



Hunter Lodge Service Standards 2011-2012

Department of Adult Services

STANDARD 1 - SERVICE PHILOSOPHY

March 2011

Review date March 2012

STANDARD	PROCEDURE	MEASURE	PERFORMANCE LEVEL
<p>People using the service will work in partnership, and contribute to the smooth running and maintenance of Hunter Lodge.</p> <p>The service will support people's inclusion in society, in line with current legislation and guidance.</p> <p>People will be supported to develop their independence, raise self-esteem and build confidence.</p>	<ul style="list-style-type: none"> • Individual person centred planning <ul style="list-style-type: none"> - Community connecting tools - Person centred planning • Key worker system. • Daily briefing / steering group meetings. • Induction period. – Internal reviews. • Work skills opportunities <ul style="list-style-type: none"> - Admin - Reception duties, induction and coaching session. • Embrace Wigan & Leigh • Disability Forum • Further Education • Disability forms r us 	<ul style="list-style-type: none"> • Quality Monitoring • Person centred plan produced within 6 months • Community connecting achievement tools. • Key worker allocated, file monitored at 6 monthly review.- induction period 6 weeks • reviews completed • Briefing minutes daily/ steering group minutes within 5 working days • Completed work placement. evaluation • Completed course's certificates gained. 	<p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>80%</p> <p>100%</p>

STANDARD 2 - CARER SUPPORT

MARCH 2011

Review date march 2012

STANDARD	PROCEDURE	MEASURE	PERFORMANCE LEVELS
To offer support to carers and promote effective access to relevant information.	<ul style="list-style-type: none"> • Produce a newsletter monthly • Carers are informed of contact names and telephone numbers. • Carers will be invited to various organised events at Hunter Lodge throughout the year. • Carers to be invited to 'A taste of community life' an information sharing event for all carers in the borough. • Carer's questionnaire will be distributed on an annual basis looking at how Hunter Lodge can support you. (variable numbers) 	<ul style="list-style-type: none"> • newsletters distributed each month • Introductory visits logged in diary • Hunter Lodge leaflet given at introductory visit. • Records kept in visitors book • event logged in office diary • Numbers attended. • Carer's feedback sheets and visitors register. • Proxy returned and support identified Within appropriate resources. Analyse returns and produce report 	<p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p>

STANDARD 3 - MEALS AND REFRESHMENTS

March 2011

Review date March 2012

STANDARD	PROCEDURE	MEASURE	PERFORMANCE LEVELS
To enable service users to choose and prepare food and offer assistance in order that they are as self-managing as possible.	<ul style="list-style-type: none">• Support with the preparation of food and drinks.• Support with purchases of food items.• Advice on healthy eating. From staff team and other agencies. Health trainers• Support with special dietary requirements.• Adapted kitchen .Specialist equipment.• Staff training – Food Hygiene.• On site training Food Hygiene service users.	Meals and drinks prepared –	100%
		Off site activity	100%
		Reviews/ activities	100%
		Reviews, self assessment, progress plans	80%
		Decrease in dependency	100%
		Training completed.	100%
			50%

STANDARD 4 - PERSON CENTRED PLANNING

March 2011

Review date March 2012

STANDARD	PROCEDURE	MEASURE	PERFORMANCE LEVELS
All service users will have a person centred plan, which is responsive to their individual needs and choices.	<ul style="list-style-type: none">• Induction period 6 weeks,• Assessment tools – community connecting• Keyworker allocation on commencement of placement.• Care Plan.(commissioner's)• Self-assessment with in 3 months.• Quarterly internal reviewing system.• Essential Lifestyle Plan with in 6 months.• Diary notes.	<ul style="list-style-type: none">• . Completed assessments• Key worker files.• Care Plan• Recording systems.• Monitoring of systems.• Completed E.L.P.s• Service user files.	<p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>95%</p> <p>100%</p> <p>100%</p> <p>100%</p>

STANDARD 5 - PERSONAL FINANCIAL PRACTICE

March 2011

Review date March 2012

STANDARD	PROCEDURE	MEASURE	PERFORMANCE LEVELS
Service Users are supported with finances to promote independence/functioning levels will be respected when dealing with finances.	<ul style="list-style-type: none">• Support with cash handling for payment of food and drinks at the clubhouse. For individuals identified on risk assessment.• Self-assessment.• Money management	<ul style="list-style-type: none">• Audit of risk assessment every 6 months or change of circumstance.• Annual self-assessment completed.• Training offered. College course available.	100% 100% 80%

