Provider Quality Assurance Statement (PQAS) Guidance
Home Support and Supported Living Providers

Criteria that are highlighted in Gold are *advanced* with the potential to achieve a Gold rating.

Criteria that a highlighted in Red are *mandatory* and all must be 'Fully Met' within a domain to gain a Silver rating or all 'Partially Met' to gain a Bronze rating.

Gold	Exceptional
Silver	Fully Met
Bronze	Partially Met
Inadequate	Not Met

Provider Quality Assurance Statement (PQAS) Guidance
Home Support and Supported Living Providers

Domain 1 - Involvement and Information

Standard	Criteria	Silver Evidence Examples
1. Respecting and Involving service users	1 The provider must demonstrate that service users' needs are met in accordance with The Equality Act 2010	The provider must have up to date policies and procedures that ensure that the rights of service users are protected. The service must demonstrate a positive approach to diversity by identifying protected characteristics and supporting people accordingly. Assessments, care plans and risk management plans must explore diversity in depth (age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, and pregnancy and maternity); needs must be identified and incorporated into care delivery and any associated risks managed effectively. Evidence: • Assessment • Support Plan • Risk Management Plan • Daily Records • Service User Guide

Contract Service Standard

Framework Agreement The Provision Of Home Support For Children And Young People With Disabilities And Home Support For Adults See 13.1 to 13.4.9.1	Schedule 2 Service Specification for Home Support See 1.3 See 15.3	Flexible Contracting Arrangements For the Provision of Care Homes with and Without Nursing and Supported Living See 13.1 to 13.4.9.1	Schedule 3 Service Specification for Care and Support (Supported Living) See 1.3 and 16.3	Core Service Standards See CP 4.03, CP 4.031, CP 4.033

Provider Quality Assurance Statement (PQAS) Guidance
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Domain 1 - Involvement and Information

Standard	Criteria	Silver Evidence Examples
1. Respecting and Involving service users	2. Support Service Users to always express their views in relation to their care or ensure that the MCA 2006 is adhered to.	Where an individual has capacity to understand their care needs; support plans and risk management plans clearly show their involvement. When an individual requires support or representation, the involvement of family representative/IMCA or advocate is clearly recorded. Evidence: • Support plan • Risk Management Plan

Contract Service Standard

Framework Agreement for The Provision Of Home Support For Children And Young People With Disabilities And Home Support For Adults See 7.1 to 7.5.4	Schedule 2 Service Specification for Home Support See 15.1	Flexible Contracting Arrangements For the Provision of Care Homes with and Without Nursing and Supported Living See 7.1 See 7.3	Schedule 3 Service Specification for Care and Support (Supported Living) See 16.1	Core Service Standards See CP 4.02 See CP 4.031

Domain 1 – Involvement and Information

Provider Quality Assurance Statement (PQAS) Guidance

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Standard	Criteria	Silver Evidence Examples
1. Respecting and Involving service users	3. Empower service users in all areas of decision making by giving them adequate information in an appropriate and meaningful way	The care plan must identify the most effective way to communicate with each citizen and the provider must demonstrate that these communication needs are met consistently. Evidence: • Assessment • Care plan • Risk Management Plan • Example such as large print documents, records of individual meetings with citizen/representative •

Contract Service Standard

| Framework Agreement for The Provision Of Home Support For Children And Young People With Disabilities And Home Support For Adults
See 7.3
See 13.1, 13.2, 13.3 | Schedule 2 Service Specification for Home Support
See 3.3, 3.5, 3.6 | Flexible Contracting Arrangements
For the Provision of Care Homes with and Without Nursing and Supported Living
See 7.3
See 13.1, 13.2, 13.3 | Schedule 3 Service Specification for Care and Support (Supported Living)
See 3.3, 3.5, 3.6 | Core Service Standards
See CP 4.02 |

Domain 1 - Involvement and Information

Provider Quality Assurance Statement (PQAS) Guidance
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Gold Evidence Examples
Respecting and involving service users • Deployment of the 'Accessible Information Standard' is consistent and effective. The provider can give an example of exceptionally challenging communication issues that were overcome leading to positive outcome for an individual. • The service is creative in the way it involves and works with people, respects their diverse needs and challenges discrimination. It seeks ways to continually improve and puts changes into practice and sustains them. • People's care and support is planned proactively in partnership with them. Staff use innovative and individual ways of involving people so that they feel consulted, empowered, listened to and valued. • The service finds innovative and creative ways to enable people to be empowered and voice their opinions. • The service receives very high approval levels over a prolonged period in response to the 'Friends and Family Test' question on the Healthwatch website. • The service receives very high levels of outcome delivery approvals over a prolonged period from social workers during individual case reviews. • The service receives very high approval levels over a prolonged period through its own customer satisfaction surveys. • Staff are exceptional in enabling people to maximise their independence and have an in-depth appreciation of people's individual needs around privacy and dignity. • People value their relationships with the staff team and feel that they often go 'the extra mile' for them, when providing care and support. As a result, they feel really cared for and that they matter. • Staff will be highly motivated and inspired to offer care that is kind and compassionate and will be determined and creative in overcoming any obstacles to achieving this. The service continually strives to develop the approach of their staff team, so this is sustained. • Staff have outstanding skills and have an excellent understanding of social and cultural diversity, values and beliefs that may influence people's decisions on how they want to receive care, treatment and support. Staff know how to meet these preferences and are innovative in suggesting additional ideas that they themselves might not have considered.

