



QUALITY SELF-ASSESSMENT PROGRAMME

3B SUPPORTING PEOPLE - MANAGEMENT OF SERVICES

3B.4 SUPPLEMENTARY SERVICE OBJECTIVES Group 3: THE SERVICE

SHELTERED HOUSING SCHEMES & SUPPORT SERVICES

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OUTCOMES TO BE ACHIEVED:

Service users come to live in accommodation of their choice, with positive support and welcome. Their living environment is safe, secure and of a good standard.

Elements addressed:

- Service Description
- Choice, Sensitivity & Responsiveness
- The Living Environment

#	Performance Indicator / Standard	SCORE	Evidence
1	The Scheme has a published information (Brochure etc) that is up-to-date, valid, and correctly describes the facilities and services on offer for the service user.		
2	The Brochure clearly explains the standards of service to be expected, what the service is expected to achieve, and the philosophies and values that underpin the service.		
3	The Brochure clearly explains any limitations that may be placed on service users' choices, and also what the service does NOT provide.		
4	The Brochure clearly confirms for whom the service is intended, and how the service user may access these services, both inside and outside of the "normal" working day .		
5	The Brochure confirms the nature of any accommodation provided, and any opportunities for shared accommodation, as appropriate.		
6	The description of the service is accurate and evidence exists that this has been reviewed within the previous 12 months.		
7	The Brochure confirms how support needs of potential service users are assessed, and how the service is delivered (by whom, where, when and how).		
8	The Brochure clearly confirms how the service is quality assured, and the measures that are in place to ensure consistency of quality of service delivery.		
9	The ethos of the Scheme is such that service users have as much choice over their lifestyle as possible.		
10	The only restrictions that the service user may experience are certain requirements of the Support Plan, or where appropriate Statutory Orders are in force.		
11	Any "house rules" within the Scheme are made in full consultation with all staff and service users. This is confirmed through the minutes of house meetings or similar group activities.		
12	The service is structured to be responsive to a service user's changing needs. Support Plans and case notes confirm that requests for change are given appropriate consideration.		
13	Where a service user has requested a change to his / her Support Plan, and this has not been met, or has been refused, a right of appeal process exists.		
14	Any such appeals are handled and managed in a responsive and transparent manner, and records confirm this to be so.		
15	Staff actively seek service users' recommendations, opinions and views through a Satisfaction Survey system using questionnaires.		
16	The use of questionnaires is documented in a Procedure, and all completed questionnaires are reviewed at Quality Management Review Meetings.		
17	The methods used for collecting recommendations and views from service users take into account cultural and language differences.		

