

Darlington Borough Council

Agreement for the Provision of Residential Care
2013 – 2016

OUTCOMES

No.	Required outcomes	Examples of key outcome indicators
<p>Outcome 1</p>	<p>Promoting and maintaining independence</p>	<p>Individuals feel that their independence is maintained and supported by:</p> <p>a) The Contractor ensures that all Staff receive appropriate training relating to their job role and are skilled to an appropriate level.</p> <p>b) The Contractor carries out a detailed and appropriate assessment prior to admission.</p> <p>c) The Contractor will ensure that opportunities are provided which support access to stimulating activities both within the Care Home and in the community.</p>
<p>Outcome 2</p>	<p>Maximising dignity, respect</p> <p>(1) The Individuals' dignity and respect:</p>	<p>Individuals feel that the Contractor and their Staff make every effort to understand their identity and act upon this and this is demonstrated in practice as follows:</p> <p>a) Staff do not impose their personal standards on the Individual.</p> <p>b) Individuals (and their families/carers) are treated with care and respect.</p> <p>c) Assumptions are not made about an Individual's needs according to their race, culture or religion, without clarification from the Individual and individuals who are important to the Individual.</p> <p>d) The Contractor demonstrates by way of personal profiling each Individuals history, lifestyle and culture, and personal views in an effort to better understand them and the subsequent implications for practice, and this interest is not intrusive and any information gained is treated in confidence.</p> <p>e) Individuals' religious and multi-cultural needs and requirements will be met.</p> <p>f) Personal care is offered with regard to each Individual's wishes, identity and ethnicity.</p> <p>g) Staff are trained in understanding the effects of oppression and the significance of race and gender,</p>

		<p>disability and sexual orientation on identity, with the aim of promoting positive self esteem for Individuals.</p> <p>h) The service promotes the sign up of “dignity champions” who can be clearly identified.</p> <p>i) Staff have the necessary skills and training to look after the Individuals care needs.</p> <p>j) Every effort is made to assist Individuals to communicate effectively, whether this be (with the agreement of the Individuals in question) through advocates, interpreters, families or friends or through ensuring Staff are trained with specialist skills.</p> <p>k) Staff address Individuals in the way each Individual prefers, and an Individual’s personal first name will only be used upon freely given consent.</p> <p>l) Individuals are free from abuse and neglect and their human rights are protected.</p>
	<p>(2) The Individuals’ privacy:</p>	<p>Individuals are confident that they can trust the Contractor and its Staff to respect and maintain their personal privacy at all times and this is demonstrated in practice by;</p> <p>a) Staff do not share information about an individual outside of the workplace, nor with family or friends, without the consent of the Individual.</p> <p>b) Records are kept carefully and accurately and Individuals have access to information held about them.</p> <p>c) Personal care tasks are carried out in complete privacy and in the least intrusive manner possible and Staff do not remain with Individuals when elements of personal care tasks can be safely undertaken by Individuals in complete privacy.</p> <p>d) Staff respect the fact that personal possessions must not be moved or handled unnecessarily.</p>
<p>Outcome 3:</p>	<p>Supporting and Improving emotional health and wellbeing:</p> <p>(1) Individuals’ safety and staying healthy;</p>	<p>Individuals are confident that their health and well-being are supported by:</p> <p>a) Each Individual has a Plan of Support and a Health Care Passport which ensures that quality and timely assessments are carried out when admitted to the Care Home.</p>

		<p>b) Individual's nutritional needs are assessed and reviewed to ensure their needs are met at all times.</p> <p>c) Flexibility around meal times if the Individual's needs suggest.</p> <p>d) The Service actively engages with a range of health care professionals so that Individuals have access to a range of health options.</p> <p>e) Individuals have the right to refuse invasive treatment.</p> <p>f) End of life care is managed in a sensitive way, taking into account the needs and preferences of the Individuals.</p> <p>g) Identify and act upon in a timely manner to adequately assess the Individuals needs irrespective of registration status, when the Individuals needs have changed</p>
	(2) The Individuals' behavioural management needs.	<p>Individuals are supported to manage behavioural needs by ensuring:</p> <p>a) Inappropriate or challenging behaviour is fully assessed to ascertain its function, and interventions are based on multi-disciplinary assessments.</p> <p>b) Incidences of inappropriate or challenging behaviour are managed accordingly; by demonstrating strategies/techniques, and partnership working with specialist support.</p> <p>c) Individuals are enabled to communicate their needs and be more independent.</p> <p>d) Staff have the necessary skills and training to manage behavioural needs.</p> <p>e) Identify and act upon in a timely manner to adequately assess the Individuals needs irrespective of registration status, when the Individuals needs have changed</p>
Outcome 4:	Quality of Life	<p>Each Individual (and their family/carers) feels that the Contractor is trustworthy and reliable and holds their interests and welfare of paramount importance by ensuring:</p> <p>a) The Service is delivered in a courteous and honest manner at all times and Staff are punctual and reliable.</p> <p>b) The Service is delivered in an environment that is</p>