Domain 1 - Involvement and Information

Provider Quality Assurance Statement (PQAS) Guidance
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Standard	Criteria	Silver Evidence Examples
2. Consent	1. Assess capacity as required to give informed consent and ensure this is reviewed regularly.	Assessments and care plans clearly indicate the capacity of the individual in relation to various aspects of their care. Clear guidance is available for staff supporting those who are non-verbal or lack capacity (linking into communication needs) on how consent is indicated by each individual. Evidence: • Assessment • Support plan • Capacity Assessment • Best Interests Decision • DoLs • Daily records

Contract Service Standard

Framework Agreement for The Provision Of Home Support For Children And Young People With Disabilities And Home Support For Adults See 7.1 to 7.3	Schedule 2 Service Specification for Home Support See 4.1.2, 4.1.3 See 7.3 See 8.2.22	Flexible Contracting Arrangements For the Provision of Care Homes with and Without Nursing and Supported Living See 7.1 to 7.3	Schedule 3 Service Specification for Care and Support (Supported Living) See 4.1.3, 4.1.4 See 7.3	Core Service Standards See CP 4.01

Domain 1 – Involvement and Information

Provider Quality Assurance Statement (PQAS) Guidance

Home Support and Supported Living Providers

Standard	Criteria	Silver Evidence Examples
2. Consent	2. Provide Service Users with sufficient information relating to consent	The provider must ensure that service users are aware of their rights as a recipient of care services and demonstrate that those rights are upheld consistently. Evidence - Service user guide - Daily records

Contract Service Standard

Framework Agreement for The Provision Of Home Support For Children And Young People With Disabilities And Home Support For Adults See 7.1 to 7.3	Schedule 2 Service Specification for Home Support See 15.1	Flexible Contracting Arrangements For the Provision of Care Homes with and Without Nursing and Supported Living See 7.1 to 7.3	Schedule 3 Service Specification for Care and Support (Supported Living) See 16.1	Core Service Standards See CP 4.01

Domain 1 - Involvement and Information

Provider Quality Assurance Statement (PQAS) Guidance
Home Support and Supported Living Providers

Standard	Criteria	Silver Evidence Examples
2. Consent	3. Explore and record advanced decisions in relation to health and well-being in line with the Mental Capacity Act 2005.	Records of DNAR are up to date and signed by appropriate individual. If the individual/representatives refuse a DNAR then evidence that discussion has taken place must be presented. Evidence: • DNAR/Respect Form • End of Life Pathway • DNAR policy and procedure

Contract Service Standard

Framework Agreement for The Provision Of Home Support For Children And Young People With Disabilities And Home Support For Adults See 7.2	Schedule 2 Service Specification for Home Support See 17.1 to 17.7 See 18.1	Flexible Contracting Arrangements For the Provision of Care Homes with and Without Nursing and Supported Living See 7.2	Schedule 3 Service Specification for Care and Support (Supported Living) See 18.1 to 18.7 See 19.1	Core Service Standards See CP 4.01 See CP 4.08

Gold Evidence Examples
Consent • The service employs innovative and creative ways to provide service users with sufficient information relating to consent. • The service has an excellent understanding of peoples' capacity and employs creative ways to ensure people are involved in decisions about their care.

Domain 2 - Personalised Care and Support

Provider Quality Assurance Statement (PQAS) Guidance

Home Support and Supported Living Providers

Standard	Criteria	Silver Evidence Examples
3. Care & welfare of service users	1.The provider must deploy strength-based assessments.	Assessments, support plans and risk management plans must clearly indicate what each individual can do for themselves. Staff must have clear instructions on how to deliver support in a way that enables the individual. Evidence: • Assessments • Care Plans

Contract Service Standard

Framework Agreement for The Provision Of Home Support For Children And Young People With Disabilities And Home Support For Adults See 7.1 to 7.3	Schedule 2 Service Specification for Home Support See 3.5, 4.1.2, 4.1.3, 7.3	Flexible Contracting Arrangements For the Provision of Care Homes with and Without Nursing and Supported Living See 7.1 to 7.3	Schedule 3 Service Specification for Care and Support (Supported Living) See 3.5, 4.1.3, 4.1.4, 7.3	Core Service Standards See CP 4.03 See CP 4.033

Domain 2 - Personalised Care and Support

Provider Quality Assurance Statement (PQAS) Guidance
Home Support and Supported Living Providers

Standard	Criteria	Silver Evidence Examples
3. Care & welfare of service users	2. The provider must identify and mitigate risks to the service user effectively.	The provider must have an effective risk management policy and procedure including scoring matrix. The provider must deploy risk management plans that take account of the Health and Safety Executive 5 steps to risk assessment guidance (Identify hazards, who might be harmed, evaluate risks and identify precautions, record findings and implement, review and update.) Care plan contains a positive approach to risk-taking to enable the service user to achieve their goals, but safely. Evidence that further action has been taken where the risk assessment has failed to keep the person safe, e.g. referral to falls clinic following frequent falls. Risk Management plan must incorporate guidance from professionals involved. A 'Safe system of Work' must be deployed wherever a service user requires support with mobility. Evidence: • Risk Management Plan • Safe System of Work

Contract Service Standard

Framework Agreement for The Provision Of Home Support For Children And Young People With Disabilities And Home Support For Adults See 6.1.1 to 6.1.3, 6.2 See 7.1 to 7.3	Schedule 2 Service Specification for Home Support See 3.5, 7.3, 8.6.14, 15.1	Flexible Contracting Arrangements For the Provision of Care Homes with and Without Nursing and Supported Living See 6.1.1 to 6.1.3, 6.2 See 7.1 to 7.3	Schedule 3 Service Specification for Care and Support (Supported Living) See 3.5, 4.1.1, 7.3, 9.6.15, 16.1	Core Service Standards See RA 3.01 to RA 3.03 See CP 4.034

Provider Quality Assurance Statement (PQAS) Guidance

Home Support and Supported Living Providers

Domain 2 - Personalised Care and Support

Standard	Criteria	Silver Evidence Examples
3. Care & welfare of service users	3. A person-centred, outcome-based approach will underpin service delivery	The support plan should evidence that person-centred planning is deployed. Staff need to be given detailed instructions on how care should be delivered to meet the needs of the individual in terms of personal care, medication, food and nutrition etc In some services the support plan may also include information on social, recreational and occupational activities as well as relationships. Beyond the care commissioned, the provider can demonstrate they are proactive in identifying further social needs that can be met locally through voluntary organisations, the church, community centres etc allowing people to remain part of their community. Evidence: • Assessment • Support plan • Risk Management Plan • Daily records • Key worker sessions

Provider Quality Assurance Statement (PQAS) Guidance
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Contract Service Standard

