

Self Assessment Report for Barnet 2011-2012

Standard 3: Safety, Safeguarding and Quality

NHS
London

Big Health Days are also known as the Self Assessment Framework (SAF).

There are 3 standards:

1. Access to Health:
Pages 1-11
2. People with Complex Needs:
Pages 12-16
3. Safety, Safeguarding and Quality:
Pages 17-25



Standard 3: Safety, Safeguarding and Quality:
This is about keeping people safe, big decision-making and making things the best they can be.

C.9 - This is about checking on care packages that are paid for by the NHS or council, or both. The commissioners know which people get money to pay for their support, like:

- People who live out of the area they were born in
 - People with a Spot Purchase care package, which means they have a support package that is not like anybody else's.
 - People in places like **Assessment and Treatment Units**.
- The commissioners have good ways of checking on the different care packages, so good changes can happen.



How the scoring is measured

Red – Less Effective
 Commissioners don't know all the people with care packages that are paid for by the NHS. Not all people with learning disabilities have been reviewed in the last year. People with learning disabilities and their families do not have a named worker to contact, while the person with learning disabilities uses a service.



Amber – Effective
 Commissioners have a list of people with care packages that are paid for by the NHS. All people with learning disabilities have been reviewed in the last year. 2 out of 4 people have Person Centred Plans with health targets. 2 out of 4 people have named advocates. 2 out of 4 people, their carers and commissioners know a named worker to contact, while the person uses or stays in a service.



Green – Excelling
 Commissioners can show that person-centred care is given, and in the most suitable place for the person. At least 9 out of 10 people with learning disabilities, carers and commissioners know a named worker to contact, while the person uses or stays in a service the whole time.



Barnet's score was **Amber - doing ok** 

An **Assessment and Treatment Unit** is like a hospital that cares for people with learning disabilities who need extra help if they are very unwell, like having very bad mental health problems.

C.10 - This is about checking that people with learning disabilities, families and carers are involved in planning care and support.

The commissioners need to show that people with learning disabilities, families and carers, help to work out what support the person needs and wants.



How the scoring is measured

Red – Less Effective

Commissioners aren't working with people with learning disabilities and families to plan care and support.



Amber – Effective

Commissioners are co-working with people with learning disabilities and families to plan care and support. People with learning disabilities have information about how to complain or make changes to their care. There is a clear picture of the person's needs and wishes from someone who knows them well.



Green – Excelling

Commissioners are co-working with people with learning disabilities, families and carers to plan care and support. People with learning disabilities, families and carers, share information with a commissioner, which helps the commissioner check on people in different placements. There is an easy read version of this information.



Barnet's score was **Amber - doing ok**



C.11 - This is to check on safeguarding adults. It is about the local **Safeguarding Adult Boards** and **Care Quality Commission**, and how they can be sure of the way the providers manage safeguarding

The commissioners need to show that Local Safeguarding Boards are sure that the providers manage adult safeguarding in the right way to keep people safe.



How the scoring is measured

Red – Less Effective
The local Safeguarding Adult Boards have no proof that the providers' ways of safeguarding are right.



Amber – Effective
Commissioners report to Safeguarding Adult Boards and Care Quality Commission about how the providers' manage safeguarding. Commissioners check the safety and quality of services from providers, but not at regular times. Commissioners check the service contracts very carefully (this is called contract monitoring).



Green – Excelling
The provider can show what the service has done to make the safeguarding practice better. Commissioners often check with: Safeguarding Adult Boards, Care Quality Commission, other commissioners and providers; that old and new services are safe. Commissioners know where people are, and that they are safe.



Barnet's score was Amber - doing ok



There is a **Safeguarding Adults Board** in every borough. They have to help and protect adults in the borough.

Care Quality Commission (or **CQC**) is an organisation. Their job is to check if hospitals, care homes and care services are meeting government standards.

C.12 - This is to check that everybody involved is sure about the safety and quality of the services that are commissioned.

The commissioners need to share information about the services, with these groups:

- Primary Care Trust (PCT)
- **Health and Well Being Boards**
- Clinical Commissioning Groups (**CCG**)
- Learning Disability Partnership Boards



How the scoring is measured

Red – Less Effective

New services aren't reported to the groups.

There isn't a main commissioner looking over the local health services, which are paid for by the NHS.

People with learning disabilities are not involved in checking contracts for service.



Amber – Effective

New services are reported to all groups, but not at regular times.

A main commissioner looks over at least half of the services, and these are checked every year. People with learning disabilities and family carers are involved as Experts by Experience. They help check 2 out of 4 service contracts (this is also called contract monitoring).



Green – Excelling

Health and Social Care commissioners report all the services to the groups. There is a main commissioner in charge. People with learning disabilities and family carers are involved as Experts by Experience. They help check 9 out of 10 service contracts.



