



Nottingham City Council Service Specification

Accommodation based support – Edge of Support Service

1) Introduction

There is a need within Nottingham City to support its vulnerable service users who are on the edge of services where low level supportive interventions can enable them to manage their lives and prevent the need for health and social care services of a more complex nature.

These vulnerable people tend to live chaotic lifestyles and are at risk of abuse or exploitation. They are prone to crisis and emergency situations, which has a major impact on their health and wellbeing and also has an impact on a range of services including police, ambulance and emergency departments. They can be time consuming to support with a range of engagement issues and without such support they are unable to have meaningful social inclusion and are therefore at risk of isolation and increasing need for support.

The aim of this service is to provide individualised accommodation based support to service users who are eligible for social care support or who are on the edge of social care support and require a preventative service which reduces or eliminates the need for more intensive, complex support (more detailed under Service Specific Requirements pages 2-3).

The key objective is to support, maintain, improve the service user's independence in a way that minimizes impacts on intensive or emergency services. Service users supported by this service will be able to maintain their wellbeing with minimal intervention from statutory services.

This specification is an integral part of the contractual arrangements for the service and provides the criteria by which service quality, efficiency and effectiveness will be monitored and evaluated by the Commissioner and Contracts Team.

2) Strategic Relevance

Key policies and legislation that support the development of this service:

Vulnerable Adults Plan

- Reduce needs and dependency and lowers future costs
- Enables vulnerable service users to remain independent for longer
- Vulnerable adults have support, advice and information to live with choice, control and dignity, in a place of residence which seeks to meet individual needs



- Tackling social exclusion by promoting capable, active service users and more supportive communities

Nottingham Plan (to 2020)

To improve the mental health and wellbeing of the City's population by 2020

Think Local Act Personal - which requires local authorities and health partners to make a strategic shift to prevention and early intervention.

The Care Act 2014

Part 1, Section 2 requires the local authority to prevent needs for care and support.

3) Service Specific Requirements

What is the service?

To help service users to develop existing, or acquire new skills. All tasks are to be undertaken with the individual, not for them, unless otherwise indicated in their support plan (refer to appendix 1 for further details). The focus of the support is about enabling people to maintain or develop their independence skills and while there is an expectation that citizens will eventually move onto their own independent living arrangements this has to be dependent on each individual and their circumstances to ensure that citizens are not placed into the type of situations that led to them coming into the service.

This will be an accommodation based service providing individual support needs for vulnerable adults, (age 40+) that are eligible for adult social care and support. The service will be available to service users that may display one or more of the following characteristics:

- Learning difficulty
- Borderline mental health concerns
- Autism spectrum disorder
- Alcohol recovery
- Korsikoff's syndrome
- Brain injury
- enduring emotional difficulties
- personality disorder
- pathological avoidance syndrome
- attention deficit hyperactive disorder
- post- traumatic stress disorder

The core principle of the service is to provide service users with the tools and resources to live their chosen lifestyles as identified in their support plans. Providers will enable service users to maintain their independence and remain able to live within their communities. The provider will help service users to



develop existing skills and help them to acquire new skills to increase independence. This should enable service users to achieve their outcomes as detailed within their individual Support Plan.

Risk taking should not be discouraged but supported where it is appropriate and safe and follows the positive risk taking policy.

<http://gossweb.nottinghamcity.gov.uk/nccextranet/CHttpHandler.ashx?id=34796&p=0>

The service will not be required to provide direct personal care (this may be provided by registered external agencies if required and any such provider must be granted access to the accommodation). However they will need to prompt (remind) service users to undertake activities that keep them healthy and well.

The service is not required to provide 24 hour on-site support, but service users must have access to on-call out of hours support.

The service will work with Nottingham City Council Adult Social Care staff to ensure that all placements in the service are sensitive to the on-going needs of existing service users.

When is the service required?

Following an assessment that identifies eligible needs under the Care Act 2014.

How will the service be accessed?

The service will have the capacity to provide accommodation based support for a minimum of 17 individuals within the boundary of Nottingham City. Any voids will be managed by the provider and Nottingham City Council will not be responsible for these.

Access to the service will be agreed following discussion with NCC Adult Social Care and the service, and having undertaken suitably robust pre- assessment (including risk assessment) to establish that the placement is appropriate.