Framework Agreement for The Provision Of Home Support For Children And Young People With Disabilities And Home Support For Adults See 6.1.1 to 6.1.3, 6.2 See 7.1 to 7.3	Schedule 2 Service Specification for Home Support See 3.5, 7.3, 8.6.14, 15.1	Flexible Contracting Arrangements For the Provision of Care Homes with and Without Nursing and Supported Living See 6.1.1 to 6.1.3, 6.2 See 7.1 to 7.3	Schedule 3 Service Specification for Care and Support (Supported Living) See 3.5, 4.1.1, 7.3, 9.6.15, 16.1	Core Service Standards See RA 3.01 to RA 3.03 See CP 4.034

Domain 2 - Personalised Care and Support

Standard	Criteria	Silver Evidence Examples
3. Care & welfare of service users	4. The provider must support each individual effectively by reducing/delaying their need for support and helping them achieve their goals.	In supported living services, for the key worker system to be effective, the meetings with citizens must be regular and well documented. Goals identified in the support plan must be evaluated and progress recorded. Any concerns raised by the citizen must be documented and addressed at each session. Home support providers should ensure that a regular carer or senior supervisor/care coordinator has good oversight of each individual and are able to contribute effectively to reviews, MDTs etc *If a service user has enablement potential, then the provider must work towards reducing the care hours.* Evidence: • Key worker meetings • Support plan • Care Plan Review

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Contract Service Standard

Framework Agreement for The Provision Of Home Support For Children And Young People With Disabilities And Home Support For Adults See 7.1 to 7.3	Schedule 2 Service Specification for Home Support See 3.2, 3.5, 4.1.3, 4.1.6, 6.8, 7.3	Flexible Contracting Arrangements For the Provision of Care Homes with and Without Nursing and Supported Living See 7.1 to 7.3	Schedule 3 Service Specification for Care and Support (Supported Living) See 3.2, 3.5, 4.1.3, 4.1.6, 6.8, 7.3	Core Service Standards See CP 4.033, CP 4.06, CP 4.10, CP 4.11

Domain 2 – Personalised Care and Support

Standard	Criteria	Silver Evidence Examples
3. Care & welfare of service users	5. Regularly review the support and risk management plans to ensure they reflect the individual's current presentation	The provider must demonstrate that they have systematic process in place for reviewing care plans and risk management plans according to the frequency required in the contract. Evidence: • Review schedule • Care Plan Review • Support plan • Risk Management Plan

Contract Service Standard

Provider Quality Assurance Statement (PQAS) Guidance

Home Support and Supported Living Providers

Framework Agreement for The Provision Of Home Support For Children And Young People With Disabilities And Home Support For Adults See 7.1 to 7.3	Schedule 2 Service Specification for Home Support See 3.5, 4.1.3, 4.1.6, 4.1.15, 7.3, 8.6.14, 15.1	Flexible Contracting Arrangements For the Provision of Care Homes with and Without Nursing and Supported Living See 7.1 to 7.3	Schedule 3 Service Specification for Care and Support (Supported Living) See 3.2, 3.5, 4.1.3, 4.1.6, 6.8, 7.3	Core Service Standards See CP 4.06

Domain 2 - Personalised Care and Support

Gold Evidence Examples
Care and welfare of service users • The service uses imaginative and innovative ways to manage risk and keep people safe while making sure they have a full and meaningful life. The service actively seeks out new technology and solutions to make sure that people have as few restrictions possible. • There is a transparent and open culture that encourages creative thinking in relation to people's safety. The service seeks out current best practice and uses learning from this to drive improvement. • Staff show empathy and have an enabling attitude that encourages people to challenge themselves while recognising and respecting their lifestyle choices. • The service receives very high levels of outcome delivery approvals over a prolonged period from social workers during individual case reviews. • The service is focused on providing person-centred care and it achieves exceptional results. Ongoing improvement is seen as essential. The service strives to be known as outstanding and innovative in providing person-centred care based on best practice. • The service is flexible and responsive to people's individual needs and preferences, finding creative ways to enable people to live as full a life as possible. Where the service is responsible, the arrangements for social activities, and where appropriate education and work, are innovative and meet people's individual needs.

Provider Quality Assurance Statement (PQAS) Guidance
Home Support and Supported Living Providers

Domain 2 - Personalised Care and Support

Standard	Criteria	Silver Evidence Examples
4. Meeting nutritional needs	1.The provider must meet the individual's nutritional needs.	The provider must demonstrate that they actively promote the health and well-being of service users through lifestyle and diet, balanced with meeting their personal preferences. Support plans clearly indicate dietary requirements, restrictions and choices. Referrals must be made to healthcare professionals where appropriate, e.g. SALT, dietician and any guidance clearly incorporated into care planning and risk management Evidence: • Service User Guide • Support Plan • Risk Management Plan • Daily records

Contract Service Standard

Framework Agreement for The Provision Of Home Support For Children And Young People With Disabilities And Home Support For Adults See 7.1 to 7.3	Schedule 2 Service Specification for Home Support See 2.2.5, 4.1.2, 4.1.8, 5.3, 5.7, 7.3, 15.1	Flexible Contracting Arrangements For the Provision of Care Homes with and Without Nursing and Supported Living See 7.1 to 7.3	Schedule 3 Service Specification for Care and Support (Supported Living) See 2.26, 2.2.7.2, 3.5, 4.1.3, 4.1.9, 5.3, 5.7, 7.3, 16.1	Core Service Standards See RA 3.01 See CP 4.02, CP 4.033

Domain 2 - Personalised Care and Support

Gold Evidence Examples
Meeting nutritional needs • There is a strong emphasis on the importance of eating and drinking well. Where the service is responsible, innovative methods and positive staff relationships are used to encourage those who are reluctant or have difficulty in eating and drinking. • This approach makes sure that people's dietary and fluid intake, especially those living with dementia or those with a learning disability, significantly improves their well-being. • There are excellent links with dietetic professionals and staff are aware of people's individual preferences and patterns of eating and drinking. These preferences are sustained over time, as their health allows.

