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# Briefing note

**To:** Day Services Providers

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## Summary of the Day Services Quality Monitoring Outcome Scores for 2015/16

### 1. Purpose:

This briefing note summarises the results of the Day Services 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
- 8 Transport

Each of the eight domains is assessed via a detailed assessment tool consisting of thirty one outcome areas. In turn, each of the 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-one outcomes is scored using the following criteria in order to give a total score out of a maximum of sixty two (thirty-one 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 twelve Day Services were monitored in the 2015 round of visits. The services delivered to a wide range of Clients, included older people, physical disabilities, mental health and learning disabilities.

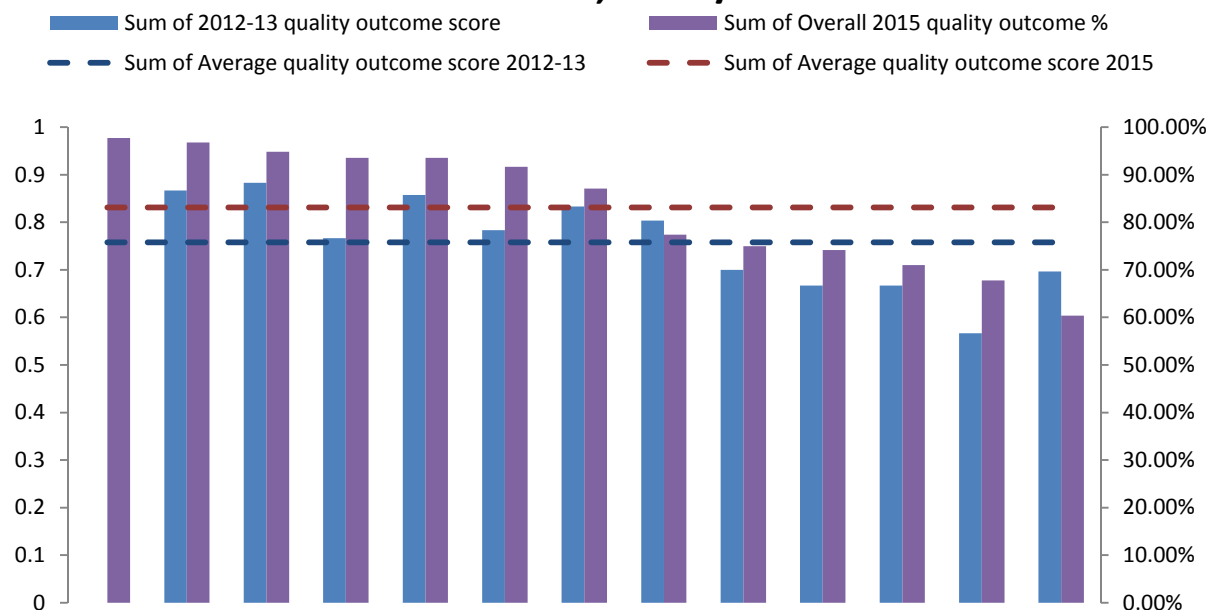
### 3. Findings

#### a. Overall Quality Outcomes Score

The range of quality monitoring outcome scores achieved across the twelve providers ranged from 60% to 98%. The sector achieved an average 83% quality outcome score, which is an increase on the average achieved in 2012/2013 of 76%.

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

### Ranked total quality outcome score for day services, 2015/16



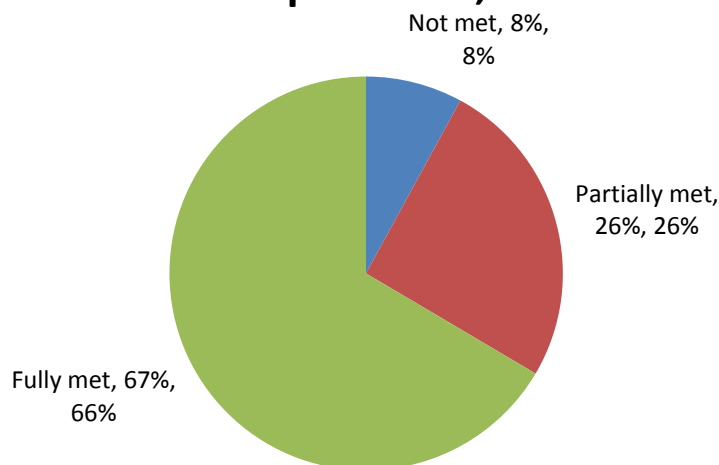
Two of the thirteen services decreased in quality from 2012-13 to 2015. One service is completely new, therefore does not have a previous quality monitoring outcome score to benchmark against.

The lowest scoring sub outcomes were 6.1 The Mental Capacity Act 2005 and Deprivation of Liberty procedures are effective and ensure people are treated with dignity and are protected from harm and 6.5 Appropriate and safe equipment ensures people receive safe and dignified care.

**b. Scoring**

*Chart 2: Scores achieved across providers, 2015*

**Scores achieved across day care service 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 the quality monitoring tool. Therefore a reduction in the available maximum score was made so that providers were not penalised for no assessment in these areas.