

New Care Homes Specification

Background and objective of project

South Gloucestershire Council (SGC) and South Gloucestershire Clinical Commissioning Group (SGCCG) have been working to jointly develop a new care home contract and outcomes based service specification.

Through this work we hope to impact positively on the ways in which people in South Gloucestershire live in a care home, whether they pay for their care themselves, or it is paid for by someone else.

The contract is about how we work with the Care Homes and will not directly affect people living in them. The outcomes based service specification is more important for care home residents because it sets out what we think services should feel like for people who are living in care homes.

PPI activity to date

A lot of work was done with care home residents (as well as the people who work in and run care homes), to make sure that the service specification addresses their needs. This included asking the Care Forum to visit and talk to people living in care homes to find out what they want and what is important to them.

As a result of gathering feedback from residents, an Outcomes for Consultation document (Attached as Appendix 1) was produced which set out what we thought services should feel like for people living in care homes. We made this available on our website during March 2016 in order to ask for the views of service users, carers and the public.

The Director of Partnerships & Joint Integrated Commissioning for South Gloucestershire CCG also attended a meeting of the CCG's Improving Patient Experience Forum (IPEF) in February 2016. IPEF includes representatives from Healthwatch, the Care Forum, the South Gloucestershire Disability Equality Network, the South Gloucestershire Racial Equality Network, the Carers' Support Centre and patient representatives. The Outcomes for Consultation document was shared with IPEF, and they were able to ask questions and give their views and comments.

You Said, We Did

Both South Gloucestershire CCG and South Gloucestershire Council are committed to involving service users and the public in our work. We will continue to listen and act upon patient and carer feedback at all stages of the commissioning cycle because we believe services are better when they are shaped by the experiences and aspirations of local people. The Table below sets out the feedback we received on the Outcomes for Consultation document, and what we have done as a result.

You Said	We Did
<p>I was surprised not to see any reference to The Gold Standard Framework which is the basis for the CQC inspection criteria for care homes. Perhaps this is part of the preamble to the full document. If not, it should be.</p>	<p>The function of a contract is to set acceptable standards of service delivery. The Gold Standards Training Centre that deliver this training and award is one of many training providers and it would not be usual in contract documents to specify using one provider's training.</p>
<p>I would rather think there should be a requirement in the contract for carers to be treated as equal partners in care and to be listened to both on admission and on an ongoing basis.</p>	<p>Caring Outcome 3 now reads 'Carers shall be treated with sensitivity and understanding, and whenever appropriate, included as an equal partner in care with their views listened to both on admission and on an ongoing basis.'</p> <p>Safe Outcome 3 (g) now reads: Staff have the aptitude, skills, qualifications and experience to perform the roles they are employed to do and deliver high quality and compassionate care and support and that they recognise the important role that carers play in the lives of the Individuals they both care for.</p>

You Said	We Did
<p>Amend Staff encourage to <i>actively support</i> Individuals to express their views to enable them to influence decisions that affect their day to day life.</p>	<p>Amended</p>
<p>Amend staff recognise the opportunities, and there are <i>[appropriate] resources [are available]</i> for Individuals to maintain a range of social, life and independent living skills, friendship networks and contacts both inside and outside of the Care Home for example with family pets.</p>	<p>Amended</p>
<p>Amend Individuals are encouraged <i>[change to support]</i> to maintain and develop skills to maintain social networks outside of the Care Home using communication equipment such as phones and computers and have access to wifi connections. How can residents be supported to extend or participate in social networks if these are limited or non-existent</p>	<p>Amended. This Outcome requires care homes to have these communication devices.</p>
<p>It would be useful to know how the contract will be monitored, reviewed and the outcomes measured. Plus, what will happen if it is demonstrated that outcomes are not achieved?</p>	<p>SGC maintains details of CQC and Healthwatch reports and are involved with safeguarding and other processes to monitor standards. We work with providers to improve standards if they fall below contract or regulation standards.</p>

Next Steps

The Outcomes for Consultation document, which has now been amended as outlined in order to reflect the comments we received during engagement, will be used with existing and new care home placements from September 2016, and a contract variation will also be operational at that time.