Provider Quality Assurance Statement (PQAS) Guidance
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Domain 2 - Personalised Care and Support

Standard	Criteria	Silver Evidence Examples
5 Health and Well-being	1. Service users' health and well-being is promoted by effective monitoring and liaison with primary healthcare services.	The provider must evidence that where required, they are proactive in their approach to the overall health and wellbeing of service users. This may include weight monitoring, blood glucose monitoring, food and fluid intake, Waterlow, ABC charts, bowel, MUST, COVID testing etc The provider must evidence that they liaise effectively with primary healthcare services where necessary to ensure that health outcomes are met. Evidence - Supported Living - Health Action Plan & hospital passport - Home support provider - Hospital passport - Health Monitoring Charts - Relapse Plan - Positive Behaviour Support Plan - PRN protocol - Epilepsy Protocol - Diabetes Protocol - Body Map

Contract Service Standard

| Framework Agreement for The Provision Of Home Support For Children And Young People With Disabilities And Home Support For Adults
See 7.1 to 7.3 | Schedule 2
Service Specification for Home Support
See 3.5, 4.1.2, 4.1.9, 4.1.14, 6.5, 7.3, 15.1 | Flexible Contracting Arrangements
For the Provision of Care Homes with and Without Nursing and Supported Living
See 7.1 to 7.3 | Schedule 3
Service Specification for Care and Support (Supported Living) See 2.2.4, 2.2.7.2, 3.5, 4.1.3, 4.19, 4.1.14, 6.5, 7.3, 16.1 | Core Service Standards
See CP 4.031, CP 4.08 |

Domain 3 - Safeguarding and Safety

Standard	Criteria	Silver Evidence Examples
6. Safeguarding people who use the service from abuse	1. Provider must be aware of, and follow, their responsibilities under the Local Authority's safeguarding and whistle-blowing policy and procedures.	Safeguarding policy and procedures are up to date and regularly reviewed including process map or similar that explicitly describes the steps to be taken to raise a safeguarding alert. Evidence: • Safeguarding investigation • Safeguarding log • CQC log • Safeguarding Policy

Contract Service Standard

Framework Agreement for The Provision Of Home Support For Children And Young People With Disabilities And Home Support For Adults See 6.1 to 6.3 See 10.1.5	Schedule 2 Service Specification for Home Support See 4.1.10 See 9.1, 9.3 See 11.1, 11.2	Flexible Contracting Arrangements For the Provision of Care Homes with and Without Nursing and Supported Living See 6.1 to 6.3 See 10.1.5	Schedule 3 Service Specification for Care and Support (Supported Living) See 8.6.1 to 8.6.7 See 10.1, 10.3	Schedule 12 Safeguarding Specification See 12.3

Domain 3 – Safeguarding and Safety

Standard	Criteria	Silver Evidence Examples
6. Safeguarding people who use the service from abuse	2. Provider must have appropriate guidance and training in place for staff regarding safeguarding adults from abuse	Provider must have appropriate guidance and training regarding safeguarding adults from abuse, which is accessible to staff, put into practice, implemented and monitored. Evidence: • Training records • Supervision records • Team meetings • Induction Schedule

Contract Service Standard

Framework Agreement for The Provision Of Home Support For Children And Young People With Disabilities And Home Support For Adults See 6.1.1 to 6.1.3, 6.2, 7.2. 11.1 to 11.16	Schedule 2 Service Specification for Home Support See 6.5, 8.3.19, 8.5.6, 9.1, 9.3, 11.1, 11.2, 15.1	Flexible Contracting Arrangements For the Provision of Care Homes with and Without Nursing and Supported Living See 6.1.1 to 6.1.3, 6.2, 7.2, 11.1 to 11.16	Schedule 3 Service Specification for Care and Support (Supported Living) See 7.3 See 16.1	Core Service Standards RS 1.04, RS 1.12, IS 2.05, PBM 6.02 Schedule 12 Safeguarding See 12.5

Domain 3 - Safeguarding and Safety

Standard	Criteria	Silver Evidence Examples
6. Safeguarding people who use the service from abuse	3. Provider must review and update the Service User's care and support plan following any (alleged) abuse.	Provider must review and update the Service User's care and support plan to ensure that individuals are properly supported following any (alleged) abuse. Evidence: • Safeguarding investigation • Care plan • Risk Management Plan

Contract Service Standard

Framework Agreement for The Provision Of Home Support For Children And Young People With Disabilities And Home Support For Adults See 6.1	Schedule 2 Service Specification for Home Support See 4.1.2	Flexible Contracting Arrangements For the Provision of Care Homes with and Without Nursing and Supported Living See 6.1	Schedule 3 Service Specification for Care and Support (Supported Living) See 3.3, 3.6 See 4.1.3	Core Service Standards CP 4.03 Schedule 12 Safeguarding

Provider Quality Assurance Statement (PQAS) Guidance

Home Support and Supported Living Providers

Domain 3 - Safeguarding and Safety

Standard	Criteria	Silver Evidence Examples
6. Safeguarding people who use the service from abuse	4. Provider must give Service Users' and their Carers adequate information about how to identify and report abuse.	Provider must give Service Users' and their Carers adequate information about how to identify and report abuse. Evidence: • Service user guide/safeguarding information/ welcome pack

Contract Service Standard

Framework Agreement for The Provision Of Home Support For Children And Young People With Disabilities And Home Support For Adults See 6.1	Schedule 2 Service Specification for Home Support See 4.1.1	Flexible Contracting Arrangements For the Provision of Care Homes with and Without Nursing and Supported Living See 6.1	Schedule 3 Service Specification for Care and Support (Supported Living) See 4.1.2	Schedule 12 –Safeguarding See 12.4

Gold Evidence Examples
Safeguarding people from abuse • Innovative and creative ways are used to give service users and staff information about how to identify and report abuse, and to provide support and encourage service users and staff to report issues and concerns without fear of recriminations.

