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Template for completing the quality of care review report

March 2024

Mae’r ddogfen yma hefyd ar gael yn Gymraeg.

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**Template for completing the quality of care review report**

Under the Regulation and Inspection of Social Care (Wales) Act 2016

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| **1) People feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.** |
| **What we do well and the evidence for it.** This section should consider a summary of arrangements in place including the methods used to involve people in their care and support and a summary of the views received from the people who use the service and their relatives or representatives. Use direct quotes as supporting evidence. Summary of how the rights of people who use the service are being met. |
| Examples of what could be considered here, include:   * A summary of governance arrangements in place to support engagement with those involved with the service. * A summary of the views received from people who use the service about how the service listens to them, enables them to make choices and their views on the opportunities available to them. Views of their relatives and/or representatives, carers and advocates where applicable should also be summarised. * Views of other relevant professionals, for example, local authority, local health board, education services, as appropriate. * Performance against quality standards. * Evidence of the extent to which the rights of people who use the service are being met, such as people have a voice, ability to contribute to decisions that affect their lives, etc. and how matters relating to equality, diversity and inclusion are addressed. * Any action taken to improve outcomes for people who use the service. Assessing the quality of plans[[1]](#footnote-1) in comparison with the care and support received by people who use the service; do they reflect choice and opportunities? Effectiveness of staff engagement with those involved with the service. This could also include data in relation to staffing levels, and numbers of staff receiving related training, outcomes arising from evaluating the effectiveness of related training, supervision and/or appraisal outcomes. * Effectiveness of the service to promote an open and transparent culture. |
| **What areas do we need to improve or want to develop further?**  This section should consider areas for improvement identified through analysis of engagement, feedback, monitoring, CIW or other regulator reports. |
| Examples of what could be considered here, include:   * Any areas for service improvement identified through analysis including building on what works well. * Improve engagement and inclusion of people who use the service. * Improve outcomes for people who use the service through greater choice and control over the way care and support is made available to them. * Build on existing staff experience and expertise, improving staffing levels, related training provision or staff supervision. * Improve and develop a positive and compassionate culture to ensure the best possible outcomes are achieved for people who use the service. |
| **What specific action do we need to take to make the improvements / developments successful and how will this be measured?**  This section should include an action plan setting out the specific outcome focussed actions needed to improve, timescales identified, lead officer, and the performance indicators to measure improvement. |
| Examples of what could be considered here, include:   * Change the relevant quality standards to build on existing practice and drive service improvement * Additional innovative ways for people to make their voices heard * Use of strengths based approaches to engaging with and gathering views of people using the service. * More frequent opportunities to have conversations on what matters to people. * Review and update relevant policies, procedures and practices. |
| **Summary** |
| This section is a brief high-level summary of the key points. It should summarise the extent to which people feel their voices are heard, that they have choice about their care and support, and there are opportunities available to them. This should focus on the outcomes not systems and processes. The supporting evidence does not need to be set out here; this should be set out in the relevant sections above. This section should not exceed 500 words. |
| **2) People are happy and supported to maintain their ongoing health, development and overall well-being. For children, this will also include intellectual, social and behavioural development.** |
| **What we do well and what is the evidence for it?**  This section should consider a summary of arrangements in place including the methods used for collecting views and a summary of the views received from the people who use the service and professionals. Use direct quotes as supporting evidence. Summary of how people access health professionals and how the service supports people’s independence. |
| Examples of what could be considered here, include:   * *A summary of governance arrangements in place to support people who use the service to maintain health and well-being.* * *A summary of the views received from people who use the service about how happy and supported they feel in relation to their ongoing health, development and overall well-being. Views of their relatives and/or representatives, carers and advocates where applicable should also be summarised.* * *Effectiveness of the service in supporting people’s independence, enabling them to have control over everyday life and where relevant participation in education / work, how risk is considered.* * *Evidence of the extent to which the rights of people who use the service are being met, such as people are supported to access healthcare and other services, etc.* * *Views of other relevant professionals, on the effectiveness of the service in ensuring people have access to health professionals, for example, dentistry, behaviour therapy, psychology, ophthalmology; and information is shared (where relevant)?* * *Effectiveness of staff to assist people who use the service to maintain health and well-being. This could also include data in relation to staffing levels, and numbers of staff receiving related training, outcomes arising from evaluating the effectiveness of related training, supervision and/or appraisal outcomes.* |
| **What areas do we need to improve or want to develop further?**  This section should consider areas for improvement identified through analysis of feedback, monitoring, CIW or other regulator reports, any identified noncompliance and outstanding actions. |
| Examples of what could be considered here, include:   * Any areas for service improvement identified through analysis Including building on what works well. * Opportunities to improve people’s outcomes through more effective communication and joint working arrangements with other professionals. * Improve outcomes for people who use the service through greater inclusion and support in relation to their ongoing health, development and overall well-being. * Build on existing staff experience and expertise, improving staffing levels, related training provision or staff supervision. |
| **What specific action do we need to take to make the improvements / developments successful and how will this be measured?**  This section should include an action plan setting out the specific outcome focussed actions needed to improve, timescales identified, lead officer, and the performance indicators to measure improvement. |
| Examples of what could be considered here, include:   * Change the relevant quality standards to build on existing practice and drive service improvement. * Use of strengths-based approaches to ensure people’s well-being outcomes are effectively met. * More opportunities for people to become independent. * Review and update relevant policies, procedures and practices. |
| **Summary** |
| This section is a brief high-level summary of the key points. It should summarise the extent to which people are happy and supported to maintain their ongoing health, development and overall well-being. For children this should also summarise the extent to which they are supported to maintain their intellectual, social and behavioural development. This should focus on the outcomes not systems and processes. The supporting evidence does not need to be set out here; this should be set out in the relevant sections above. This section should not exceed 500 words. |
| **3) People feel safe and protected from abuse and neglect** |

