

Midland Heart – Performance and Outcomes Year 1

OUTCOME	HOW WE PLAN TO DO THIS	SYSTEMS IN PLACE AND DETAILS OF EVIDENCE (2009)
<p>1. IMPROVED HEALTH AND EMOTIONAL WELL-BEING.</p> <ul style="list-style-type: none"> • Individuals are enabled to live within their own homes with emphasis on promoting independence and social inclusion. • Individuals are supported to remain healthy. 	<ul style="list-style-type: none"> • Whistle blowing Policy • P.O.V.A • Staff Training Programme • Nutrition • PCP • Health Action Plans • Care Plans Quality Audit (SQS) • CQC Inspections • Medication Policy • Assistive Technology • Risk Assessment • Missing Persons • Health & Safety Policies & Procedure • Medication Management Systems • Risk Management Plans • Physical Intervention Policy 	<ul style="list-style-type: none"> • 100% of schemes with quality audit and action plan. • 90% of schemes with 2 star rating or good rating. • 100 % of staff have read and signed policy and procedure file. • 100% of staff have read and signed staff code of conduct. • 100% of staff have read and signed health and safety policy. • 21% of customers with PCPs reviewed in last 12 months. • 77% of customers with care plans reviewed in last 12 months. • 89% of customers with health action plans. • 70% of customers with Dr written health action plan. • 100% of schemes with missing persons policy. • 100% of schemes with whistle blowing policy. • 100% of schemes with Medication policy. • 100% of schemes with physical intervention policy. • 100% of schemes with food planning records, where part of CQC requirements. • 100% of schemes with food provided records. • 100% of schemes using BOOTS MDS system. • 77.5% of staff with POVA training. • 100% staff sign up of safeguarding policy. • 100%of schemes with general risk assessment. • 97.9% of customers with customer specific risk assessments. • 10% of staff with appraisal or learning and development plan done in last 12 months. • 19% of staff who have attended health facilitation training.
<p>2. IMPROVED QUALITY OF LIFE.</p> <ul style="list-style-type: none"> • Individuals believe there is an improvement in their quality of life and emotional welfare. • Services are of good quality, offer value for money and demonstrate appropriate philosophy. 	<ul style="list-style-type: none"> • PCP • Needs and Risk Assessment • Reviews 6 monthly • REACH Standards • Risk Management • Communication Purposes • Statement of Purposes • Service User Guides • Tenancy Agreements 	<ul style="list-style-type: none"> • 100% of schemes with quality audit and action plan. • 100% of staff have read and signed policy and procedure file. • 100% of staff have read and signed staff code of conduct. • 100% of staff have read and signed health and safety policy. • 21% of customers with PCPs reviewed in last 12 months. • 77% of customers with care plans reviewed in last 12 months. • 100% of schemes with missing persons policy. • 100% of schemes with whistle blowing policy. • 100% of schemes with Medication policy.

<ul style="list-style-type: none"> • Individuals are living within their own homes as part of their local community. • Support is flexible and allows individuals to access local community facilities and remain independent. 	<ul style="list-style-type: none"> • Signposting • Transitional workers • Service Centre • Matching Staff to Service Users • Policies & Procedures • Support Planning • Keyworking System • SQS Quality Audit • Complaint Procedure • Sign Ups • Risk Assessments • Access to Service Users Property • Handling of Service User's Finance • Recruiting and Selection Procedures 	<ul style="list-style-type: none"> • 100% of schemes with physical intervention policy. • 100% staff sign up of safeguarding policy. • 100% of schemes with general risk assessment. • 97.9% of customers with customer specific risk assessments. • % of staff with appraisal or learning and development plan done in last 12 months. • 19% of staff who have attended health facilitation training. • 100% of schemes with recruitment selection policy. • 70% of customers with customer guide. • 100% of schemes with statement of purpose. • Rotas available to check staffing. • 100% customers with keyworker. • 100% of schemes with customer finance policy. • Transition and move on team working with % of current MH customers to develop services. • Customer involvement recording forms evidencing involvement in decisions.
<p>3. MAKING A POSITIVE CONTRIBUTION</p> <ul style="list-style-type: none"> • Individuals are supported to be part of the local community, to have a valued role and access local services. • Individuals are supported to develop local networks and develop positive relationships 	<ul style="list-style-type: none"> • Volunteers • Employment • Local Colleges/groups • Shared Leisure opportunities • Advocacy groups • Good Neighbour Schemes • Employment Opportunities • Drama Groups • Peoples Union • Helping people to maintain and develop relationships • Drama Group help in developing interpersonal skills • Accessing mainstream services • Facilitating political change • Staff acting as advocates • Volunteer Policy • Risk Assessment • Accessibility of documents • Income Maximisation Services • Peer Audits • Service User Forum 	<ul style="list-style-type: none"> • Customer involvement forms evidencing involvement in decisions. • 14.5% of customers using local college groups/ courses. • 22.9% of customers using structured shared leisure activities, such as ECHO sport in local leisure centres. • 2% of customers who are part of the Peoples union. • 8.3% of customers who are part of a drama group. • 16.6% of customers with Advocates. • 8.3% of customers with voluntary employment. • 0% of customers with paid employment. • 14.2% of services with volunteers. • 100% of schemes with Volunteer policy. • 100% of schemes with general risk assessment. • 97.9% of customers with customer specific risk assessments. • 21% of customers with PCPs reviewed in last 12 months. • 100% of staff with relevant CRB. • Peer audits are to be put in place, training being put in place at the moment. • 10% of staff with appraisal or learning and development plan done in last 12 months. • 28.5% of schemes with customer forums or tenants meetings.

