## **Workshop: Sustaining Quality**



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## **Purpose of Workshop:**

To address the following questions....

1) What is quality and why is it important?

2) How we will assure quality for those who require services locally?



## A quick question.....

Think of a service or product you are really pleased with?

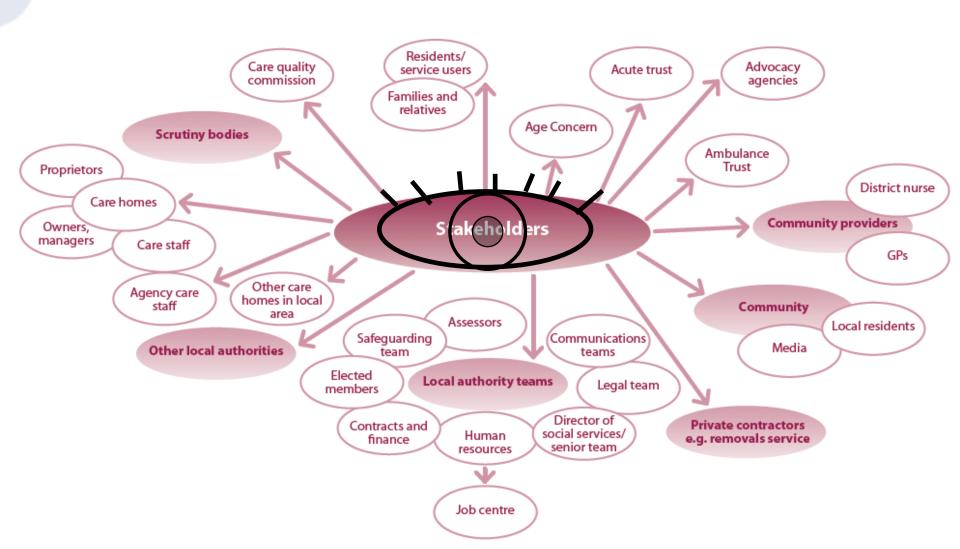
Why are you pleased with this product or service?



## Some Definitions of Quality...

- **1. Customer:** "Quality is fitness for use." (J.M. Juran, 1988)
- **2. Manufacturing:** "Quality is the degree to which a specific product conforms to a design or specification" (Gilmore, 1974)
- **3. Product:** "Quality refers to the amount of the unpriced attributes contained in each unit of the priced attribute." (Leifler, 1982)
- **4. Value:** "Quality is the degree of excellence at an acceptable price and the control of variability at an acceptable cost." (Broh, 1982)
- **5. Transcendent:** "Quality is neither mind nor matter, but a third entity independent of the two, even though Quality cannot be defined, you know what it is." (Pirsig: Zen and the Art of Motorcycle Maintenance)

## Quality is in the eye of the Stakeholder!



## The Citizen Viewpoint...

Outcomes identified as being important by older people:

- 1. Change Outcomes (physical health, morale, symptoms)
- 2. Maintenance Outcomes (safety, environment)
- 3. Service Outcomes (respect, control, delivery) (Glendinning *et al.*, 2006)

"It took a little long to set up my Direct Payment with the social workers office, but once that was done I could choose what care I wanted with the company I wanted

and the carer I chose is the best."

Older person using a direct payment in Birminghan

(Older person using a direct payment in Birmingham)

## The Regulator's Viewpoint ...

"A health and social care sector where:

- More people receive better care
- More services provide care that meets national standards of quality and safety
- Services that don't meet national standards improve quickly
- Services that don't improve close"



The Commissioners Viewpoint...



# Commissioning Information Framework

- Why do we need one?
- What are we proposing?
- How are we going to do it?



## Why?

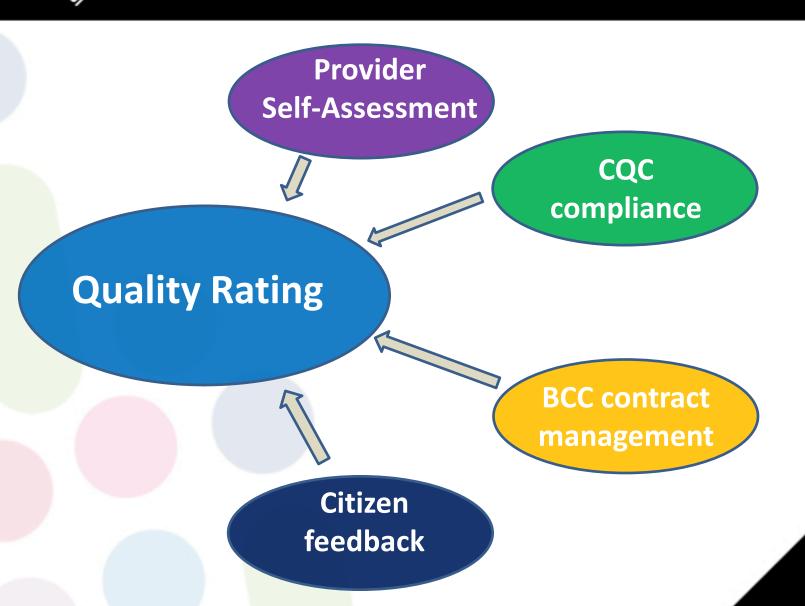
- System to judge quality of provision
- Informed choice citizens and self-funders
- Informed choice BCC purchasers
- Judge quality provider, market sector or whole market levels
- Support market shaping activity
- Identify initiatives, e.g. training plans
- Highlight good performance



