards, Values and Principles

Are we doing things the best way within the resources we have?

What are we getting right as a service?

Are we supporting our staff to carry out their jobs safely?

Are we safeguarding individuals?

Are we fulfilling our duties and working within regulations and the Law?

# Our Adult Social Care Charter

Our ASC Charter; developed in partnership with our Making It Real Board recognises what is important to individuals, families and carers who access ASC. Our staff work to the Charter to ensure relationships are meaningful and respectful.

## Our Adult Social Care Charter:

- We will always promote your independence.
- We will listen with understanding.
- We will give you a named contact.
- We will be honest and personal to you.
- We will respect your decisions.

# Our Principal PAL

Our Principal PAL is our role model for how we deliver Adult Social Care in Telford and Wrekin encompassing our Corporate Values, Our Adult Social Care Priorities and our Adult Social Care Charter. At the core of our of Principal PAL is the application of a Strengths Based Approach: identifying aspirations and supporting people to live their best life. Our Strengths Based Approach includes conversations with individuals, their families and/or carers.



## Our Principal PAL supports us:

- To support individuals in taking positive risks.
- To support individuals to feel empowered.
- To support individuals through Safeguarding.
- To receive person centred care which is consistent and coordinated promoting independence.
- To have a life which supports their interests, skills and abilities.
- To have choice and control.
- To have relationships based on mutual respect and consideration.
- To have good relationships.

## Sector Led Improvement

Sector Led Improvement (SLI) incorporates Local Government with specific relevance for Adult Social Care. This includes:

- Assessing progress against priority outcomes and quality standards for Adult Social Care both through self-assessment and Peer Challenge.
- Identifying, learning from, and sharing best practice.
- Determining areas for improvement regionally ascertaining themes that may benefit a coordinated approach in the region.

## Our Practice and Accountability

The below national, regional, corporate and local information sets out what we use to ensure we are providing good quality services to individuals. We are held to account through a number of mechanisms as detailed below:

National and Regional			
Care Act 2014	Safeguarding Framework	Caldicot Guardian	Adult Social Care Outcomes Framework
Deprivation of Liberty Safeguards Framework	Think Local Act Personal	Social Work England	Mental Health Act
BASW Competency Framework	Principal Social Work Practice Review	Regional Peer Challenge	Human Right Act 1998
Mental Capacity Act 2015	National Institute for Health and Care Excellence	Data Protection Act 2018	Freedom of Information Act 2000
Local Government Association Health Check Survey for Social Workers	ADASS Regional Peer Challenge	Local Government Ombudsman	Care Quality Commission
Corporate			
Co-operative Council Priorities and Values	ASC Policies and Procedures	Information Governance	Workforce Development and Training
Complaints Policy	Annual Audit Programme	Continuous Improvement Plan	Scrutiny Committee
Health & Wellbeing Board	ASC Safeguarding Board	Telford & Wrekin Integrated Place Partnership	Service and Financial Planning
Local Practice			
Annual Personal Performance Development	Supervision Policy & Guidance	Case File Audits	ASC Feedback Form
ASC Customer Annual Survey	Practice Decision Forum	Peer Reviews and Guidance	Workforce Health Check Survey
Practitioners Forums	ASC Staff Communication Sessions	Learning Outcome Reviews	Best Practice guidance tools
Safeguarding Capability Framework	Tri-x – Resource Library and National Legislation Updates	Best Practice Guidance Tools	Health Check Survey for all front line staff
Carers Partnership Board	Making it Real Board	Finance & Performance Data	Mystery Shopper

# Our Quality Assurance Model

Our Quality Assurance Model is an essential part of management oversight and supervision. This supports us to ensure we continually monitor and review our service to ensure the best outcomes for people.



## Evaluation Stage



## Learning & Improvement Stage



# Our Quality Assurance Framework Activities

We carry out a number of activities in our daily practice to support our ethos of **Quality Matters** at all levels of our service.



Our quality standards and measures ensure that we have the right mechanisms in place to monitor, review and evaluate each standard. This helps us to continually challenge ourselves to improve ASC.