	<ul style="list-style-type: none"> • Service Users involved in Recruitment & Selection • P.C.P's • Staff Training • Appropriate Staff • Philosophy of Organisation • Flexibility of Organisation • Diversity • Staff acting as advocates e.g. Challenging Appointeeship 	
<p>4. CHOICE AND CONTROL</p> <ul style="list-style-type: none"> • Individuals engage in informed decision making relating to all aspects of their lives and the services they receive • Individuals are prepared for independent living • Individuals leaving full time education access appropriate housing and support and engage in employment of training opportunities 	<ul style="list-style-type: none"> • REACH Standards • PCP • Assessment, Care Planning Reviews • Risk Management • Giving People Opportunities • Skills and Needs_Assessments – • Transitional Workers • Developing Skills • Individually Tailored Plans • Assistive Technology • Connexions – Link Officer • Provide Handbook • Housing Pathways • Website • Policy Steering Group • Peer Group Audits • Skills Training • Risk & Needs Assessment • SQS • Keynote Policy • Holidays – Choices • Residents Meetings • Social Enterprise • Recruitment & Selection • Assistive Technology • Update knowledge of what technology is available • Newsletters • CQC Reports 	<ul style="list-style-type: none"> • 21% of customers with PCPs reviewed in last 12 months. • 77% of customers with care plans reviewed in last 12 months. • 97.9% of customers with customer specific risk assessments. • Transition and move on team working with current MH customers to develop services. • 70%% of customers with customer guide. • Peer audits are to be put in place, training being put in place at the moment. • Supported living are about to implement the REACH standards. • 100% of schemes with quality audit and action plan. • 28.5% of schemes with customer forums or tenants meetings. • 64.5% of customer who have had a holiday in last 12 months. • Supported Living are at present awaiting supporting people review. • 90% of schemes with 2 star rating or good rating .

	<ul style="list-style-type: none"> Supporting People Reviews 	
<p>5. FREEDOM FROM DISCRIMINATION</p> <ul style="list-style-type: none"> Individuals are safe from abuse Individuals are safe from crime and anti social behaviour 	<ul style="list-style-type: none"> CRB Checks POVA Checks Culture of Transparency & Openness Staff feeling confident To change bad practice Appropriate support packages Working with schools Neighbourhood Watch POVA Recruitment & Selection Policy CQC Regulations Whistle blowing Policy Capability Policy Disciplinary Procedures Grievance Policy Anti Social Behaviour Policy Neighbourhood Watch Harassment Policy Health and Safety Policy Risk Register Establishing Relationships with neighbours. 	<ul style="list-style-type: none"> 100% of staff have read and signed policy and procedure file. 100% of staff have read and signed staff code of conduct. 100% of staff have read and signed health and safety policy. 100% of staff with relevant CRB. 100% of schemes with whistle blowing policy. All CRBS are applied for with POVA 1st. 100% of schemes with Capability, Disciplinary and Grievance procedures. 100% of schemes with Antisocial behaviour policy. 100% of schemes with recruitment and selection policy. 100% of schemes with racial harassment policy. 100% of schemes with harassment policy and procedure. 21% of customers with PCPs reviewed in last 12 months. 77% of customers with care plans reviewed in last 12 months. 100% staff sign up of safeguarding policy.
<p>6. ECONOMIC WELL-BEING</p> <ul style="list-style-type: none"> Individual's live in decent homes. Individual's income is maximised. 	<ul style="list-style-type: none"> Working with RSL's Working with Homepoint Decent Home Standards Housing Pathways Team Individual budgets Direct Payments In control pilot Asset Management stationary, repairs and maintenance Income maximisation service Service Centre – Income Welfare Benefits Keyworker CQC Supporting People Government Standards Health and Safety Legislation 	<ul style="list-style-type: none"> 100% of staff have read and signed health and safety policy. Transition and move on team working with % of current MH customers to develop services, piloting Individual budgets. Including working with Homepoint. 0% customers receiving in control payments or direct payments. 90% of schemes with 2 star rating or good rating. Supported living are about to implement the REACH standards. Supported Living are at present awaiting supporting people review 100% customers with keyworker. 83.3% of customers with their own bank account.

<p>7. PERSONAL DIGNITY</p> <ul style="list-style-type: none"> • Individuals are confident about their place in the local community and treated as full citizens • Individuals have access to appropriate local community based services • Individuals have their personal beliefs and rights respected 	<ul style="list-style-type: none"> • Customer First • Treating with respect • P.C.P's • Care Plan • Reach Standards • Housing Pathways/Service Centre • Welfare Benefits Advisors • Widening Networks • Polices and Procedures • Staff Training/Awareness • In-house SQS • CQC reports and Supporting People Reviews • Assistive Technology • Skills Development • Risk & Needs Assessment • SQS Quality Audits • Equal Opportunities Policy • CQC Regulations 	<ul style="list-style-type: none"> • 100% of staff have read and signed health and safety policy. • 90% of schemes with 2 star rating or good rating. • Supported living are about to implement the REACH standards. • Supported Living are at present awaiting supporting people review • 77% of customers with care plans reviewed in last 12 months. • Move on/ transition team advice on benefits and support customers to access. • 100% of staff have read and signed policy and procedure file. • 100% of staff have read and signed staff code of conduct. • 100% of staff have read and signed health and safety policy. • 100% of schemes with quality audit and action plan. • 100% of schemes with Equal Opportunities policy. • 10% of staff with appraisal or learning and development plan done in last 12 months. •
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