Provider Quality Assurance Statement (PQAS) Guidance

Home Support and Supported Living Providers

Domain 3 – Safeguarding and Safety

Standard	Criteria	Silver Evidence Examples
7. Cleanliness and infection control	1. Provider must have effective arrangements in place to maintain appropriate standards of cleanliness	Provider must have effective arrangements in place to maintain appropriate standards of cleanliness and hygiene for the prevention, management and control of infection as identified in The Health & Social Care Act 2008 Code of Practice. Evidence: • Training Matrix • Spot Checks • Supervisions • Infection Control Policy and Procedure • PCR Test Matrix • Evidence that provider has internal Track and Trace

Contract Service Standard

Schedule 2 Service Specification for Home Support See 15.1	Schedule 3 Service Specification for Care and Support (Supported Living) See 16.1	Core Service Standards ENV 8.01

Domain 3 - Safeguarding and Safety

Standard	Criteria	Silver Evidence Examples
8. Management of medicines	1. Provider can demonstrate that they can handle medicines safely and appropriately.	Provider can demonstrate that they can handle medicines safely and appropriately. Ensure that medicines are stored and administered safely including any homely remedies, covert medication and Controlled Drugs. Ensure that staff handling medications undertake the required training and competency skills in line with the mandatory training requirements and are aware and follow any local requirements under the contract. Evidence: • Training Matrix • Competency Assessments • MCA/BID for covert medication • Medication cupboard temperature check • Medication fridge temperature check • Medication Policy and Procedure

Contract Service Standard

Framework Agreement for The Provision Of Home Support For Children And Young People With Disabilities And Home Support For Adults See 6.2	Schedule 2 Service Specification for Home Support See 8.1, 8.2, 8.3, 8.4.1, 8.5, 8.6, 8.7	Flexible Contracting Arrangements For the Provision of Care Homes with and Without Nursing and Supported Living See 6.2	Schedule 3 Service Specification for Care and Support (Supported Living) See 9,1, 9.2, 9.3, 9.4.1, 9.5, 9.6	Core Service Standards See CP 4.04, CP 4.07

Domain 3 – Safeguarding and Safety

Standard	Criteria	Silver Evidence Examples
8. Management of medicines	2. The provider must keep appropriate records regarding medication.	The provider must keep appropriate records around the (prescribing) administration, monitoring and review of medications. Evidence • Support Plan • MAR Charts • MAR Chart audit • Controlled Drugs Register • PRN Protocol • Medication Reviews

Contract Service Standard

Framework Agreement for The Provision of Home Support For Children And Young People With Disabilities And Home Support For Adults See 6.2	Schedule 2 Service Specification for Home Support See 8.2	Flexible Contracting Arrangements For the Provision of Care Homes with and Without Nursing and Supported Living See 6.2	Schedule 3 Service Specification for Care and Support (Supported Living) See 9.2	Core Service Standards CP 4.07

Domain 3 - Safeguarding and Safety

Standard	Criteria	Silver Evidence Examples
9. Safety, availability & suitability of equipment, accommodation and environment	1. The provider must ensure that any equipment used is suitable for its purpose	The provider must ensure that any equipment used is suitable for its purpose, available, properly tested and maintained, used correctly and safely, is comfortable and promotes independence. Ensure that staff are appropriately trained on how to use equipment safely. Evidence • Training Matrix • Equipment Risk Management Plan • Support Plan • Safe System of Work

Contract Service Standard
Schedule 15 Quality Assurance See 7.3.10

Domain 3 - Safeguarding and Safety

Standard	Criteria	Silver Evidence Examples
9. Safety, availability & suitability of equipment, accommodation and environment	2. Provider must have a Fire Safety Plan and ensure that staff undertake fire safety training as well as risk assessment and risk management training	Provider must ensure that staff undertake fire safety training as well as risk assessment and risk management training Evidence: • Environment Risk assessments internal & external for home care and supported living. • PEEP

Contract Service Standard
Schedule 15 – Quality Assurance See 7.3.9

Domain 4 - Suitability of Staffing

Standard	Criteria	Silver Evidence Examples
10. Requirements relating to staff recruitment	1. Provider must practice safe Recruitment and Selection	Provider must have an up to date Recruitment & Selection policy that demonstrates all criteria set out under Contract Schedule 2 Core Service Standard 1. Recruitment and Selection. Evidence: • Recruitment Checklist • 2 x Staff files • Enhanced DBS Matrix

Contract Service Standard

Framework Agreement for The Provision Of Home Support For Children And Young People With Disabilities And Home Support For Adults See 11.1 to 11.6	Schedule 2 Service Specification for Home Support See 7.3 See 15.1	Flexible Contracting Arrangements For the Provision of Care Homes with and Without Nursing and Supported Living See 11.1 to 11.6	Schedule 3 Service Specification for Care and Support (Supported Living) See 7.3 See 16.1	Core Service Standards RS 1.01 to RS 1.14

Domain 4 - Suitability of Staffing

Standard	Criteria	Silver Evidence Examples
10. Requirements relating to staff recruitment	2. Provider must ensure that all external staff are subject to the same level of checks as employed staff	Provider must ensure that any staff provided by an external organisation, whether agency, bank or voluntary, have been subject to the same level of checks and similar selection criteria as employed staff including any risk assessments Evidence: • Agency staff records • Contract and SLA with staff agency.

Contract Service Standard

Framework Agreement for The Provision Of Home Support For Children And Young People With Disabilities And Home Support For Adults See 12.3	Schedule 2 Service Specification for Home Support See 7.3 and 15.1	Flexible Contracting Arrangements For the Provision of Care Homes with and Without Nursing and Supported Living See 12.3	Schedule 3 Service Specification for Care and Support (Supported Living) See 7.3 and 16.1	Core Service Standards RS 1.01 to RS 1.14

Domain 4 – Suitability of Staffing

Standard	Criteria	Silver Evidence Examples
10. Requirements relating to staff recruitment	3. Provider must ensure that all employees regardless of their contract have a clear understanding of roles and responsibilities	Provider to ensure that all staff, including temporary and agency staff, students and trainees, have a clear understanding of their role and responsibilities. Evidence: • Induction Records • Job Description • Person Specification • Supervision Records • Employee handbook/Code of Conduct