QUALITY STANDARD	WHAT DOES 'GOOD' LOOK LIKE?	HOW WILL WE MEASURE THIS?
<p><b>Contacts</b></p>	<p><b>Promote self-help options wherever possible</b></p> <p><b>The use of individual strengths and community based assets</b></p> <p><b>Use all age online directory of services: Live Well Telford <a href="https://livewell.telford.gov.uk">https://livewell.telford.gov.uk</a></b></p> <p><b>Information and advice provided by the Wellbeing Independence Partnership</b></p> <p><b>Family Connect service</b></p> <p><b>Live Well Hubs</b></p> <p><b>Collaborative working with partners to prevent/delay need for formal support where possible by anticipatory care planning and MDT working</b></p> <p><b>Promotion of assistive technology/digital preventative support</b></p> <p><b>Making every contact count</b></p>	<p>Performance information for Wellbeing Independence Partnership</p> <p>Number of users accessing Live Well Telford</p> <p>Numbers of people contacting Family Connect</p> <p>Use of Live Well Hubs to provide advice and information</p> <p>Amount of people using technology to support their independence</p> <p>Number of people with an anticipatory health and social care plan detailing preventative advice and information</p> <p>Feedback</p> <p>Qualitative measure following contact</p> <p>Reduce number of hand offs</p>
<p><b>Community Led Support</b></p>	<p><b>Live Well locality hubs for access to information and advice and appointments</b></p> <p><b>Integrated Hubs with partner agencies including the NHS and voluntary sector</b></p> <p><b>Live Well locality hubs supporting assessments and reviews</b></p> <p><b>Promotion of assistive technology/digital preventative support</b></p> <p><b>Collaborative working with partners to prevent/delay need for formal support where possible by anticipatory care planning and MDT working</b></p>	<p>Performance data to identify people attending hubs for assessments and reviews</p> <p>People provided with information and advice or further interventions</p> <p>Follow up with people to confirm the use the advice and information provided</p> <p>Amount of people using technology to support their independence</p> <p>Number of people with an anticipatory health and social care plan detailing preventative advice and information</p> <p>Number of people with an integrated support plan</p>

QUALITY STANDARD	WHAT DOES 'GOOD' LOOK LIKE?	HOW WILL WE MEASURE THIS?
<p><b>Care Act assessments</b></p>	<p>Ensure visits are in line with statutory and/or service requirements with a clear purpose</p> <p>Involve the person fully and include their feelings, wishes and aspirations</p> <p>Ensure communication with the person and their family is maintained regularly. Ensure that the Adult Social Care Charter (on page 2) is adhered to</p> <p>Ensure assessments are carried out timely and are proportionate</p> <p>Reflect historic information, current situation and future aspirations</p> <p>Identify and assess any risks and safeguarding concerns</p> <p>We meet statutory requirements</p> <p>Understand and detail the theory supporting the intervention</p> <p>Use Best Practice guidance tools</p> <p>The individual receives a copy of their assessment</p> <p>Reference the underpinning legislation within the assessments</p>	<p>Performance dashboard information at team and service levels</p> <p>Management oversight</p> <p>Regular supervision</p> <p>Peer reviews and support</p> <p>Practice decision forums</p> <p>File Audits</p> <p>Feedback from individuals, families and/or carers following interventions</p> <p>Maximise the use of community assets to promote independence</p> <p>Consider promoting independence away from Statutory services</p>