STANDARD 6 - HEALTH & SAFETY

March 2011

Review date March 2012

STANDARD	PROCEDURE	MEASURE	PERFORMANCE LEVELS
The service will ensure a safe working environment.	<ul style="list-style-type: none"> • Quarterly building inspection. • Health & Safety training all staff within 6 of commencement of service. • Fire Procedure. Induction procedure within first week. • Weekly fire test, annual evacuations. • Fire Risk Assessments • Hazard reporting. • Accident / Incident recording • Risk Assessment/ service users • Job role risk assessment. • Central Safety Section inspection. • Environmental Health Inspection. • Insurance examination equipment (Zurich) • Safety checks for Wheelchairs 	<ul style="list-style-type: none"> • Record of inspection reports and checks. • Staff training log. • Fire safety and risk procedure read and understood signed/dated. • Record in logbook. • Annual review dated. • Log of all hazards completed. • Monitoring systems accident / incidents. Monthly. • Risk Assessment in place for all service users within 6 weeks. Reviewed every 6 months after. • In place annual review, dated. • Building inspection report. As and when undertaken corporately • As and when undertaken corporately. 	<p>100%</p> <p>100%</p> <p>100%</p> <p>98%</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p>

STANDARD 7 - STAFF DEVELOPMENT

March 2011

Review date March 2012

STANDARD	PROCEDURE	MEASURE	PERFORMANCE LEVELS.
<ul style="list-style-type: none">To develop and support staff.	<ul style="list-style-type: none">Skills for care internal induction. Within 6 weeks.<ul style="list-style-type: none">Nominations for health & safety, Manual Handling, Fire awareness and food hygiene.N.V.Q 2Developing and Supporting Staff.Hunter lodge Staff development meetingMinimum 4 per year.	<p>Induction process completed and recorded.</p> <p>Nominations made within induction period.</p> <p>N.V.Q Nominations within 6 months of commencement of service.</p> <p>Personal Development plan (PDP) Annual Appraisal Record of supervision in line with divisional standard.</p> <p>Minutes of meetings.</p>	<p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p>

STANDARD 8 – MOBILITY

March 2011

Review date March 2012

STANDARD	PROCEDURE	MEASURE	PERFORMANCE LEVELS
<p>To ensure that people with mobility problems Have full access to the services in accordance with the Disability discrimination Act.</p>	<ul style="list-style-type: none">• Building accessible – Automatically operating front door. All internal doors wheelchair accessible.• Internal reviewing system• Risk Assessments.• Identification of moving and transfer aides...<ul style="list-style-type: none">• Complete safety check for wheel chairs at every use.	<ul style="list-style-type: none">• Continual monitoring of access. Use of Health & Safety audit quarterly.• Suitability of use audits. External audit 3 yearly.• Review record...• Recorded on risk assessments, care plans.<ul style="list-style-type: none">• Visual check before each use. Checklist form completed weekly.	<p>100%</p> <p>100%</p> <p>100%</p>

STANDARD 9 – COMMUNICATION

March 2011

Review date March 2012

STANDARD	PROCEDURE	MEASURE	PERFORMANCE LEVEL
To support and promote effective communication	<ul style="list-style-type: none">• Allocation of keyworker on commencement of placement.• Daily briefing allocation of task, exchange of information. • Monthly steering group.• Quarterly reviews in first year 6 monthly after.• Free Newsletter monthly,• Individual off site activity.• Loop System in operation.• Headsets / telephone.• Internet access	<ul style="list-style-type: none">• Records on file. Keyworker file. • Record of briefing. • Minutes of meeting• Review report on key worker files. • 15 newsletters printed.<ul style="list-style-type: none">• Recording system in place.• Monthly test. Logging system in operation.	100% 100% 100% 100% 100% 100%

STANDARD 10 – INVOLVEMENT

March 2011

Review date March 2012

STANDARD	PROCEDURE	MEASURE	PERFORMANCE LEVEL
<p>Service users will be involved in all meetings to plan and develop the service.</p> <p>Service users will be involved in the recruitment of staff that support them. Service user will be kept fully informed of any new developments and changes</p>	<ul style="list-style-type: none"> • Daily morning briefing. • Monthly steering group meetings • Internal reviews, key worker input. • Free monthly newsletter. 15 printed. • Recruitment and selection training. • Task groups (public information) • Annual questionnaire • Informal discussion, • Loop system 	<ul style="list-style-type: none"> • Briefing notes. Minutes from steering groups. • Review reports. • Number of newsletters taken. • Induction/evaluation • Results from questionnaires. • Logged in diary • Monthly test recorded. 	<p>100%</p> <p>100%</p> <p>75%</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p>