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Date : 9th April 2012
Please ask for : John Kilgannon
Direct Line : 01325 388926
E-mail address :
Your Reference :
Our Reference :
Document Name : Covering Letter

Dear Provider,

Re: Agreement for the Provision of Residential Care / Fees Review 2012/13

Quality Standard Questionnaire & Financial Template

The Services for People Department has begun the process for reviewing the existing agreement and model for setting its fees for 2013/14 and your input to this process is requested, as discussed at the meeting held on 29 February 2012.

To enhance understanding of your business and the financial environment in which you operate and obtain your thoughts on the existing Quality Standards Process, the Department is consulting with all contracted Residential Care Home Providers.

To ensure that information is received from providers in a consistent format, providers are asked to complete a questionnaire including a financial template. Copies of the questionnaire and financial template are included with this letter for your completion.

The questionnaire and financial template information submitted by you will be collated and analysed, and shared with providers as part of the consultation process. As part of this analysis Darlington Borough Council may contact providers to seek further details and/or to validate the accuracy of submitted information.

Please be assured that the information provided will be made anonymous for the purposes of analysis and that any report(s) made available to providers and other interested parties will not include information which allows providers to be identified.

Please send your completed documents via e-mail to - john.kilgannon@darlington.gov.uk or by post to Mr J Kilgannon, Project Manager, Transformation Team, Room 301, Darlington Borough Council, Town Hall, Feethams, Darlington DL1 5QT.

Please note that all completed questionnaires and financial templates must be submitted / returned by 4th May 2012 at the latest.

Provider meetings will be arranged to share further information about the Review Process for 2012/13 and to answer any queries you may have.

Yours sincerely

A handwritten signature in blue ink that reads "E O'Brien". The signature is written in a cursive style with a small dot at the end.

Elaine O'Brien
Head of Strategic Commissioning and Partnerships



DARLINGTON BOROUGH COUNCIL
ADULT SOCIAL SERVICES

About your organisation

Q1. Provider Name: _____

Q2. Provider Address _____

Q3. Position of individual completing questionnaire: _____

Q4. Parent organisation name (if applicable): _____

AGREEMENT FOR THE PROVISION OF RESIDENTIAL CARE

QUALITY STANDARDS QUESTIONNAIRE

1. The current Quality Standards process

What do you think works well with the current Quality Standards process?

What do you think does not work so well with the current Quality Standards process?

2. Do you feel the current Quality Standards are achievable?

Yes

No

If not, please detail which standard/s are not achievable and give your reasons why

3. Are there any Quality Standards you would like to see incorporated which

would evidence a quality service?

Current Quality Standards:

1. Contracting Outcomes
2. Staff Recruitment
3. Staff Induction
4. Training/Development
5. Supervision/Appraisal
6. NVQ ratio
7. Social Activities and Leisure Outcomes
8. Care planning/Practices
9. Nutritional Screening/Monitoring Outcomes
10. Medication
11. Protection of Vulnerable Adults
12. Health and Safety Outcomes
13. Compliments/Comments and Complaints
14. Quality Assurance

Comments:

4. The current Quality Standards means of measuring (Please see accompanying document)

What do you think works well with the current Quality Standards means of measuring?

What do you think does not work so well with the current Quality Standards means of measuring?

5. The current Agreement has 14 Quality Standards, all of which contain elements that must be met to achieve pass/fail a standard.

Do you agree with this evaluation process?

Yes

No

If not, please detail what other system of evaluation would you like to see adopted into the process

6. The current Quality Standards monitoring process is undertaken between April – June. Would you prefer this timescale to remain?

Yes

No

If not, what timescales would you prefer

7. The Council's Appeals process

What do you think works well?

What do you think does not work so well?

8. Do you feel the Council provides adequate support regarding the Quality Standards process?

Yes

No

If not, please explain why

Please detail below any other comments you wish to make regarding the Quality Standards/Process.