CARING SERVICES - Individuals are involved in their care and are treated with compassion, kindness, dignity and respect.	
Caring Outcome 1	Individuals are actively involved in care planning and decision making
	Service Requirements -The Provider shall ensure
a	Staff encourage Individuals to express their views to enable them to influence decisions that affect their day to day life.
b	Individuals are actively involved and their views are always taken into account in decision making and they receive feedback and explanations so they know that their views and worries are listened to, acknowledged and appropriately responded to.
c	Staff are competent and skilled to undertake effective consultation with Individuals, their families and appropriate others.
d	There are strategies in place to ensure Individuals and carers participate in meetings and can contribute to decisions about the planning and management of services and activities.
e	There is evidence of how Individual's views, feedback and evaluation of the Services has influenced the development and continuous improvement of the Services.
Caring Outcome 2	Individuals are able to maintain their social and independent living skills
	Service Requirements - The Provider shall ensure
a	Staff recognise the opportunities, and there are resources for Individuals to maintain a range of social, life and independent living skills, friendship networks and contacts both inside and outside of the Care Home for example with family pets.
b	Individuals are encouraged to maintain and develop skills to maintain social networks outside of the Care Home using communication equipment such as phones and computers and have access to wifi connections.
c	Staff shall have the skills and knowledge to facilitate opportunities for private and personal conversations to occur and the equipment necessary to maintain relationships using telephones, The Internet and social media applications such as Skype, Facebook.

<p>Caring Outcome 3</p>	<p>Support is provided to Carers and encouragement given to Carers to be involved in the Individual's welfare.</p>
	<p>Service Requirements – The Provider shall ensure</p>
<p>a</p>	<p>The Provider shall offer open, flexible and private visiting arrangements for Individuals' carers and other visitors and shall make available to them refreshments (or the ability to make their own refreshments) and the option for them to take meals with the Individual they are visiting.</p>
<p>b</p>	<p>Carers shall be treated with sensitivity and understanding, and where appropriate, included as an equal partners in care and their views listened to both on admission and on an ongoing basis.</p>
<p>c</p>	<p>The Provider shall have a policy and guidelines and support Individuals with personal and sexual relationships. Staff know how to access more specialist support and services if required.</p>

WELL LED SERVICES - the leadership, management and governance of the organisation make sure it's providing high-quality care that's based around the needs of each Individual, that it encourages learning and innovation, and that it promotes an open and fair culture.	
Well Led Outcome 1	Individuals benefit from the leadership of the Care Home facilitating and developing a positive, open and fair cultures in the Care Home
	Service Requirements – The Provider shall ensure
a	There is an ethos, culture and practices based on social inclusion, empathy, mutual respect, support and acceptance. The Provider shall pro-actively promote non-discriminatory behaviour and attitudes among all staff, visitors and Individuals, and this is supported by rigorous policies and procedures that counter bullying and discriminatory attitudes.
b	A log of adverse incidents is maintained and any lessons learned from the incidents are implemented in the Care Home.
c	There is a system in place to handle and respond to feedback and complaints including those made verbally, which shall be listened to and investigated thoroughly by the Manager and actions taken if appropriate. Individuals shall be informed by the Provider how they may escalate the complaint if they remain dissatisfied with the response received from the Manager, including how to make a referral to the Ombudsman. Individuals must know they will not be discriminated against for making a complaint.
d	The Provider will thoroughly investigate any allegation of misconduct or behaviour that is detrimental to the dignity or wellbeing of any Individual.
e	There is open and transparent dialogue with Individuals and carers about the care and treatment of Individuals and should something go wrong, Individuals should be told what has happened, provided with support and receive an apology.
f	There is full co-operation with the Council in any safeguarding investigations they undertake, including supplying Officers with copies of any documents they request - including responses from the Disclosure and Barring Service response

