



QUALITY SELF-ASSESSMENT PROGRAMME

3B SUPPORTING PEOPLE - MANAGEMENT OF SERVICES

3B.1 CORE SERVICE OBJECTIVES

SHELTERED HOUSING SCHEMES & SUPPORT SERVICES

Elements addressed:

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- Service User Needs & Risk Assessment
- Support Planning
- Security, Health & Safety
- Protection from Abuse
- Fair Access, Diversity & Inclusion
- Complaints

OUTCOMES TO BE ACHIEVED:

Each service user is involved in, and agrees to, a Support Plan geared to his / her specific needs for an appropriate quality of life.

| # | Performance Indicator / Standard | SCORE | Evidence |
|----|---|-------|----------|
| 1 | There are established procedures for assessing a service user's needs for support. These procedures involve the input of the service user / advocate. | | |
| 2 | These procedures include an assessment of the risks to which the service user may be exposed to in his / her living environment. | | |
| 3 | The service user is provided with a copy of the assessment findings so that an agreed Support Plan can be implemented. | | |
| 4 | Support Plans are geared to specific outcomes which have been agreed with the service user. The service user understands what the Support Plans are intended to achieve. | | |
| 5 | The service user's needs and the risks involved are reviewed on a periodic basis (<i>specify frequency: _____</i>) to ensure that Support Plans remain appropriate and valid. | | |
| 6 | The service user enjoys the protection of an up-to-date <i>Health & Safety Policy</i> made available by the Scheme. | | |
| 7 | There is a documented Risk Assessment applicable to the Scheme's Support Staff who may be helping to deliver the Support Services while working late or alone. | | |
| 8 | These Risk Assessments are carried out at least once per annum, and involve the service user. | | |
| 9 | Service users are aware of the Scheme's procedure for contacting staff out-of-hours, and also the emergency call-out procedures to be used. | | |
| 10 | There are Emergency Support Procedures in place for Support Staff working alone or at night. Awareness of these procedures is included in Staff Induction Training. | | |
| 11 | Support Staff working late / alone at night do not carry drugs or medicines, or large sums of money. | | |
| 12 | Where service user support involves late working, policies ensure ease of communication between Support Staff and the Organisation / Scheme at all times during a shift. | | |
| 13 | Where Support Staff are issued with mobile telephones a master list of contact numbers is kept at the Scheme's premises. This list is easily accessible at all times. | | |
| 14 | There is a policy for handling abuse, aggression and actual violence from service users. | | |
| 15 | Health & Safety Risk Assessments of the Scheme's facilities and services are conducted on a regular basis. | | |
| 16 | The results of these Risk Assessments are reviewed by Scheme management for action. This action is monitored for effectiveness. | | |
| 17 | Systems allow for more frequent Risk Assessments or Health & Safety investigations where these have been triggered through concerns raised by staff or service users. | | |

