

Appendix B

SUMMARY OF KEY IMPROVEMENTS FOLLOWING SERVICE REVIEWS

Following the Service Reviews, recommendations were made to Providers for improvement to the quality of services. In total there were 1,095 improvement recommendations of these 985 were QAF related.

- Services to Older People had a total of 237 Quality Assessment Framework (QAF) improvement recommendations made and 1 none QAF related recommendation.
- Alarm Services had 14 QAF related improvements.
- Mobile Warden Services had a total of 21 improvements.
- Floating Support Services for PSD and Older People both achieved level C rating on the QAF and were recommended to look to attaining a B rating in the future.
- ALD services had a total of 661 improvements of these 572 were QAF related.
- MH services had 32 QAF related improvements and 5 general improvement recommendations.
- Services to People with Drug problems had a total of 18 improvements, 2 of these were not QAF related.
- Homeless Services have a total of 78 improvements, 66 of these are QAF related improvements.
- Generic and Drug Floating Support services had 1 none QAF related improvement and 16 QAF related.
- Traveller service had a total of 11 QAF related improvements.

The table overleaf identifies the number of improvements by QAF core objective and client group.

Quality Assessment Framework – Core Objective

C1.1 – needs and risk assessment
Assessments of needs and risks are carried out for all service users. Processes place users' views at the centre, are managed by skilled staff and involve carers and/or other professionals.
C1.2 – support planning
Service users have up-to-date support plans in place. Processes place users' views at the centre, are managed by skilled staff and involve carers and/or other professionals.
C 1.3 – security, health and safety
<p>The security, health and safety of all individual service users and staff are protected.</p> <p><i>Explanatory note:</i></p> <p><i>Objectives C1.1 and S1.3 addresses individual service user risk. This standard addresses security and health and safety risks that potentially affect all service users.</i></p> <p><i>The failure to achieve level C represents a serious potential risk to service users and/or staff. Where level C is not achieved providers must take immediate steps to bring performance up to this level.</i></p>
C 1.4 – protection from abuse
<p>The right of service users to be protected from abuse is safeguarded.</p> <p><i>The failure to achieve level C represents a serious potential risk to service users and/or staff. Where level C is not achieved providers must take immediate steps to bring performance up to this level.</i></p> <p><i>This objective applies to all kinds of abuse, many of which are not physical in their nature, e.g. financial or material abuse or abuse through neglect or omission. Approaches to protection from abuse therefore must be appropriate to the particular type of service concerned and based on an assessment of the full range of risks faced.</i></p>
C 1.5 – fair access, diversity and inclusion
There is a commitment to the values of diversity and inclusion and to practice of equal opportunity (including accessibility in its widest sense) and the needs of black and minority ethnic service users are appropriately met.
C 1.6 – complaints
Users, carers and other stakeholders are made aware of complaints procedures and how to use them.

KEY IMPROVEMENTS FOLLOWING SERVICE REVIEWS

CLIENT GROUP	QAF 1.1 Needs & Risk Assessment	QAF 1.2 Support Plans	QAF 1.3 Health & Safety	QAF 1.4 Protection from Abuse	QAF 1.5 Fair Access, Diversity & Inclusion	QAF 1.6 Complaints	GENERAL RECOMMENDATIONS (Not QAF related)	Total
OLDER PEOPLE SHELTERED	43	39	40	43	47	25	1	238
ALARM SERVICE	N/A	N/A	6	5	3	0	0	14
MOBILE WARDENS	8	4	3	3	3	0	0	21
FLOATING SUPPORT - O P	0	0	0	0	0	0	0	0
FLOATING SUPPORT - PSD	0	0	0	0	0	0	0	0
ALD	97	101	117	112	81	64	89	661
MH	7	4	7	6	3	5	5	37
PEOPLE WITH DRUG PROBLEMS	2	2	4	4	3	1	2	18
HOMELESS SERVICES	9	17	12	11	7	10	12	78
GENERIC & DRUG F.S.	4	5	2	2	0	3	1	17
TRAVELLER	4	1	3	1	1	1	0	11
TOTAL NUMBER OF IMPROVEMENTS	174	173	194	187	148	109	110	1095