QUALITY STANDARD	WHAT DOES 'GOOD' LOOK LIKE?	HOW WILL WE MEASURE THIS?
<b>Support Planning</b>	<p>Reflect assessment findings clearly</p> <p>Timescales are clear</p> <p>Identify and clarify all agencies involved</p> <p>Outcomes are independence focussed, achievable, realistic and measureable and written in a way that reflects the person's aspirations with clarity about the steps towards this achievement</p> <p>'I' statements used within the Support Plan</p> <p>Necessary and Proportionate principals are applied when considering support to meet the level of need</p> <p>Least Restrictive options explored and applied</p> <p>Consideration to Deprivation of Liberty Safeguards and Community Deprivation of Liberty Safeguards</p> <p>Best Practice guidance on Strength Based Approach applied</p> <p>Best Practice Guidance for Outcomes applied</p> <p>The individual receives a copy of their support plan along with relevant others for whom consent has been gained.</p>	<p>Support Plans are person centred and focus on the things important to individuals</p> <p>Performance dashboard information at team and service levels</p> <p>Management oversight</p> <p>Peer reviews</p> <p>Practice Decision Forum</p> <p>Regular supervision</p> <p>File Audits</p> <p>Feedback from individuals, families and/or carers following interventions</p> <p>Maximise the use of community assets</p> <p>Regular and proportionate reviews</p>

QUALITY STANDARD	WHAT DOES 'GOOD' LOOK LIKE?	HOW WILL WE MEASURE THIS?
<b>Reviews</b>	<p>Undertaken and completed at least annually following a strength and asset based approach focussing upon independence and using technology to enhance independence where possible</p> <p>Review dates set are in line with the goals to achieve and with realistic timescales</p> <p>The person and all relevant agencies are involved in the review</p> <p>Reviews are independence focussed and well documented and highlight progress towards independence and future goals to be achieved and any changes to support arrangements</p> <p>Support is proportionate and necessary to the level of need</p> <p>Least restrictive options are explored and applied</p> <p>The individual receives a copy of their review along with relevant others whom the individual has consented to sharing</p>	<p>Reviews are person centred with the persons voice throughout</p> <p>Performance dashboard</p> <p>Supervision</p> <p>File audits</p> <p>Complaints</p> <p>Customer feedback</p> <p>Maximise the use of community assets before considering funded care and support needs</p>
<b>The person's voice is used to inform support planning and service delivery</b>	<p>Wishes and feelings are noted and visible in the assessments and support plans.</p> <p>People receive a copy of their assessment/ support plan/review</p> <p>'I' statements used in assessment and support planning</p>	<p>Feedback from individuals, carers and families</p> <p>Customer feedback</p> <p>Complaints</p> <p>Compliments</p> <p>File audits</p> <p>Supervision</p> <p>Peer Review</p> <p>Management Oversight</p>

QUALITY STANDARD	WHAT DOES 'GOOD' LOOK LIKE?	HOW WILL WE MEASURE THIS?
<p><b>Our involvement makes a positive difference to the person</b></p>	<p>Reduction of any identified risks</p> <p>Positive changes made and sustained</p> <p>Positive feedback from the individual and their family</p> <p>Positive feedback from agencies involved</p> <p>Maximise use of assistive technology, digital solutions and enablement</p>	<p>Feedback</p> <p>Annual customer survey</p> <p>File audits</p> <p>Peer reviews</p> <p>Practice Decision Forum</p> <p>Supervision</p> <p>Compliments</p> <p>Mystery shopping</p>
<p><b>Quality staff supervision, management oversight and annual professional performance development (APPDs)</b></p>	<p>Ensure that supervision is regular, consistent and effective</p> <p>Protected time for Reflection</p> <p>Protected time for continuous professional development and an individual training plan as part of the APPD</p> <p>Supervision is reflective and leads to effective decision making and improved outcomes</p> <p>Written accounts of Supervision</p> <p>Supervision contracts in place</p>	<p>Recording of case notes during supervision</p> <p>Observing practice</p> <p>Management oversight</p> <p>Local supervision policy and agreements</p> <p>Training and development opportunities</p> <p>Accountability</p> <p>APPD</p>
<p><b>Quality of recording is good</b></p>	<p>Ensure recording is accurate, up-to-date and timely</p> <p>Proportionate and clear</p> <p>Ensure all assessment documentation is completed</p> <p>Persons voice is captured throughout intervention</p>	<p>Data quality reports.</p> <p>Management oversight.</p> <p>Case File audits</p>