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| **What we do well and the evidence for it?**  This section should consider a summary of arrangements in place; a summary of views of the people who use the service; numbers of referrals, etc. Use direct quotes as supporting evidence. |
| Examples of what could be considered here, include:   * A summary of governance arrangements in place to support safeguarding of vulnerable people. * A summary of the views received from people who use the service about whether they feel safe and protected. Views of their relatives and/or representatives, carers and advocates where applicable should also be summarised. * Effectiveness of safeguarding referrals and support provided to the people effected. This could include data in relation to the number of referrals made, outcomes of investigations, number of whistleblowing incidents, referrals for authorisation for deprivation of liberty safeguards; follow up on outcomes and learning demonstrated as a result. * Evidence of the extent to which the rights of people who use the service, including their human rights, are being met and upheld and people are protected from discrimination, etc. * Effectiveness of how the service feeds back in a manner appropriate to the age and level of the person affected. * Effectiveness of staff to support those people affected by safeguarding issues. This could also include data in relation to staffing levels, numbers of staff receiving related training, outcomes arising from evaluating the effectiveness of related training, supervision and/or appraisal outcomes. |
| **What areas do we need to improve or want to develop further?**  This section should consider areas for improvement identified through analysis of feedback, monitoring, CIW or other regulator reports, and any identified non-compliance and outstanding actions. |
| Examples of what could be considered here, include:   * Any areas for service improvement identified through analysis including building on what works well. * Improve outcomes for people who use the service through more effective working arrangements with partner agencies and other professionals. * Improve feedback to people who use the service and who raise a complaint. * Build on existing staff experience and expertise, improving staffing levels, related training provision or staff supervision. * Details of how the service encourages a culture of fairness and inclusion and take a rights-based approach where the individual’s rights, including their human rights, are upheld. |
| **What specific action do we need to take to make the improvements / developments successful and how will this be measured?**  This section should include an action plan setting out the specific outcome focussed actions needed to improve, timescales identified, lead officer, and the performance indicators to measure improvement. |

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| Examples of what could be considered here, include:   * Change the relevant quality standards to build on existing practice and drive service improvement, for example in relation to supporting people’s rights and making a complaint or raising a concern. * More opportunities for training for staff on whistleblowing, safeguarding and child protection. * Review and update relevant policies, procedures and practices, such as safeguarding policies and procedures to ensure the appropriate management of risk. |
| **Summary** |
| This section is a brief high-level summary of the key points. It should summarise the extent to which people feel safe and protected from abuse and neglect. This should focus on the outcomes not systems and processes. The supporting evidence does not need to be set out here; this should be set out in the relevant sections above. This section should not exceed 500 words. |
| **4) People live in accommodation that best supports their well-being and achievement of their personal outcomes (for accommodation-based services only).** |
| **What we do well and the evidence for it?**  This section should consider a summary of arrangements in place including access to the local community; how privacy, dignity and confidentiality is maintained; and a summary of views obtained on any changes to the environment.  Use direct quotes as supporting evidence. |
| Examples of what could be considered here, include:   * A summary of governance arrangements in place to support people who use the service to live in a safe and suitable environment? * Effectiveness of any health and safety related work that has been undertaken/planned? How has this demonstrated improved outcomes for people who use the service? * Views of people who use the service on how well the service maintains their privacy, dignity and confidentiality. * Effectiveness of access to the local community and facilities relating to education, health, employment and leisure for people who use the service. * Evidence of the extent to which the rights of people who use the service are being met, such as people are treated with dignity and respect, etc. * Views of people who use the service on how well they are able to personalise their environment, and how well they are consulted on changes to the environment that impact on them. Provide examples as evidence. * Effectiveness of staff to assist people who use the service to be independent, contribute to society and achieve their personal outcomes. This could also include data in relation to staffing levels, numbers of staff receiving related training; outcomes arising from evaluating the effectiveness of related training; supervision and/or appraisal outcomes. |
| **What areas do we need to improve or want to develop further?**  This section should consider areas for improvement identified through analysis of feedback, monitoring, CIW or other regulator reports, and any identified noncompliance and outstanding actions. |
| Examples of what could be considered here, include:   * Any areas for service improvement identified through analysis including building on what works well. * More frequent access to the local community and its services. * Improve outcomes for people who use the service through greater involvement in the changes to or maintenance/upkeep of the buildings, fixtures and facilities. * Ways of improving staffing levels, related training provision or staff supervision. * Build on existing staff experience and expertise, improving staffing levels, related training provision or staff supervision. |
| **What specific action do we need to take to make the improvements / developments successful and how will this be measured?**  This section should include an action plan setting out the specific outcome focussed actions needed to improve, timescales identified, lead officer, and the performance indicators to measure improvement. |
| Examples of what could be considered here, include:   * Change the relevant quality standards to build on existing practice and drive service improvement, for example in relation to infrastructure and environment. * More opportunities to access the local community. * Use of strength-based approaches to improve communication with people who use the service to ensure outcomes are being met. * Review and update relevant policies, procedures and practices. |
| **Summary** |
| This section is a brief high-level summary of the key points. It should summarise the extent to which people live in accommodation that supports their well-being and achievement of personal outcomes. This should focus on the outcomes not systems and processes. The supporting evidence does not need to be set out here; this should be set out in the relevant sections above. This section should not exceed 500 words. |

1. For example, advocacy plans, adoption support plans, care and support plans, placement plans or personal plans [↑](#footnote-ref-1)