



North Tyneside Council

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Briefing note

To: Learning Disabilities Residential
Home Providers

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Summary of the Learning Disabilities Residential Home Quality Monitoring Outcome Scores for 2015

1. Purpose:

This briefing note summarises the results of the Learning Disabilities Residential Home quality monitoring which was conducted in 2015 by the Commissioning Officers within the People Based Commissioning team. This was to measure and compare the quality of the service provided and identify areas for improvement and good practice.

2. Background Information / Context:

The Commissioning Officers use a comprehensive Quality Monitoring Tool (QMT) during their visits to assess and score service providers. Each service provider is assessed against the following key domains;

- 1 People benefit from personalised care
- 2 People are supported by excellent staff
- 3 Management systems ensure an excellent quality of service provision
- 4 People benefit from a transparent, consistent and equitable service through effective policies and procedures
- 5 People experience dignity and respect
- 6 People are protected from avoidable harm and are cared for in a safe environment
- 7 People experience improved health and well-being.

Each of the seven domains is assessed via a detailed assessment tool consisting of thirty outcome areas. In turn, each of the thirty outcome areas were supported via a

detailed set of sub-outcome measures to ensure that a fair and consistent approach is adopted across all providers regardless of the assessor.

Each of the thirty outcomes was scored using the following criteria in order to give a total score out of a maximum of sixty (thirty outcomes with a maximum associated score of two points);

Outcome scoring		Points awarded
Not met	Poor evidence of outcome being met	0
Partially met	Good evidence of outcome being met or majority of evidence is in place but not all	1
Fully met	All evidence is in place demonstrating the outcome is fully met	2

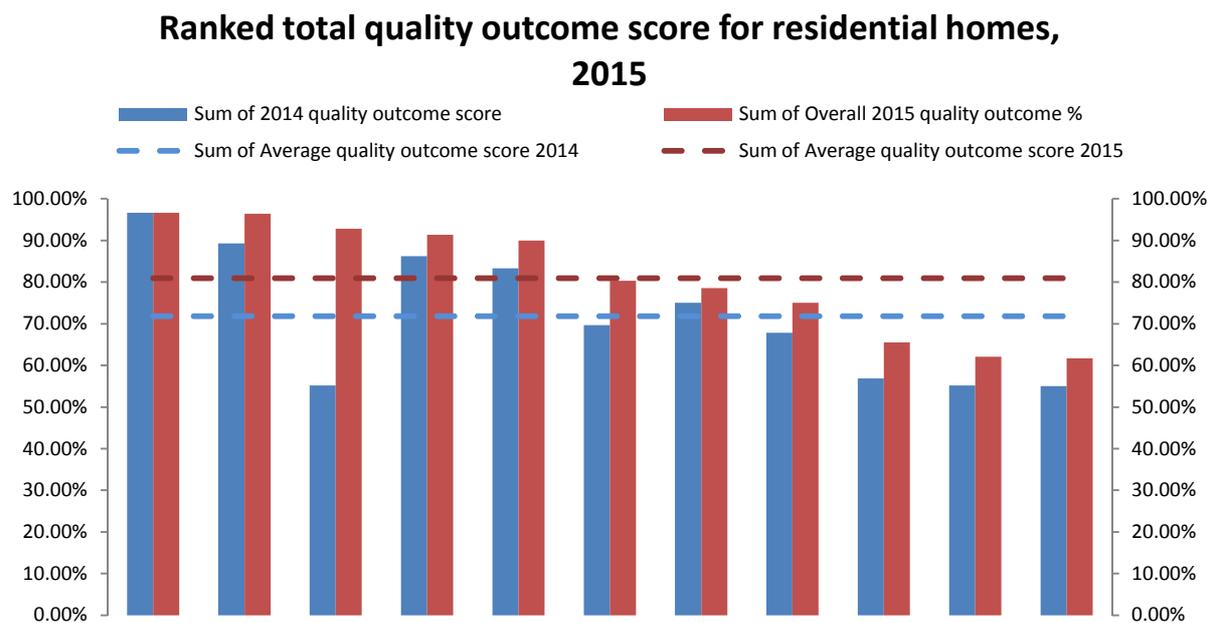
In total 11 residential care homes were visited which were accommodating Clients with learning disabilities within the Borough.

3. Findings

a. Overall Quality Outcomes Score

The range of quality monitoring outcome scores achieved across the 11 providers ranged from 62% to 97%. The sector achieved an average 81% quality outcome score, which is an increase the 72% achieved in 2014.

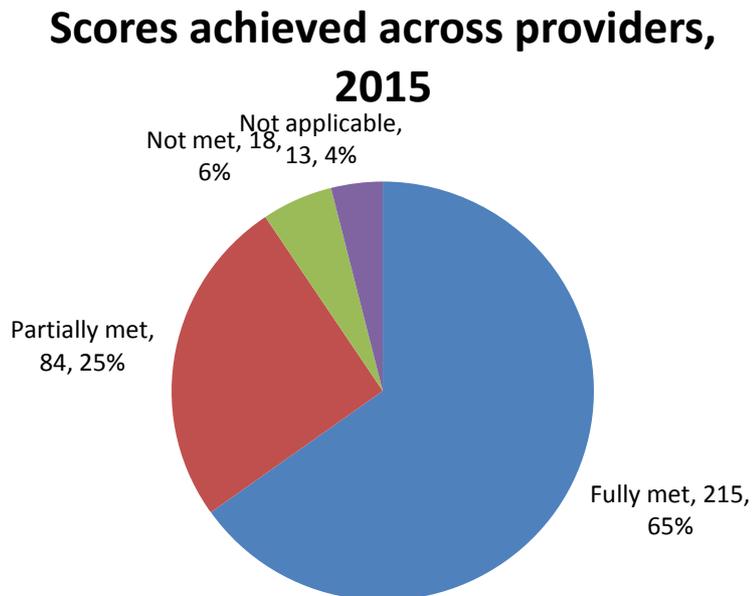
Chart 1: Ranked total quality outcome scores for residential homes, 2015



10 of the 11 Residential Homes improved in quality compared to the previous year, with one significantly improving. The highest performing Residential Home from 2014 achieved the same score in 2015 and remained the top scoring Residential Home.

b. Scoring

Chart 2: Scores achieved across providers, 2015



The highest scoring sub outcome area was 5.1, People are encouraged and supported to maintain and develop relationships. All homes achieved the maximum score of 'Fully met' in this area.

The lowest scoring sub outcome area was 4.1, Effective Health and Safety procedures ensure people are cared for in a safe environment. The breakdown of scores achieved were: five homes achieved a 'Not met', four homes achieved a 'Partially met' and two homes achieved a 'Fully met' in this area

Outcomes areas which were deemed not applicable were linked to the assessment of specialist equipment and falls management. Where these areas were not part of a Client's assessed need, they were not included in tool. Therefore a reduction in the available maximum score would be adjusted to reflect the exclusion from the tool.