Duration:

The service is expected to form part of a pathway to enable service users to progress from supported services back into independent living where appropriate. It is an aspect of this service to effectively manage this process and ensure movement through the service in order to support service users to maximise their independence.

The service will work to enable service users to gain access to more independent living arrangements within settled, sustainable accommodation where appropriate.



There is no maximum duration length of stay instead the service will work on an individual need basis.

4) Outcomes

The overall aim of the service is to allow residents to live as independently as possible with minimal intervention, in line with the Adult Social Care Outcomes Framework Domains 1 to 4

Outcome	Suggested Measure(s)	Suggested Source
Enhancing quality of life for people with care and support	The number/proportion of people who deliver the outcomes outlined in their support and or care plan The number/proportion of people who are engaging /integrating with their local community and or employment	Care and support plans Care/Support plans Reported by service users
Delaying and reducing the need for care and support	The number/proportion of people who have been supported thus reducing the need for more intensive support	Client case notes Care/Support plans Log of people that have been supported Reported by service users
Ensuring that people have a positive experience of care support	The number/proportion of people who say they have been empowered and feel valued as a result of the care they have received.	Care/Support plans Survey Reported by service users
Safeguarding adults whose circumstances make them vulnerable and protecting them from avoidable harm	The number/proportion of people who feel that they are in a safe setting free from harm.	Care/Support Plans Survey Reported by service users

Specifically the service will support its residents to:

- avoid the need for 24-hour care
- avoid homelessness
- maintain their physical and mental health
- access community activities



- avoid social isolation
- maximise income
- access training, education and employment where appropriate

Measuring Outcomes:

Every service user will have a personal support plan that takes account of individual support needs. Each support plan will detail the appropriate outcomes for that service user and the indicators to be measured to evaluate the achievement of those outcomes.

5) Partnership Working

The provider will work in partnership with NCC Adult Social Care teams to ensure appropriateness of placements. The provider will work in partnership with other service providers and public sector agencies engaged with their service users, including allowing access to the service when appropriate. The provider will support the work of such agencies to improve outcomes for their service users.

6) Service User Focus

The Provider shall ensure that service users are regularly consulted about the Service they are receiving. Such arrangements shall provide opportunities for the service user to talk privately about any concerns, dissatisfaction and complaints they might have. At its discretion the Purchaser may use the services of an independent agency to visit the service and conduct surveys of service users, in order to improve all aspects of service delivery. Visits shall be arranged through the Provider, and both the Purchaser and the Provider shall act in a reasonable manner to permit the surveys (which should last no more than 2 hours) to be carried out. When information is shared between services or agencies to facilitate the care of a service user to other providers, agencies and professionals, client confidentiality must be respected as appropriate.

7) Complaints System

The Provider shall have in place a written Complaints Procedure which is reviewed annually. The Procedure shall be available to service users and carers in an accessible format, both as part of the welcome pack and displayed in the home and should outline timescales involved. Care staff shall understand and implement the Complaints Procedure.

The Provider shall record all complaints received from the Purchaser's service users, including the nature of the complaint, the outcome and resolution. The Provider shall notify the Purchaser of all allegations of misconduct which are detrimental to the well being of the service user.



Complaints must be reviewed by the Provider within the context of the local Multi-Agency Safeguarding Vulnerable Adults Procedure for raising a concern and referring. Alerts should be made to the Providers local authority should a complaint meet the criteria for a safeguarding concern. Complaints and safeguarding investigations can run in parallel.

Where the Provider is unable to resolve a complaint by a service user, their family/carer/advocate, the Provider shall enable the service user to pursue the complaint through the Purchaser's own Complaints Procedure.

The Provider shall co-operate with all complaint's investigations undertaken by the Purchaser and shall ensure that all relevant records are available for inspection and all relevant staff available within what is reasonable for interview by the Purchaser.

The Provider shall consider and respond to any recommendations made by the Purchaser arising from its complaints investigations.

8) Whistle Blowing

The Provider must have a whistle blowing procedure in accordance with the Public Interest Disclosure Act 1998.

The following aims should be incorporated:

- To encourage staff to feel confident in raising concerns and to question and act upon concerns about practice.
- To provide avenues for staff to raise concerns in confidence and receive feedback on any action taken.
- To ensure that staff receive a response to their concerns and that they are aware of how to pursue them if they are not satisfied.
- To reassure staff that they will be protected from possible reprisals or victimisation if they have a reasonable belief that they have made any disclosure, which is in the public interest. .
- To ensure that whistle blowing is covered as part of the staff induction process and continued to be discussed as part of Team Meetings and Supervision processes.
- To ensure staff have access to information at all times by displaying information in areas accessed by staff.