QUALITY STANDARD	WHAT DOES 'GOOD' LOOK LIKE?	HOW WILL WE MEASURE THIS?
<p><b>Quality decision making and we provide good quality intervention</b></p>	<p>That we apply consistency throughout the person journey making it as seamless as possible</p> <p>Decisions are based on evidence and made appropriately</p> <p>Interventions are considered to reduce risks and improve outcomes</p> <p>Ensure that we consider all aspects including community based assets and apply the strengths based approach</p> <p>Treat everyone with respect and dignity</p>	<p>Feedback from individuals, carers and families</p> <p>Peer reviews</p> <p>Practice Decision Forum</p> <p>Supervision</p> <p>File audits</p> <p>Compliments</p> <p>Complaints</p> <p>Management oversight.</p> <p>Systems and process supporting practice</p>
<p><b>Positive organisational culture</b></p>	<p>Staff working within the service feel valued and are provided with the support and challenge necessary to enable undertaking of complex and demanding roles</p> <p>The senior ASC leadership team are visible and regularly visit teams</p> <p>The ASC senior leadership team attend Practitioners Forum to listen to the views of frontline practitioners</p> <p>At least twice yearly there is an ASC Communication Session for all staff to become involved in the further development of the service</p> <p>There is a monthly ASC newsletter for staff to contribute to and also receive regular service and best practice updates</p> <p>The PSW meets with staff to listen to feedback to inform future training and development plans</p>	<p>Feedback to staff</p> <p>Team meetings</p> <p>Supervision</p> <p>Induction</p> <p>Training and development plans</p> <p>Health check survey's</p> <p>Newsletter</p> <p>Practitioners Forum</p> <p>Principle Social Worker meetings with staff</p>

# Common Sense Approach

**Above all, we are guided by common sense!**

Our activities should be proportionate and supportive to individuals, families and/or carers. We expect all members of staff to act if they identify a potential quality issue impacting on an individual. This might be something they can remedy themselves and/or with support of the relevant manager or senior. It is imperative that we share learning with the right people and use it meaningfully to make a difference.

## Responsibilities for Quality Assurance in ASC

ROLE	RESPONSIBILITIES
<b>Executive Director</b>	<ul style="list-style-type: none"><li>• Ensure the ASC Director engages fully with QA activity.</li><li>• Provides the ASC Director with reflective supervision, to include discussions around service quality.</li><li>• Hold ASC Director accountable for service quality and engagement with QA within their service.</li></ul>
<b>Director</b>	<ul style="list-style-type: none"><li>• Ensure good quality standards for improved culture within ASC ensuring staff are aware of the importance of the QAF and the service we provide.</li><li>• SDM's are encouraged and supported to participate fully in QA activities and hold them accountable for quality of services within their service areas.</li><li>• Provide SDM's with reflective supervision and ensure QA activity and learning is discussed.</li><li>• Undertake file audits from across the service.</li><li>• Reflect on QA reports that are presented at senior management meetings, take any remedial actions and report back progress up-dates as appropriate.</li><li>• Feedback to the Executive Director and elected members as appropriate.</li></ul>
<b>Principal Social Worker (PSW)</b>	<ul style="list-style-type: none"><li>• The PSW will offer support to teams to ensure that practice improvements are embedded and secured.</li><li>• Issues arising during the course of any work will be fed back routinely to the Director of ASC.</li><li>• Key training issues identified by the PSW will be notified to the workforce development team to secure appropriate training.</li><li>• Influence policy and decision making.</li></ul>