Contract Service Standard

Framework Agreement for The Provision Of Home Support For Children And Young People With Disabilities And Home Support For Adults See 12.3	Schedule 2 Service Specification for Home Support See 5.2	Flexible Contracting Arrangements For the Provision of Care Homes with and Without Nursing and Supported Living See 12.3	Schedule 3 Service Specification for Care and Support (Supported Living) See 5.2	Core Service Standards IS 2.01 to IS 2.15

Domain 4 - Suitability of Staffing

Standard	Criteria	Silver Evidence Examples
10. Requirements relating to staff recruitment	4. Provider must risk assess working environment & conditions and make reasonable adjustments to enable staff to fulfil their role.	Provider must ensure and document that all employees individual needs are risk assessed and reasonable adjustments are made where appropriate, e.g. pregnancy, return to work after physical injury and Covid 19 Evidence: • Staff Risk Management Plans • Equipment Risk Management Plans

Contract Service Standard

Framework Agreement for The Provision Of Home Support For Children And Young People With Disabilities And Home Support For Adults See 12.2	Schedule 2 Service Specification for Home Support See 6.8	Flexible Contracting Arrangements For the Provision of Care Homes with and Without Nursing and Supported Living See 12.2	Schedule 3 Service Specification for Care and Support (Supported Living) See 6.8	Core Service Standards See RA 3.01 to RA 3.03

Domain 4 - Suitability of Staffing

Standard	Criteria	Silver Evidence Examples
10. Requirements relating to staff recruitment	5. Provider must have an effective code of conduct.	Provider must have robust and effective arrangements around the appropriate behaviour of staff, particularly in their relation to their code of professional conduct and the assessment of stress and other work-related hazards. The provider to have the appropriate policies and mechanisms in place to prevent and manage incidents of bullying, harassment and violence towards staff and service users. Evidence: • Staff Handbook/Code of Conduct • Supervision Records • Staff Disciplinary Records • Team Meetings • Bullying/harassment/grievance Policy and Procedure

Contract Service Standard

Framework Agreement for The Provision Of Home Support For Children And Young People With Disabilities And Home Support For Adults See 12.5 and 13.4	Schedule 2 Service Specification for Home Support See 4.1.12	Flexible Contracting Arrangements For the Provision of Care Homes with and Without Nursing and Supported Living See 12.5 and 13.4	Schedule 3 Service Specification for Care and Support (Supported Living) See 4.1.12	Core Service Standards See 2.03

Provider Quality Assurance Statement (PQAS) Guidance

Home Support and Supported Living Providers

Domain 4 - Suitability of Staffing

Gold Evidence Examples
Staff recruitment • The service uses creative ways to involve people who use the service in the recruitment of staff • The service can demonstrate that robust policies relating to staff are deployed effectively and consistently over a prolonged period. • All staff operate effectively and consistently over a prolonged period. Opportunities to improve individual practice are identified and acted on. • The provider can demonstrate career development opportunities and has excellent staff retention.

Standard	Criteria	Silver Evidence Examples
11. Staffing and staff deployment	1. Make sure that there are sufficient staff on duty with the right knowledge, experience, qualifications, skills and understanding to provide effective care and support	Staff levels are appropriate and sufficient to enable staff to deliver safe, effective and consistent care. Home support calls are not missed or delivered late or early (unless there is a documented agreement on the service users file which allows for flexibility). Evidence: • Daily Recordings • ECM Data • Training Matrix

Contract Service Standard

Framework Agreement For The Provision Of Home Support For Children And Young People With Disabilities And Home Support For Adults See 12.2 and 25.3	Schedule 2 Service Specification for Home Support See 6.2	Flexible Contracting Arrangements For the Provision of Care Homes With and Without Nursing and Supported Living See 12.2	Schedule 3 Service Specification for Care and Support (Supported Living) See 6.2	Core Service Standards See CP 4.09, CS 5.01 to CS 5.07

Domain 4 - Suitability of Staffing

Standard	Criteria	Silver Evidence Examples
12. Supporting staff	1. Provider must deliver a comprehensive induction program at the start of employment	Provider must ensure that the manager is suitably qualified and has been inducted appropriately. The Provider will have an Induction Policy which states the aims of induction for the organisation and roles within the organisation. All Staff receive an induction at the commencement of their employment. Evidence: • Induction Schedule • Staff Records

Contract Service Standard

Framework Agreement For The Provision Of Home Support For Children And Young People With Disabilities And Home Support For Adults See 12.1	Schedule 2 Service Specification for Home Support See 5.2 See 6.3	Flexible Contracting Arrangements For the Provision of Care Homes With and Without Nursing and Supported Living See 12.1	Schedule 3 Service Specification for Care and Support (Supported Living) See 5.2 See 6.3	Core Service Standards See RS 1.12 See IS 2.01 to IS 2.15

Domain 4 - Suitability of Staffing

Standard	Criteria	Silver Evidence Examples
12. Supporting staff	2. Provider can demonstrate that all staff have undertaken mandatory training	All staff have received mandatory training and that this is refreshed and updated as required in order to enable them to deliver safe and effective care. Support staff to acquire further skills and qualifications that are relevant to their role, the work they undertake and the needs of the service Evidence: • Training Matrix

Contract Service Standard

Framework Agreement For The Provision Of Home Support For Children And Young People With Disabilities And Home Support For Adults See 12.1	Schedule 2 Service Specification for Home Support See 5.1 See 5.7	Flexible Contracting Arrangements For the Provision of Care Homes with and Without Nursing and Supported Living See 12.1	Schedule 3 Service Specification for Care and Support (Supported Living) See 5.1 See 5.7	Core Service Standards See RS 1.14 See IS 2.05 See IS 2.07 See IS 2.08

Domain 4 - Suitability of Staffing

Standard	Criteria	Silver Evidence Examples
12. Supporting staff	3. Provider must demonstrate that all staff receive regular supervision and appraisals	Provider to ensure that all staff receive appropriate supervision at least six times per year, that their performance is appraised and that they receive an annual review. Evidence: • Supervision Schedule • Supervision Records • Appraisal Schedule • Appraisal Records