		<p>clean and odour free.</p> <p>c) The Contractor ensures continuity of personnel and Staff are competent and appropriately trained and receive good quality support and supervision.</p> <p>d) Families and friends are treated with respect and their views considered.</p> <p>e) There is a means to establish Individuals satisfaction and feedback.</p> <p>f) All Staff are aware of any special requirements associated with personal care, hair care, dress, custom, significant calendar dates relevant to multicultural needs, and dates with personal significance to each Individuals.</p> <p>g) The safety and welfare of Individuals is always central to the delivery of the Service.</p> <p>h) Individuals' views are taken into consideration when recruiting new Staff and where possible Individuals are involved in the recruitment process.</p> <p>i) Individuals are supported to live a fulfilled life making the most of their capacity and potential and are encouraged to try different and new experiences. This will be reflected in their Care Plans.</p>
	<p>2) The Individuals' ability to develop friendships and relationships</p>	<p>Individuals are assisted to maintain and build relationships with family, friends and social networks by ensuring:</p> <p>(a) There are key worker relationships with Individuals to engage in activities and opportunities to meet peers and promote equal status relationships, whilst allowing these activities to be informed by Individuals' choices and to take into consideration risk management and person centred goals.</p>

<p>Outcome 5</p>	<p>Safe and secure environment</p>	<p>Individuals live in a safe and secure environment:</p> <p>a) The Contractor will ensure that the climate within the Care Home is at an appropriate level taking into account health and safety and DoH guidance in relation to Cold Weather and Heat Wave planning.</p> <p>b) The Contractor will ensure that that all health and safety standards are assessed, met and reviewed as legislation dictates.</p> <p>c) The Contractor will ensure that high standards of cleanliness are maintained throughout the Care Home and records of cleaning are kept.</p> <p>d) All equipment used within the Care Home by both Staff, Individuals and visitors is safe and appropriate to use.</p> <p>e) Staff are trained in specific areas of care to meet the needs of Individuals safely.</p> <p>f) The Contractor will ensure that there is appropriate security provision.</p> <p>g) Staff and Individuals are provided with an appropriate environment and mechanism to 'whistle blow'.</p> <p>h) The Contractor will ensure that safe recruitment practices are followed for all appointments to the Care Home covering both permanent, temporary or voluntary staff.</p>
<p>Outcome 6</p>	<p>Exercising Choice and Control</p> <p>(1)The Individuals' independence</p>	<p>The required outcome is that Individuals feel that every effort is being made to encourage and maintain their independence:</p> <p>(a) Individuals are encouraged to undertake or share in their own personal care, enabling them to improve and maintain their independence.</p> <p>(b) Staff enable Individuals to maintain and develop their links with families, friends and communities.</p> <p>(c) Staff are aware that Individuals must be allowed to take personal responsibility for their actions, which includes the freedom to take their own chosen risks, and to say whether they have Staff to support them in some areas of their lives.</p> <p>(d) Individuals have access to a Service that they feel is responsive to their individual needs whilst not</p>

		<p>creating any unnecessary dependency.</p> <p>(e) Individuals are well informed as to their options, rights and responsibilities to help them make decisions and have choices within the Service.</p> <p>(f) Individuals feel able to express preferences that may be different from those of other Individuals.</p> <p>(f) Individuals have the right to exercise choice and control and where necessary this involves their advocate being involved on their behalf.</p>
	<p>(2) The Individuals' choice</p>	<p>The required outcome is that Individuals feel that they have been given full information to help them make choices about how they live their lives and the way their Service is delivered:</p> <p>(a) Where there is a choice to be made, the Individuals is always given the opportunity to make it (including small everyday decisions).</p> <p>(b) Staff give information at a pace suitable for the Individuals</p> <p>(c) Information is available to Individuals in a style and language that is appropriate to each Individual</p> <p>(d) The Contractor and Staff have absolute respect for each Individual's right to say "no" and no Individual is coerced into any activity or situation against their will.</p> <p>(e) Individuals are always encouraged and assisted to exercise choice over all day-to-day decisions (e.g. on personal appearance, activities etc).</p> <p>(f) Individuals are assisted to access an advocate if they so wish.</p>
	<p>(3) The Individuals' self determination</p>	<p>Individuals feel they have control over the way in which the Service is delivered and this is demonstrated in practice as follows:</p> <p>(a) Staff genuinely and frequently seek input/feedback from the Individuals as to their wishes and preferences during the delivery of the Service (including by means of observation of activities that an Individual enjoys taking part in and using a range of methods for collection of information).</p> <p>(b) Any change which is requested by an Individual to the manner in which the Service is delivered is respected and acted upon wherever possible.</p>