Barnet's score was **Amber - doing ok**



A Primary Care Trust (PCT) is a kind of NHS trust and part of the National Health Service in England. A Primary Care Trust buys health services from providers for the local people. All PCTs will end in 2013.
Health and Well-being Boards are a new idea to start in 2013, they have to plan the right services for their area.
A CCG is a Clinical Commissioning Group will be responsible for buying most of the health services in England for their local areas.

C.13 - This is to check that people with learning disabilities and families are really involved in making a service the best it can be.



The commissioners have to show that people with learning disabilities and families check how the services are run, and are involved in interviewing and training new staff.

How the scoring is measured

Red – Less Effective

People with learning disabilities and family carers are not involved in 1 of 4 of learning disability provider services.



Amber – Effective

People with learning disabilities and family carers are involved in 2 of 4 of learning disability provider services.

The provider has a range of easy read information made with people with learning disabilities.

People with learning disabilities and their families check this information and keep it up to date.



Green – Excelling

People with learning disabilities and family carers are involved in 9 of 10 learning disability provider services.

The people with learning disabilities and family carers are involved in planning, running and checking the service, in ways that match their skills.



Barnet's score was **Green - doing well**



C.14 - This is to check that providers listen to what people with learning disabilities say about their services, so good changes happen.

The commissioners must make sure the providers listen to people with learning disabilities who have experience of their services, and people who make complaints.

The provider has to show they have learnt from the information and made the service better.

The provider should have a good **Whistle-blowing policy** in the service.



How the scoring is measured

Red – Less Effective

There are ways that people can say if a service was good or not, and make complaints, but there is no way to know if the person has a learning disability or not.



Amber – Effective

There are good ways that people with learning disabilities can say if a service was good or not, or make complaints.

Services are not using this information to get better at what they do.

Peoples' complaints are looked at carefully to see if any should be safeguarding reports.



Green – Excelling

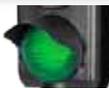
There are good ways that people with learning disabilities can say if a service was good or not, or make complaints.

Services use this information to get better at what they do. Other people are told about how things are getting better, including

Safeguarding Adult Boards, Learning Disability Partnership Boards and self advocates.



Barnet's score was **Green - doing well**



A **Whistle-blowing policy** is guidance about what to do when someone tells someone in charge, about things that have been happening that are illegal.

Safeguarding Adult Boards is explained on page 20.

C.15 - This is to check that health and social care organisations work well together.

The providers have to make sure that the different health and social care organisations have good partnership agreements. This means they know who is responsible for which things, so that all things can be done properly.



How the scoring is measured

Red – Less Effective

There is no proof that health and social care organisations are really working together, like legal documents to say who is responsible for what. Health and social care organisations do not work together to buy services.



Amber – Effective

Commissioners can show that health and social care organisations are really working together. Workers from health and social care organisations and Partnership Board members both check the health and social care organisations work well together. Health and social care organisations work together to buy services.



Green – Excelling

Commissioners can show that health and social care organisations share information and work together. They also check how well the service works and work together to buy services. There are plans to make sure the **Clinical Commissioning Groups** can take over buying needed services, like making new organisations to help called **CSUs** or **CSSs**.



Barnet's score was **Green - doing well**



Clinical Commissioning Groups (or CCGs) and **Health and well Being Boards** were explained on page 21. A **Commissioning Support Unit (or CSU)** is an NHS team, which can be paid to work for a Clinical Commissioning Group. The CSU use their information about the health needs of the local people, to plan, buy and check the health services that are needed. CSUs were first called **Commissioning Support Services (or CSS)**.

C.16 - This is to check that all big plans include people with learning disabilities.

The commissioners have to check that any big plans from:

- Clinical commissioning groups
- Clinical support units
- Health and well Being Boards
- Information Revolution
- Health Watch

- and make sure they include the needs of people with learning disabilities.



How the scoring is measured

Red – Less Effective

Plans for change (reform plans) do not include people with learning disabilities.



Amber – Effective

The big plans to hand over commissioning to **Clinical Commissioning Groups** include people with learning disabilities. Plans for change (reform plans) include people with learning disabilities
The new organisations are involved in these plans.



Green – Excelling

The big plans to hand over commissioning to **Clinical Commissioning Groups** include people with learning disabilities. Staff in the new organisations are being trained to learn about services for people with learning disabilities.
The commissioners can say how good quality services will be bought in the future.



Barnet's score was Green - doing well



Clinical commissioning groups (or CCGs) and Health and Well Being Boards were explained on page 21. **Commissioning Support Units (or CSU) or Commissioning Support Services (or CSS)** were explained on page 24.

The **Information Revolution** is a group of documents from the Department of Health. They are about changing the way the NHS manages information, so everyone has information about their health and social care so they can make the right choices for themselves.

Health Watch is a new plan, to follow on work started by the Local In-volvement Networks (LINKs) and Patient Advice Liaison Services (PALS). Health Watch have to find out what everyone thinks about local health services, to make sure they are what people want and need.