9) Safeguarding

Safeguarding service users' safety and well being should be a core element of the services delivered by The Provider.

The Provider will fulfil their responsibility to safeguard the service user from potential neglect and abuse and adhere to the legislative requirements set out in the Health and Social Care Act 2008, Regulation 11.



The Provider should sign up to and be familiar with the Nottingham and Nottinghamshire Multi Agency Safeguarding Vulnerable Adults Procedure for Raising a Concern and Referring and their responsibilities detailed within the policy <http://nottinghamcity.gov.uk/CHttpHandler.ashx?id=8430&p=0>

And where appropriate the Nottingham City Safeguarding Children Board procedures and practice guidance, available on the Nottingham City Council website here: <http://nottinghamcity.gov.uk/index.aspx?articleid=2327>

The Provider should ensure the following:

- People who use the services are protected from abuse, and their human rights are respected and upheld.
- All staff employed (or volunteers) have undertaken an enhanced Disclosure and Barring check.
- If the employee or volunteer has lived outside the United Kingdom of Great Britain and Northern Ireland for more than two years (cumulatively or continually) from the age of 16 years upwards the Provider shall also undertake additional checks equivalent to an enhanced Disclosure and Barring check or obtain a certificate of good conduct from the appropriate embassy and/or police force and/or obtain references and carry out background checks in respect of such person before allowing them to perform the Services under this Agreement .
- The Provider must have a policy and system in place to ensure full compliance with legislative requirement set out in the Health and Social Care Act 2008.

10) **Equality & Diversity**

The service should:

- be delivered in accordance with Nottingham City Council's Equality and Diversity Policy;
- be provided in an anti-discriminatory manner, including (but not limited to) taking into account gender, race, age, culture, religion, belief, language spoken, sexual orientation or disability;
- be delivered in accordance with relevant legislation and best practice applicable to the client group, by suitably qualified and/or experienced staff;
- maintain the service user's right to privacy and confidentiality;
- ensure the health and safety of service users, staff and others, and the protection of vulnerable people from abuse;
- ensure service users have the right to participate in decisions about the service provided to them and be regularly consulted about whether it meets their need;



- be provided reliably and consistently. In the event of a disruptive event affecting the provider's ability to deliver the service, the provider shall take steps to ensure continuity of service delivery is achieved.

11) **Health & Safety**

The service provider shall be responsible for risk assessment, hazard control and other health and safety matters affecting its staff in the delivery of services. The service provider shall do all that is reasonably practicable to prevent personal injury and damage to property and to protect staff, service users and others from hazards.

The service provider will need to demonstrate compliance with all relevant health and safety legislation and guidance relating to the service.

The service provider will use reasonable endeavours to ensure that in its performance of the services it uses working methods, equipment, materials and consumables which minimise environmental damage.

The provider must have appropriate policies in relation to the following:

- Lone working / home visits
- Fire safety
- Food Hygiene (where service is catered)
- COSHH
- Manual Handling
- First Aid / accidents and injuries
- Substance misuse

12) **Workforce**

The Provider has the responsibility to ensure that staffing levels and skill mix are sufficient at all times to deliver the service and meet the needs of the service users (as specified in their support Plan) as well as the size, layout and purpose of the service. The Provider should have in place a planning mechanism to ensure appropriate levels and continuity of support workers where there are absences due to sickness, holiday or any other reason.

The Provider will ensure that the service is headed by a strong, effective leader who provides a role model of best practice to ensure the staff know what is expected of them and motivates them.

In order to ensure a responsive service is provided to service users the Provider must ensure the following in relation to their workforce:

- Robust recruitment processes are in place.