		(c) Key work is undertaken with each Individual to complete and update their person centred Plan of Support.
	4) The Individuals' communication	<p>Individuals communication needs are supported:</p> <p>(a) Social engagement is promoted and access is facilitated to the range of service and goods provided by the Contractor and the wider community;</p> <p>(b) All methods of communication are delivered in the appropriate format and in the preferred language of each Individual.</p>
	(5) Making a Positive Contribution: The need to maximise the Individuals' opportunities	<p>The required outcome is that the Contractor provides assistance and ongoing support to Individuals:</p> <p>a) The Contractor has in place access to community facilities and services.</p> <p>(b) Staff support Individuals to explore personal interests and hobbies and assist in their planning.</p> <p>(c) Staff support Individuals to be seen as full members of their community.</p> <p>(d) Staff support Individuals to be involved in their community and their contribution is valued equally with other individuals.</p> <p>(e) Individuals should be able to contribute to their roles as citizens by using their democratic and decision-making powers</p> <p>(f) Individuals are supported to take part in religious and cultural activities of their choosing</p> <p>(g) Individuals are supported to be involved in developing the Service they receive.</p>
Outcome 7	An environment free from abuse and discrimination and harrassment:	<p>The required outcome is that the Contractor adheres to the policy/practice and legislative requirements for anti-discriminatory practice and ensures individuals have fair access regardless of their faith, beliefs, colour, sexuality, ethnicity, language or disability, and ensures that:</p> <p>(a) Individuals are not excluded or marginalised from the Service for any discriminatory reason and that they feel safe and are safeguarded from harm;</p> <p>(b) The Service has clear, open and transparent ways</p>

		<p>for individuals (and their families/carers) to express concerns and anxieties and these are acted upon and addressed;</p> <p>(c) Individuals are able to say “no” or make other choices without fear of reprisal;</p> <p>(d) Feedback is welcomed and is acted upon for the benefit of those using the Service;</p> <p>(e) The Contractor demonstrates that staff have the necessary skills, knowledge and expertise to be able to provide care and support for the individuals and, where required, ensures that the staff have the necessary training to fulfil its care obligations as specified within this Agreement;</p> <p>(f) The Contractor maintains training records and ensures that training is up to date with relevant practice requirements;</p> <p>(g) Each member of Staff (permanent, temporary or voluntary) has an enhanced CRB check before starting employment and all Staff are deemed safe to work in the care sector;</p> <p>(h) Records are kept of any incidents or complaints made by any Service User where the Individuals in question have expressed a concern over the Service they are receiving.</p> <p>(j) The Contractor ensures that all staff are trained in the Local Authorities Safeguarding Adults policies and procedures, and that all staff are aware of reporting mechanism, including their own ‘whistle blowing’ procedures</p> <p>k) Staff recognise an individual’s capacity and ability and the fluctuations that may arise within this</p> <p>l) The Care Home uses appropriate signage.</p>
<p>Outcome 8</p>	<p>The right to a ‘good death’</p>	<p>Individuals have the right to be supported to live well until the end of life.</p> <p>a) All Individuals have in place an advanced care plan, which is developed with the Individual.</p> <p>b) The Contractor will ensure the care provided supports individuals to live as pain free as possible;</p> <p>c) Individuals will be supported to be as comfortable as possible.</p> <p>d) Staff will support individuals to have their religious and spiritual beliefs respected;</p> <p>e) Individuals are able where ever possible to choose</p>

		<p>their place of death;</p> <p>f) Individuals choices will be respected in relation to dying in isolation;</p> <p>g) Staff will support individuals to have theirs and their relatives cultural wishes respected</p> <p>h) Individuals will be cared for in a way, which respects their dignity.</p>
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