	to referrals.
g	Individuals and their carers shall be confident that the Provider can meet their needs and provide appropriate care and support because they are supplied with information by the Provider about how the Provider intends to manage behaviour that challenges.
h	Where an Individual is involved in a critical incident that threatens the stability of their Placement, Provider staff shall be pro-active in requesting/convening a meeting to minimise the risk of irretrievable breakdown and disruption to the continuity of care. At the meeting the Care Plan and risk assessment shall be reviewed with the aim to make a decision that represents the best interests of the Individual.
Well Led Outcome 2	Individuals benefit from good management and good governance of the Care Home
	Service Requirements – The Provider shall ensure
a	There are effective governance and systems to check on the quality and safety of care. These systems shall be used to help the service improve and to reduce any risks.
b	The Provider will have a range of policies and procedures in place, which will be reviewed annually, including one for behavioural management including restrictive physical intervention; when to arrange for external expert advice and guidance and appropriate recording systems for incidence requiring intervention /restraint / control.
Well Led Outcome 3	Management at the Care Home encourages staff and Individuals to develop and learn new skills and is innovative in delivering services
	Service Requirements – The Provider shall
a	Ensure staff are sufficiently trained, experienced, supported and familiar with Individual care plans including the advanced planning of how to avoid or diffuse potentially problematic situations, including developing listening, diversion and diffusing skills. The Provider shall reference the training they provide with any government guidance for particular client groups, for example the Dementia Core Skills Education and Training Framework.
b	Ensure the Care Home is electronically equipped to securely receive and send all relevant documentation and data.
c	The Provider will appraise the need for assistive technology to maximise the

Appendix 1 – Outcomes for Consultation Document

	safety, independence and control that Individuals can achieve, including access to nurse call systems which will be responded to promptly to and monitored by managers.
d	Create the opportunity for staff and Individuals to maintain and develop existing skills and learn new skills.

SAFE SERVICES - Individuals are protected from abuse and avoidable harm	
Safe Services Outcome 1	Individuals are safeguarded from or from the risk of abuse, acts of neglect or omission, degrading treatment, bullying, discrimination, crime, unnecessary or disproportionate restraint, sexual exploitation, financial exploitation, self-harm, inappropriate limits to their freedom and their human rights are respected and upheld.
	Service Requirements – The Provider shall ensure
a	Staff training and practices explicitly address Mental Capacity and Deprivation of Liberty Safeguards, how vulnerable adults are to be safeguarded from abuse, unnecessary restraint, and how indications of abuse can be identified and acted upon.
b	Staff encourage and provide opportunities for Individuals to understand how they can raise concerns and complaints and have various opportunities to disclose safeguarding issues.
c	Staff who complete and update Care and Support Plans are competent and skilled to write and implement written risk assessments and behaviour management plans to ensure a balance between safety and security and promoting independence to minimise the risk to Individuals.
d	Where appropriate, behaviour management strategies are tailored for each individual and identify the most effective de-escalation strategies to calm down situations that may lead to physical interventions. The Provider shall contact and work with the Mental Health Care Home Liaison Team or the Community Learning Difficulties Team (as appropriate) for advice and support formulating care plans for Individuals. This will include an understanding of the Individual's emotional and physical needs, warning signs and triggers which shall be documented in the Provider's Care Plan. The Provider's care staff shall understand fully the strategies for each Individual which shall be reviewed

	regularly.
e	<p>Individuals are encouraged to manage their own finances, but where an Individual does not have the mental capacity to make informed financial decisions regarding the spending of their personal allowance, and there is nobody else with relevant decision making power (e.g. an attorney or court appointed deputy) family or other advocate to support the Individual, the Provider shall support the process of applying to the Court of Protection for a deputy to be appointed as appropriate. In addition, under these circumstances, the Provider shall maintain a separate account for each Individual detailing income and expenditure.</p> <ol style="list-style-type: none"> 1. Not subsume an Individual's Mobility Allowance into the general running costs of transport or minibus service provided by the Care Home. 2. Gain approval from the appropriate social work Team Manager before making purchases above £200. 3. Have safe and secure systems in place for handling an Individual's personal finances including bank accounts, bank cards and PIN numbers. 4. Ensure that accounts are checked and audited and available for inspection by the Nominated Officer, the Individual, and (with the Individual's permission) the Individual's Carer. 5. The Provider may only charge the Individual the difference between the cost of meals and refreshments usually provided, and the cost of any meals and refreshments taken during activities outside of the Care Home. 6. The Individual will be liable to pay for additional services including hairdressing and transport but the Provider shall assist the Individual to claim, where appropriate, for financial support for transport to and from NHS appointments.
f	That full emergency plans and procedures are in place and reviewed regularly and ensure that Staff are trained and fully conversant with such procedures and know what to do in an emergency situation.
g	The Provider's medication policies are up to date and follow the best practice guidelines for the safe management of medicines issued by National Institute for Healthcare Excellence [http://pathways.nice.org.uk/pathways/managing-medicines-in-care-homes.]