ROLE	RESPONSIBILITIES
<b>Service Delivery Managers (SDM's)</b>	<ul style="list-style-type: none"> <li>• Ensure Team Leaders are undertaking quality assurance activities.</li> <li>• Ensure learning from quality assurance activities is shared and used to inform improvements in practice.</li> <li>• Attend any relevant QAF meetings with information about quality assurance activity from service areas and feedback as appropriate ensuring the information is disseminated.</li> <li>• Undertake service wide file audits.</li> <li>• Support internal audit programmes.</li> <li>• Influence policy changes.</li> </ul>
<b>Team Leaders &amp; Assistant Team Leaders</b>	<ul style="list-style-type: none"> <li>• Ensure quality assurance activities are undertaken in teams.</li> <li>• Ensure day to day management oversight and authorisation activity considers quality assurance issues throughout the pathway.</li> <li>• Audit team files regularly as part of supervision and record actions to enable learning and sharing as appropriate.</li> <li>• Participate in service level file audit activity and ensure feedback on individual audits is provided to practitioners, remedial actions completed and report back as requested.</li> <li>• Ensure supervision audits are undertaken.</li> <li>• Participate in quality assurance learning sessions and ensure that learning is cascaded to team members for their information and reflection.</li> <li>• Arrange and participate in peer reviews.</li> <li>• Attend Practice Decision Forum.</li> <li>• Investigate and Respond to complaint, compliments and feedback.</li> <li>• Provide leadership and challenge to teams.</li> <li>• Influence policy and process.</li> </ul>
<b>Specialist Senior Posts, Senior Social Workers, Senior Business Support Officers</b>	<ul style="list-style-type: none"> <li>• Promote and monitor quality assurance with supervisees.</li> <li>• Ensure staff are provided with supervision which is in line with service requirements and is reflective.</li> <li>• Ensure staff have opportunities to develop their skills formally and informally</li> <li>• Ensure practice meets professional standards.</li> <li>• Ensure staff are able to participate in formal and informal opportunities for learning and reflection.</li> <li>• Ensure that issues of capability are dealt with appropriately and in a timely way.</li> <li>• Participate fully in quality assurance activities, such as auditing files as a standard part of supervision.</li> <li>• Investigate and respond to complaints, compliments and feedback.</li> <li>• Influence policy and process.</li> </ul>

ROLE	RESPONSIBILITIES
<b>Advanced Social Work Practitioners, Social Workers and Occupational Therapists</b>	<ul style="list-style-type: none"> <li>• Ensure practice meets statutory requirements.</li> <li>• Ensure practice meets professional standards.</li> <li>• Ensure decisions are made appropriately.</li> <li>• Seek Senior Social Worker and/or Team Leader advice as appropriate.</li> <li>• Ensure recording is up-to-date.</li> <li>• Work reflectively in order to continually improve practice.</li> <li>• Participate in formal and informal opportunities for learning and reflection.</li> <li>• Participate in reflective discussions about service improvements by providing views, observations and suggestions.</li> </ul>
<b>Adult Practitioners, Occupational Therapy Assistants, Assistive Technology and Sensory Impairment Officers</b>	<ul style="list-style-type: none"> <li>• Ensure practice meets statutory requirements.</li> <li>• Ensure practice meets standards in Capability Frameworks.</li> <li>• Ensure decisions are made appropriately.</li> <li>• Seek Senior Social Worker and/or Team Leader advice as appropriate.</li> <li>• Ensure recording is up-to-date.</li> <li>• Work reflectively in order to continually improve practice.</li> <li>• Participate in formal and informal opportunities for learning and reflection.</li> <li>• Participate in reflective discussions about service improvements by providing views, observations and suggestions.</li> </ul>
<b>Community Support Advisors</b>	<ul style="list-style-type: none"> <li>• Ensure contact with individuals, families and their carers are empathetic and relevant support provided</li> <li>• Ensure decisions made appropriately.</li> <li>• Work reflectively in order to continually improve practice.</li> <li>• Ensure records are kept up to date, accurate and reflective of situation</li> <li>• Ensure ownership of tasks undertaken and ensure appropriate hand-off</li> </ul>
<b>Business Support Officers</b>	<ul style="list-style-type: none"> <li>• Ensure contact with individuals, families and their carers are empathetic and relevant support provided.</li> <li>• Business Support Officers can help teams with quality assurance but should not be held accountable for issues regarding quality of practice. This can include activities such as entering information onto electronic case recording systems accurately, reporting any quality assurance issues to Seniors and/or Team Leaders.</li> </ul>