

# The Quality Checker Service

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Groups



# History behind Quality Checking



- 2005- Skills for People (Newcastle-Upon-Tyne)



- 2006- The 11 REACH standards (in supported living) were developed (QCs with Paradigm)



- Voiceability were involved in the Pilot projects when extended nationally



- Social Return on Investment audit evaluated the value for money of Quality Checkers 2008-2010

# Winterbourne View



- Abuse at Winterbourne
- Commissioners had poor systems in place to monitor individuals
- The voice of the person with learning disabilities was completely ignored

# Why Quality Checking?



- Experts by Experience
- Checking from a person's perspective
- Provides the person (the carer/circle of support) with an opportunity to engage directly with an expert
- The person's voice will be heard
- Quality Checking is good for providers & commissioners & individuals
- We can all work together

# What we put in- what we get out

## IN

- Health Funding
- County Council Funding
- Time/resource to procure and set up service
- Operational meetings
- Contract meetings

## OUT

- Joint working with the Council
- single audit tools
- Available resource to help with developing with commissioning activity
- Linking with other health funded projects
- Employment, training and skill building for Quality Checkers
- Benchmarking good/poor practice and raising expectations of good care
- Engaging with individuals- commissioners knowing people better

# More In-Outs

## IN

## OUT

- Real time feedback
- Contributing to other things- i.e Driving UP Quality Code- Learning Disability Self-Assessment Framework
- Sharing what's good/not good at provider events
- Highlighting areas of concerns (so appropriate professionals can be engaged)
- Potential savings if recommendations are followed and providers/commissioners are on "board"

# Tools of the Quality Checker Job

- Easy Read Joint Audit Tool developed from:
  - NCC and CCGs Quality and Contract monitoring recording templates, The REACH standards, DH Winterbourne 'Transforming Care' 12 point model of care, the Quality Checkers
- Report focusing on what's working/not working
- Feedback form for providers to complete
- Follow up contact and report of what's changed

# The Quality Checker's Report



- What's Good (so good practice can be shared and celebrated)



- What's not good



- Recommendations for improvements






# Recommendations- what's changed?

They need to sort out the cracks as he didn't like it


The lady spends all the time in bed- can a buddy service go and see her like they do in hospital?

The staff could also help with the dentist and help the resident to have her teeth done

He want's a girlfriend, he might find one at PHAB or staff could help him find a girl on the internet- he could go to a social Group and meet people



Staff need to knock on doors



If he can't have a cat in the home maybe the staff could take him to the RSPCA

# A Real Story

- The Person - “I would like to move somewhere else, like a bungalow....somewhere near my mum. I would like to see her more... yes please”
- The Quality Checker - “he should have an advocate to help him talk about the things he don’t like and get him a move”
- The Provider- “he now has an advocate to support him”

# The Benefits



- Training, skills and employment for people with a learning disability



- The experts helping to inform and define what good quality care looks like for themselves and others



- Individuals having a 'voice'



- Direct link to commissioners for real-time feedback



- Clear pathway for Quality Checkers to alert concerns

# The Benefits Cont/

Providers have a clear idea of their strengths and areas for improvement

Providers can share the finding of the Quality Checks with the Care Quality Commission

Providers can share the findings of the quality checks with people who are thinking about moving in so they can understand more about how the service works

The 'Quality Assurance Team' have a clear understanding of the views of people using services purchased by the NCG / NCC

# Feedback the service has received so far

He was a pleasure to meet- our young people connected with him

It is helpful to get feedback on potential improvements and to get input from someone who can bring ideas and suggestions

Having fresh eyes or different values looking at the approach you have helps the practice and not habitual or out of date

We would like four visits a year!

**“Quality Checkers Change Attitudes”**

*“People who receive support want to be able to live a full life, just like someone who does not require support. They want to have choices, they want to live in a nice place with people they like, and they want to spend time with people they can respect and who respect them. This “user experience” is much more difficult to measure.*

*Hugo Minney 2011*



Over to the Experts