<p>Safe Services Outcome 2</p>	<p>A positive self-identity is encouraged by recognising Individuals’ abilities, psychological and emotional needs, disability, religion, racial origin, sexual orientation, culture and language.</p>
	<p>Service Requirements – The Provider shall ensure</p>
<p>A</p>	<p>That staff are competent and skilled and resources deployed to ensure that each Individual is treated with courtesy and respect at all times and in a manner that maintains and enhances the Individuals’ dignity and self-respect.</p>
<p>B</p>	<p>Person centred planning is at the forefront of service delivery and the plans shall include the promotion of an Individual’s ethnicity, religion, gender, sexual orientation and cultural heritage to support a positive identify. An Individual’s notes and their care plan will be easily and fully accessible to relevant staff at all times, 24 hours a day.</p>
<p>Safe Services Outcome 3</p>	<p>Individuals feel safe and lead stable lives</p>
	<p>Service Requirements – The Provider shall ensure</p>
<p>A</p>	<p>Individuals will be provided with a single room accommodation unless the Individual prefers [and agrees in writing to] a shared room. Once allocated, Individuals are not expected to change room except where they have requested to move; the change of room would enable the Individual to integrate with individuals with a similar level of needs or the move is temporary to allow for repair or redecoration and any changes of room shall be made with the consent of the Individual.</p>
<p>b</p>	<p>The Provider is expected Individuals are able to personalise their rooms and the Provider shall maintain the room in good decorative order with adequate furniture and fittings; light; warmth and ventilation which can be controlled by the</p>

	Individual.
C	At all times, the Care Home is fully staffed ensuring the assessed needs of Individuals are met, and steps are taken to recruit to fill vacancies as soon as they occur and staff turnover is minimised through good employment practices and support for staff, thereby promoting stability and continuity of relationships.
D	Arrangements for covering staff absences are factored into the core staffing capacity and the Care Home is not reliant on staff working over-time, or the use of agency staff other than for exceptional unplanned staff shortages.
E	The Provider, in partnership with the Purchaser and specialist services, shall do all they can to promote stability within the Placement and avoid emergency Placement breakdowns. This will include the Provider advising the Purchaser and the Individual at the earliest opportunity of their concerns that the placement may be at risk of irretrievable breakdown.
F	Preparations are made, appropriate information exchanged and arrangements are coordinated to ensure the seamless transition of an Individual moving between care settings, for example when transferring between care home and hospital which will be detailed on the completion of the Joint Protocol between North Bristol Trust, The Provider and The Purchaser.
g	Staff have the aptitude, skills, qualifications and experience to perform the roles they are employed to do and deliver high quality and compassionate care and support and that they recognise the important role that carers play in the lives of the Individuals they both care for.

EFFECTIVE SERVICES - the care, treatment and support provided achieves good outcomes, helps to maintain quality of life and is based on the best available evidence.	
Effective Outcome 1	Individuals care, treatment and support promotes independence and achieves a good quality of life.
	Service Requirement - The Provider shall
a	Encourage and support Individuals to enable them to be actively involved in the day to day life of the Care Home and the community, maintaining their interests and nurturing friendships. To counteract social isolation, staff shall support those Individuals who are not readily able to maintain friendships.
b	Maximise the extent that Individuals are able to manage their own financial, legal and personal affairs and exercise civil rights and duties that include voting at elections and receiving political literature.
Effective Outcome 2	Individuals benefit from being with others and feel a sense of inclusion but their desire for privacy is respected by staff and other Individuals living in the Care Home
	Service Requirements – The Provider shall ensure
a	Birthdays, cultural celebrations and religious festivals are celebrated and Individuals are involved in the planning of such celebrations and the Provider allocates sufficient resources to do so.
b	Staff encourage and support Individual's to share their knowledge and skills in community activities, including helping to run activities where appropriate.