Contract Service Standard

Framework Agreement for The Provision Of Home Support For Children And Young People With Disabilities And Home Support For Adults See 12.1	Schedule 2 Service Specification for Home Support See 6.6 See 6.7	Flexible Contracting Arrangements For the Provision of Care Homes with and Without Nursing and Supported Living See 12.1	Schedule 3 Service Specification for Care and Support (Supported Living) See 6.6 See 6.7	Core Service Standards See RS 1.13

Provider Quality Assurance Statement (PQAS) Guidance

Home Support and Supported Living Providers

Domain 4 - Suitability of Staffing

Gold Evidence Examples
Supporting staff • The service has innovative and creative ways of training and developing their staff that makes sure they put their learning into practice to deliver outstanding care that meet people's individual needs. • The service works in partnership with other organisations to make sure they are training staff to follow best practice and where possible, contribute to the development of best practice. • The service has innovative ways of communicating with staff who work in the community to make sure they are informed of changes, know about best practice and can share views and information. • The Induction Programme is well established and comprehensive, allowing staff sufficient time to gain an over view of the service and future training such as the Care Certificate. New staff will 'shadow' more experienced team members and progress recorded through documented observations. New staff are confident to work independently. • Care Certificate training is completed and work books demonstrate that this is delivered effectively and recorded comprehensively

Provider Quality Assurance Statement (PQAS) Guidance
Home Support and Supported Living Providers

Domain 5 - Quality of Management

Standard	Criteria	Silver Evidence Examples
13. Assessing and monitoring the quality of service provision	1. There must be a Registered Manager in post providing stable and effective leadership	Registered Manager and/or Nominated individual has oversight of all services they are registered for Evidence: • Registered Manager is in post • Clear staff structure and escalation process • Managers response/actions taken during any serious incidents • Completion of NECSU National Capacity Tracker • Completion of BeHeard Questionnaire • Evidence that the Registered Manager engages with forums, professional networks and other geographical/citywide/ nationwide initiatives committed to improving the experiences of service users

Contract Service Standard

Framework Agreement for The Provision Of Home Support For Children And Young People With Disabilities And Home Support For Adults See 7.1 to 7.3	Schedule 2 Service Specification for Home Support See 6.3, 6.4	Flexible Contracting Arrangements For the Provision of Care Homes with and Without Nursing and Supported Living See 7.1 to 7.3	Schedule 3 Service Specification for Care and Support (Supported Living) See 6.4, 6.4	Core Service Standards see CP 4.032

Domain 5 - Quality of Management

Standard	Criteria	Silver Evidence Examples
13. Assessing and monitoring the quality of service provision	2. There must be an effective Quality Assurance Programme in place.	A robust and effective quality assurance system must be in place and actively used. Data from a variety of sources must be collated and analysed; service improvements implemented, reviewed and communicated to service users. The provider will need to demonstrate how they have adapted their QA programme in response to the COVID 19 outbreak. Evidence Required: • Last two quality assurance reports and action plans • Compliance with findings from external audits, inspections or action plans

Contract Service Standard

| Framework Agreement for The Provision Of Home Support For Children And Young People With Disabilities And Home Support For Adults
See 7.1 to 7.3 | Schedule 2
Service Specification for Home Support
See 4.1.11, 4.1.15, 7.3, 8.2.16, 10.1 to 10.6 | Flexible Contracting Arrangements
For the Provision of Care Homes with and Without Nursing and Supported Living
See 7.1 to 7.3 | Schedule 3
Service Specification for Care and Support (Supported Living) See 4.4.11, 4.1.15, 7.3, 9.2.17, 11.1 to 11.6 | Schedule 15
Quality Assurance

Core Service Standards
See CP 4.06
See CS 5.06
See IQA 5.01 |

Domain 5 - Quality of Management

Standard	Criteria	Silver Evidence Examples
13. Assessing and monitoring the quality of service provision	3. The provider must ensure that incidents are reported and investigated in accordance with the appropriate policies and procedures.	The provider must operate with transparency; investigate and report incidents/accidents to the appropriate bodies and where required, demonstrate that any service quality issues are addressed. Notification of deaths are reported to the relevant authorities. Serious accidents are reported to the Health and Safety Executive + BCC Evidence: • CQC Notifications Log • Serious incidents investigation • Incidents / Accidents Log • Safeguarding Investigation • Reporting COVID cases to PHE • Reporting deaths of citizens with LD to LeDer • Completing the BeHeard Questionnaire as required • Completing NECSU tracker

Contract Service Standard

Framework Agreement For The Provision Of Home Support For Children And Young People With Disabilities And Home Support For Adults See 7.1 to 7.3 See 29.2.2	Schedule 2 Service Specification for Home Support See 10.5, 11.1, 12.1, 13.1, 13.2, 15.1	Flexible Contracting Arrangements For the Provision of Care Homes with and Without Nursing and Supported Living See 7.1 to 7.3 See 29.2.2	Schedule 3 Service Specification for Care and Support (Supported Living) See 11.5, 12.1, 13.1, 14.1, 14.2, 16.1	Core Service Standards See CP 4.032, PBM 6.02, CV 7.01

Provider Quality Assurance Statement (PQAS) Guidance
Home Support and Supported Living Providers

Domain 5 – Quality of Management

Standard	Criteria	Silver Evidence Examples
13. Assessing and monitoring the quality of service provision	4. The provider must identify, manage and monitor risks in relation to premises and visitors to the service.	The provider must evidence that they are following local/national guidance in relation to visitors to the premises and managing risk effectively. Visitors include contractors, family members, and people delivering goods or services. For home support providers, this will apply to the head office premises. For supported living providers this will apply to the head office and accommodation where there may be communal areas and shared facilities. Evidence: • Visitor Policy and Protocol • Annual environmental risk assessment for the office and/or SL premises. • Risk Management Plans for visitors • Risk management plans for contractors + evidence of insurance + DBS checks and Covid19 LFD tests • Risk Management Plans for delivery of primary healthcare services.