- Meet the standards set out in the Skills for Care Common Induction Standards.
- For all staff an introduction and 'getting to know the service user' is carried out and will familiarise the staff member with the service user's Care Plan.
- All staff are effectively integrated into their organisation. Staff will be made aware of the aims and objectives of the organisation, and of their position within the organisational structure.
- Staffing arrangements will provide sufficient flexibility to enable adjustments to respond to changing need and make best endeavours to enable continuity of staff delivering care and support to service users.
- All staff involved in the provision of the services are fully trained and receive regular ongoing training and development (including refresher training) timetabled in advance to meet the current and future needs of the service users.
- Staff have in place a Continuing Professional Development Plan that is relevant to the role, setting and the needs of the people using the service, and where possible should have the opportunity to access Level 2 and/or 3 Diplomas in Health and Social Care.
- There is an adequate level of senior cover available as well as an appropriate level of staffing to meet the needs of the service user at all times.
- On occasion, should it be necessary for the Provider to use temporary, agency or bank staff, the Provider will ensure that staff have received relevant training and have the relevant knowledge, skills and experience to support the service user. Temporary, agency or bank staff will be subject to the same checks as permanent staff.

13) Health Care Services:

The Provider will need to show that they are effective in supporting service users to access the full range of primary care and where appropriate specialist health care services from GPs, dentists, opticians, physiotherapy, occupational therapy, Dementia Outreach Team, dietician, pharmacy, continence services, falls team, specialist mental health services, end of life team to hospital care etc. The Provider will need to ensure that their staff team are equipped and trained to discuss any health concerns with service users and are able to refer to other agencies where appropriate. Staff will need to ensure that this is recorded in the service user's Care Plans.

14) HIV/AIDS safe practice

The Provider shall ensure the sensitive and safe care of people suffering from HIV or AIDS or other blood borne infectious diseases.



15) Contract Compliance

Quality Expectations and monitoring

The Purchaser is committed to commissioning high quality services which support the delivery of health and social care outcomes.

The Provider shall at all reasonable times during the Contract period allow authorised officers of the Purchaser and the Clinical Commissioning Group or agents acting on their behalf, access to all documents relating to the performance of the service under the Contract.

The Provider, on request, will meet representatives of the Purchaser, the CCG or agents acting on their behalf, to review performance of the Contract including complaints and compliments, service user views and comments and staff expertise.

The Provider will be able to demonstrate to the Purchaser, the CCG or an agent acting on its behalf, that it has a commitment to providing quality services and ensuring customer satisfaction. In order to do this the Provider will have developed a quality assurance system, which continuously reviews and improves the standards of service delivery.

Such a system will include but not be limited to the following:

- Seeking the views of service users, families and advocates.
- Checking that the specified services are consistently being delivered efficiently, effectively and sensitively, taking account of service users' needs and preferences.
- Ensuring that appropriate changes are promptly made where services are not consistently being delivered efficiently, effectively and sensitively, taking account of service users' needs and preferences.
- Checking that all records are properly maintained and updated (see 6.2 for further details).
- Regular monitoring and evaluation of complaints, concerns, safeguarding alerts and investigations in addition to the requirements of the Provider's complaints procedure.
- An annual review of performance and customer satisfaction with the services provided.
- Participating in any independent quality assurance process.
- Equality and Diversity and Health and Safety are imbedded in service delivery and procedures followed as appropriate.

A safeguarding policy needs to be in place that aligns with and makes reference to Nottingham and Nottinghamshire Multi-Agency Safeguarding Vulnerable Adults Procedure for Raising a Concern and Referring.



The Purchaser reserves the right to publish information about the performance of this Contract, such as outcomes following quality monitoring visits and/or any other information as it may deem appropriate

Record keeping

The Provider will ensure appropriate records are maintained and available to the Council, or agents acting on their behalf, including but not limited to:

- Running Records
- Support Plans
- Activity Plans
- Risk Assessments and Management Plan
- Financial transactions undertaken on behalf of service users
- Monitoring and review of Person-Centred support Plans
- Any assistance with medication or other health related tasks where this has been identified in the Support Plan
- Delivery of First Aid
- Preparing reports for and attending service user reviews
- Health and Safety audits
- Staff rosters
- Visitor's Book
- Safeguarding referrals.

In addition, the Provider will keep and make available to the Council or agents acting on their behalf, upon request:

- Details of all staff employed (including volunteers) and staff changes;
- Staff records including training, induction and supervision;
- Records of all financial transactions carried out on behalf of service users;
- Details of all complaints received and actions taken;
- Records of all accidents/incidents involving staff/service users with follow up risk assessments and records of actions taken;
- Health and Safety audits;
- Staff team meetings and resident/relative meetings;
- Information on any past or current criminal convictions of staff identified on the enhanced DBS Check.