c	Staff shall enable the Individual to have privacy when requested and they should take steps to ensure that any disturbances are kept to a minimum by making other Individuals and staff aware of the request.
d	Staff shall engage with the Care Home neighbours, community groups, and other relevant educational, social care and health organisations in their locality to encourage participation in activities, particularly inter-generational activities. During the term of the contract, the Care Home shall become a Dementia Friend and by so doing, assist with the aspiration to make South Gloucestershire a Dementia Friendly Community.
Effective Outcome 3	Individuals have pride in the Care Home environment
	Service Requirements - The Provider shall ensure
a	The Care Home shall be fully accessible; be compliant with CQC regulations and is adequately heated, ventilated and free of odour.
b	Staff shall look after and maintain the Care Home and equipment used in the Care Home to a high standard; maintain cleanliness, ensure sufficient materials and consumables; create a congenial environment and have high expectations for the Care Home.
c	Individuals are encouraged and supported by all staff to play an active and meaningful role within the day to day running of the Care Home, including practical tasks.

<p>Effective Outcome 4</p>	<p>Individuals are supported to manage their personal finances and economic well-being</p>
	<p>Service Requirements – The Provider shall ensure</p>
<p>A</p>	<p>Providers shall provide an environment where Individuals can achieve economic well-being and have access to work and/or benefits as appropriate.</p>
<p>B</p>	<p>Where Individuals need support to manage their personal finances they are reassured that the Provider has sufficient processes and safeguards in place to ensure the safety and security of their belongings and personal finances, and the Provider’s staff act in the Individual’s best economic wellbeing.</p>

RESPONSIVE SERVICES - are organised so that they meet the needs of Individuals	
Responsive Outcome 1	The Services provided are organised to meet the needs of the Individual
	Service Requirements – The Provider shall ensure
a	With aim of promoting individualised care and communication, and to build relationships between care staff, the Individuals and their carers, Individuals shall be encouraged and supported by skilled and competent staff to share their significant past life events. Significant photos and mementos can be displayed if the Individual or the carers agree.
b	Details of an Individual’s dietary and nutritional needs, which takes into account any intolerances, allergies, medication constraints, cultural, religious and other preferences are maintained.
c	There is prompt, accurate and complete hand over of information between Staff at each shift, including any agency staff. An Individual’s records will be fully accessible to relevant staff at any time, 24 hours a day.
Responsive Outcome 2	Individuals are happy and their lives have meaning
	Service Requirements – the Provider shall ensure

a	There are strategies in place to support Individuals to fulfil their potential and that all achievements are actively celebrated in the Care Home.
b	There is active identification and deployment of resources for a diverse range of leisure activities which Individuals can undertake alone or in a group, including a range of magazines, newspapers, craft supplies, music, plant care and games, having regard to the interests of the Individuals.
c	Staff will have the range of skills, abilities and motivation to participate and encourage Individuals to take part in a range of activities and leisure interests.
Responsive Outcome 3	<p>An Individual’s right to give or refuse valid consent (or the person legally acting on their behalf) is taken into account before any care is given and previously agreed decisions are reviewed periodically and care records amended where required.</p> <p>[Valid consent can only be given (or refused) if the person has</p> <ul style="list-style-type: none"> • been given the relevant information • has mental capacity in relation to the relevant decision • is free from any undue pressure or coercion.]
	Service Requirements – The Provider shall ensure
a	Where Individuals have mental capacity, they are able to make choices about all aspects of their care and treatment, with appropriate support if required. Support plans shall clearly identify aspects of an Individual’s care that are being delivered with the Individual’s consent and those where the Individual can’t consent as they lack mental capacity in relation to this aspect of their care.