Contract Service Standard

Framework Agreement For The Provision Of Home Support For Children And Young People With Disabilities And Home Support For Adults See 7.1 to 7.3	Flexible Contracting Arrangements For the Provision of Care Homes with and Without Nursing and Supported Living See 7.1 to 7.3

Domain 5 – Quality of Management

Standard	Criteria	Silver Evidence Examples
13. Assessing and monitoring the quality of service provision	5. The provider must demonstrate that they have planned effectively to ensure business continuity in the event of an emergency.	The provider must have an effective Business Continuity Plan that is reviewed regularly. Evidence: • Business Continuity Plan • Evidence that the plan has been tested and amended if required.

Contract Service Standard

Framework Agreement For The Provision Of Home Support For Children And Young People With Disabilities And Home Support For Adults See 12.2, 37.1	Schedule 2 Service Specification for Home See 9.2, 19.1 to 19.3	Flexible Contracting Arrangements For the Provision of Care Homes with and Without Nursing and Supported Living See 12.2, 36.1	Schedule 3 Service Specification for Care and Support (Supported Living) See 10.2, 20.1 to 20.3

Domain 5 – Quality of Management

Gold Evidence Examples
Assessing and Monitoring Quality   • The service sustains outstanding practice and improvements over a prolonged period of time.   • There is a strong emphasis on continually striving to improve and the service identifies, promotes and implements innovative and creative systems in order deliver an exceptional quality service.   • The service works towards and achieves recognised accreditation scheme awards.   • The service works in partnership with specialists and other organisations to ensure they are following current / innovative practice.   • There is a strong and visible person-centred culture that is exceptional at helping people to express their views and that these views are actively listened to and taken into account to improve the service. Staff are committed to this approach and find innovative ways to make it a reality for each person using the service.   • Managers lead by example & act as role models for the quality they aim to deliver   • Staff are encouraged to contribute their ideas for service improvement, and are proud of both the service and its managers

Domain 5 – Quality of Management

Standard	Criteria	Silver Evidence Examples
14. Complaints	The provider must have a robust and effective complaints process.	The provider must demonstrate their complaints policy and procedure is implemented and used as tool to support the continuous improvement of the service. Evidence - Complaints Policy and Procedure and current log - Example of a complaint investigation + response - Service User Guide

Contract Service Standard

Framework Agreement For The Provision Of Home Support For Children And Young People With Disabilities And Home Support For Adults See 29.1 to 29.9	Schedule 2 Service Specification for Home Support See 7.3, 15.1	Flexible Contracting Arrangements For the Provision of Care Homes with and Without Nursing and Supported Living See 28.1 to 28.9	Schedule 3 Service Specification for Care and Support (Supported Living) See 7.3, 16.1	Core Service Standards See RS 1.12 See CV 7.10

Domain 5 - Quality of Management

Standard	Criteria	Silver Evidence Examples
15. Records	1. Ensure that the personal records of Service Users are held securely and remain confidential.	The provider must demonstrate that they comply with GDPR or any subsequent legislation in relation to data management. • If the provider has physical files the records must be held securely, remain confidential and maintained in line with the provider's data protection and retention policies that comply with GDPR. There must be a systematic approach to the management of records to ensure that from the moment a record is created to its disposal the provider maintains information so that it serves the purpose it was collected for and disposes of it appropriately when no longer required • Service users' files may be held on electronic systems which must be secure, confidential and maintained in line with the provider's data protection policy, GDPR and retention policy. There must be a systematic approach to the management of records to ensure that from the moment a record is created to its disposal the home maintains information so that it serves the purpose it was collected for and disposes of it appropriately when no longer required Evidence: • Information Governance/ Data Protection Policies and Procedures • Service User File Audit Schedule

Contract Service Standard

Framework Agreement for The Provision Of Home Support For Children And Young People With Disabilities And Home Support For Adults See 8.1 to 8.15	Schedule 2 Service Specification for Home Support See 4.1.15, 7.1 to 7.3, 19.1	Flexible Contracting Arrangements For the Provision of Care Homes with and Without Nursing and Supported Living See 8.1 to 8.14	Schedule 3　　　　　Service Specification for Care and Support (Supported Living) See 4.1.6, 7.1 to 7.3, 20.1	Schedule 16 Data Sharing Agreement

Domain 5 - Quality of Management

Standard	Criteria	Silver Evidence Examples
15. Records	5. The provider must be aware of their legal obligations to report any data breaches appropriately.	The provider must evidence that they are aware of the appropriate course of action to take when personal data has been compromised. The loss of citizen data must be reported to commissioners. Evidence: • Information Governance/Data management Policy and Procedure • Data breach event evidence such as investigation, letters to affected parties

Contract Service Standard

Framework Agreement for The Provision Of Home Support For Children And Young People With Disabilities And Home Support For Adults See 8.1 to 8.15	Schedule 2 Service Specification for Home Support See 15.1	Flexible Contracting Arrangements For the Provision of Care Homes with and Without Nursing and Supported Living See 8.1 to 8.15	Schedule 3 Service Specification for Care and Support (Supported Living) See 16.1	Schedule 16 Data Sharing Agreement

Domain 5 - Quality of Management

Standard	Criteria	Silver Evidence Examples
15. Records	Service users' money must be handled securely	The provider must evidence that service users' personal monies are securely stored and audited correctly. Evidence: • Money Management Policy and Procedure • Financial Audits x 1 citizen x 1 month

Contract Service Standard

Framework Agreement for The Provision Of Home Support For Children And Young People With Disabilities And Home Support For Adults See 7.1 to 7.3	Schedule 2 Service Specification for Home Support See 4.1.15, 7.3, 11.2, 12.2, 15.1	Flexible Contracting Arrangements For the Provision of Care Homes with and Without Nursing and Supported Living See 7.1 to 7.3	Schedule 3 Service Specification for Care and Support (Supported Living) See 4.1.5, 7.3, 8.1 to 8.6.7, 12.2, 16.1	Core Service Standards See RA 3.01 See CP 4.11

Gold Evidence Examples
Records • The service sustains a high standard of record keeping, with all aspects up-to-date and regularly audited by managers