## What?

- Publicly available quality ratings
- Aligned to ASCOF
- Principle 1
  - Provider responsible for delivering quality and demonstrating this to the purchaser
- Principle 2
  - Steward of the market will check and verify







## **Provider self-assessment**

#### **ASCOF 1 – Enhancing quality of Life**

- Number of citizens with active personalised care plans
- Number of citizens with end of life plans recorded at the home
- Number of citizens who use the internet
- Number of times citizens have gone out to an activity in the community
- Number of times citizens have taken part in an activity involving members of the community coming into the home



## CQC and BCC contract compliance

Compliant = 0

Non compliant minor impact = -5%

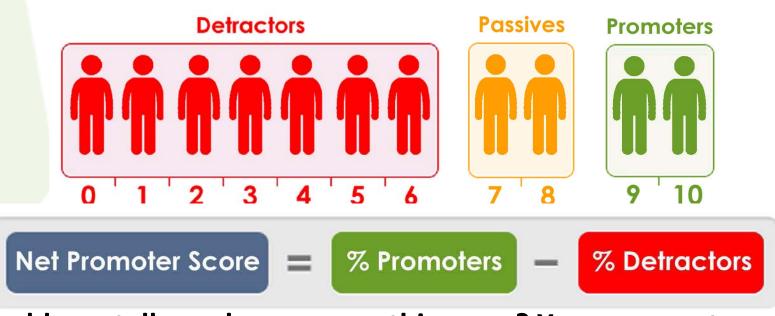
Non compliant moderate impact = -10%

**Non compliant major impact = -15%** 



## Citizen feedback - Friends & family test

Please rate on a scale of 1 to 10 how likely is it that you would recommend this service to friends and family?



Could you tell us why you gave this score? You comments are invaluable to us







Social Worker review

Self reporting





CARE HOME 1 2 3 3 4 5 CORE 1 1 2 3 4 4 SCOF 1 1 2 2 3 4 4 SCORE 1 3 100 100 100 100 100 100 100 100 100		Provider Self-assessment						CQC weighted score				
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30     33     0     38     100     53     33     0     -43     75     24       41     67     0     63     57     52     67     0     63     57     52       42     50     0     38     86     52     50     0     38     61     43       43     17     0     50     86     47     17     0     10     61     28       44     17     50     50     57     44     17     50     50     57     44       45     17     0     50     71     42     17     0     10     71     32       46     25     0     75     43     40     25     0     75     43     40       47     33     0     50     43     36     33     0     50     43     36												
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42     50     0     38     86     52     50     0     38     61     43       43     17     0     50     86     47     17     0     10     61     28       44     17     50     50     57     44     17     50     50     57     44       45     17     0     50     71     42     17     0     10     71     32       46     25     0     75     43     40     25     0     75     43     40       47     33     0     50     43     36     33     0     50     43     36			_						_			52
43     17     0     50     86     47     17     0     10     61     28       44     17     50     50     57     44     17     50     50     57     44       45     17     0     50     71     42     17     0     10     71     32       46     25     0     75     43     40     25     0     75     43     40       47     33     0     50     43     36     33     0     50     43     36												43
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47 33 0 50 43 36 33 0 50 43 36 36	46		0	75	43	40			0	75	43	40
	47	33	0	50	43	36		33	0	50	43	36
48 25 0 25 57 32 25 0 25 57 32	48	25	0	25	57	32		25	0	25	57	32

## **Activity**

- Apportion a relative weighting to each of the proposed quality rating data sources and tell us your rationale.
- 2. What commentary would be useful to add to the ratings to help citizens make informed choices?
- 3. Are there any gaps to our approach? Can you identify anything we have missed?

# The Provider's Viewpoint

How is good (and poor) quality measured in your organisation?

How well is this understood throughout?

Does it fit with your stakeholder expectations?



#### **Thank You**

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