b	<p>Where Individuals can't consent to all or part of their care because they lack mental capacity, it is clear how any care for which they can't consent is being delivered in their best interests in line with the Mental Capacity Act Code of Practice. All aspects of an Individual's care should be reviewed regularly, including whether there have been any changes in relation to mental capacity or consent, with support plans amended where necessary.</p>
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HEALTHY SERVICES – Individuals achieve the optimum health outcomes	
Healthy Outcome 1	Individuals establish and sustain optimum physical, emotional wellbeing and mental health and recover quickly from illness.
	Service Requirements – The Provider shall ensure
a	<p>Individuals have equal and appropriate access to universal and specialist health care. The Provider shall support Individuals to access healthcare services at the appropriate time and shall follow the advice given. Records shall be kept of all requests for and the involvement of for healthcare professionals, including:</p> <ul style="list-style-type: none"> • Annual GP health checks, • Prescribing reviews, • Pre-planned visits and urgent visits to hospital and GP • Mental Health services • Dentists • Speech and Language Therapists • Opticians and Hearing Therapists • Podiatry • Incontinence services • Physiotherapists and Occupational Therapists • Falls prevention team • Community Frailty Team
b	<p>The Provider shall ensure that staff involved in managing or administering medication are appropriately trained. Individuals shall have their medicines at the time they are prescribed and when they need them and are given information about their medicines. This includes those Individuals who self-administer their medication.</p>
c	<p>The Provider shall follow the Department of Health Code of Practice about the prevention and control of healthcare associated infections. <u>The Health and Social Care Act 2008: code of practice on the prevention and control of infections and related guidance</u> which now reflects the changes required to meet The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>

d	The Provider shall enable Individual's to choose their own GP subject to acceptance by that GP.
e	Where appropriate, that Individuals have access to free NHS continence products.
Healthy Outcome 2	Individuals achieve maximum mobility and independence
	Service Requirements – The Provider shall ensure
a	Equipment used to promote independence in aspects of daily living, nursing aids and rehabilitation equipment e.g. bathing equipment; beds and accessories; chair raising equipment; mobility aids; patient handling / lifting / transfer, pressure care; seating, toileting and assistive technology is in place and maintained. Details of the equipment The Provider shall have in their Care Home is detailed in Schedule 6 .
b	<p>When an Individual requires specialist equipment the Provider shall secure possession in a timely way. In the event of a delay, in the interim period the Provider shall consider requesting SGCES to loan equipment, free of charge, for a period of no more than 6 weeks, to enable Individuals</p> <ul style="list-style-type: none"> • to be discharged from an acute hospital bed, • to prevent an Individual being admitted to hospital, or • following an unexpected or acute change of an Individual's needs • Breakdown of bespoke equipment <p>After which time they will arrange for its collection. See Schedule 6.</p>
c	There is a falls prevention and management policy in place, including advice to staff on making referrals for a Multifactorial Falls Assessment and Multifactorial Intervention, protocols for Risk Assessment and injury minimisation and procedures to be followed when an individual has fallen.

	In the event of an Individual falling and after an appropriate injury assessment has taken place, as detailed at http://www.swast.nhs.uk/falls.htm , the appropriate lifting equipment shall be used by the Provider to get the fallen Individual from the floor in a timely manner.
Healthy Outcome 3	Individuals stay healthy through a good diet
	Service Requirements – the Provider shall ensure
a	Staff are competent and skilled to understand the importance of healthy eating, the importance of observing dietary needs and the dangers of eating disorders and are able to promote Individuals to make healthy eating choices.
b	All meals and refreshments are presented attractively, are of adequate nutritional value and hydration, and in a suitable consistency to meet the needs of the Individual, in order to sustain good health and reduce risks of malnutrition or dehydration. The Provider will seek and follow advice from Speech and Language specialists with regard to Individuals with dysphagia.
c	Individuals shall have a choice of meals which shall be offered in a congenial setting or if the Individual wishes served in their own room. The Provider shall have a selection of suitable snack foods and drinks available for Individuals between mealtimes. Assistance, appropriate equipment, support and encouragement shall be available to Individuals when required to support with nutrition.
d	Individuals' weight is regularly monitored and recorded at least monthly, or as frequently as defined by healthcare professionals, and shall seek and follow advice from the Individual's GP about any weight loss concerns.

End of Schedule A