







## **DEFINITIONS**

**Advocate** – An advocate is someone who helps an individual to say what they want, secure their rights, represent their interests and obtain the services they need.





## **INDIVIDUAL OUTCOMES**

The measures identified as part of these Individual Outcomes, which have been adapted from the Think Local Act Personal Making it





**INDIVIDUAL OUTCOME**

**PROCESS FOR PROVIDER**

**SOURCES OF**

INDIVIDUAL OUTCOME	PROCESS FOR PROVIDER	SOURCES OF SUPPORT FOR PROVIDER	SUCCESS CRITERIA
	<p>The Service Provider will make sure that information held will be a5 a5 a5 a5i0482.5 TmA1</p>		

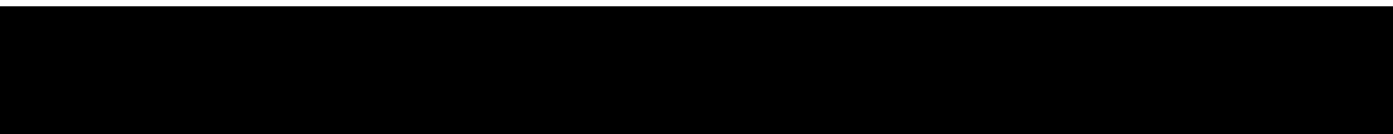


**INDIVIDUAL OUTCOME**

**PROCESS FOR PROVIDER**

**SOURCES OF  
SUPPORT FOR  
PROVIDER**

**SUCCESS CRITERIA**





INDIVIDUAL OUTCOME	PROCESS FOR PROVIDER	SOURCES OF SUPPORT FOR PROVIDER	SUCCESS CRITERIA
<b>3. Flexible integrated care and support: my support, my own way Support Planning, Reviews, Death of Individual</b>			

3.1 "I am in control of planning my care and support."







<b>INDIVIDUAL OUTCOME</b>	<b>PROCESS FOR PROVIDER</b>	<b>SOURCES OF SUPPORT FOR PROVIDER</b>	<b>SUCCESS CRITERIA</b>
<p>4.1 "I have good information and advice on the range of options for choosing my support staff."</p>	<p>The Service Provider will ensure that the Individual leads on all decisions that affect them. The Service Provider will appoint a key worker to each Individual and the Individual will be involved in this process to secure the best possible match.</p> <p>The Service Provider will take steps to minimise the number of staff employed to meet the needs of a single Individual through an effective staffing policy/rota system. The Service Provider will ensure consistency of service to all Individuals.</p> <p>The Service Provider will ensure that all staff employed are recruited in accordance with current employment, equal opportunities and safeguarding legislation.</p>	<p>Surrey Independent Living Council</p>	

## INDIVIDUAL OUTCOME

Service Specification for Residential Services, Residential Services with Nursing, Supported Living and Community Opportunit



<b>INDIVIDUAL OUTCOME</b>	<b>PROCESS FOR PROVIDER</b>	<b>SOURCES OF SUPPORT FOR PROVIDER</b>	<b>SUCCESS CRITERIA</b>
	with the wider community to be part of schemes such as neighbourhood watch, community safety partnerships.		



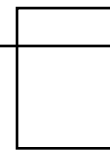
INDIVIDUAL OUTCOME	PROCESS FOR PROVIDER	SOURCES OF SUPPORT FOR PROVIDER	SUCCESS CRITERIA
<p>6.4 "I am able to get skilled advice to plan my care and support, and also be given help to understand costs and make best use of the money involved where I want and need this."</p>	<p>The Service Provider will support Individuals to achieve best value out of their Individual budget by using universal services and community resources, and by encouraging the sharing of support, and therefore costs, with other people where appropriate.</p>	<p>Social Care Practitioners, Support Brokers, Advocate</p>	<p>A flexible, costed Support Plan, including a variety of paid and unpaid support, and individual and shared activities</p>
<p><b>7. Health: Staying healthy and well</b></p>			
<p>7.1 "I have access to a range of support that helps me to remain well and healthy."</p>	<p>The Service Provider will assist the Individual where necessary to remain well and healthy within the community. This may include appropriate referrals made via. their GP.</p> <p>The Service Provider must be able to demonstrate that it has an effective procedure to prevent the spread of infectious diseases and all staff are adequately trained in, and comply with this.</p> <p>The Service Provider will support the Individual's understanding of lifestyle choices including the effects of smoking, alcohol, drugs, leisure, personal care and sexual health, but will not restrict choice.</p>	<p>Public Health, Opticians, Dentists, Specialist Practitioners, Fire Safety Officer (as required, for safe smoking and dementia), Practice Nurse, District Nurse, Health visitors, Occupational Therapists, Speech and Language Therapists</p>	<p>Addressed in Support Plans and records</p> <p>Accessible information</p> <p>Evidence that all Individuals are registered with a GP and are supported to receive an annual health check, as appropriate</p> <p>Evidence that Individuals have a Health Action Plan, as appropriate (<a href="http://www.healthaction.org.uk">www.healthaction.org.uk</a>)</p>

INDIVIDUAL OUTCOME	PROCESS FOR PROVIDER	SOURCES OF SUPPORT FOR PROVIDER	SUCCESS CRITERIA
<p>7.2 “I want to have a healthy and balanced diet that respects my personal, cultural and religious needs.”</p>	<p>The Service Provider will ensure where they provide meals that they are of a good nutritional standard. The Service Provider will ensure that Individuals are involved in their menu planning and are supported to make informed healthy decisions.</p> <p>The Service Provider will ensure that Individuals are supported to eat with whom they choose in a way that they choose. The Service Provider will ensure cultural and religious needs are catered for.</p> <p>The Service Provider will ensure Individuals are supported to maintain hydration and a Hydration Action Plan should be developed if appropriate.</p>	<p>Public Health, District Nurses, Dietician, Advocate</p>	<p>Dietary requirements recorded in Support Plans Appropriate charts in place as required Accessible menus available Evidence of cultural needs being met</p>



INDIVIDUAL OUTCOME	PROCESS FOR PROVIDER	SOURCES OF SUPPORT FOR PROVIDER	SUCCESS CRITERIA
<p>7.4 “I am able to access good and equitable health care and support as required.”</p>	<p>The Service Provider will ensure any treatment, therapeutic programmes or health action plans are implemented as agreed with the health provider, e.g., Community Team for People with Learning Disabilities.</p> <p>The Service Provider will ensure Individuals are supported as required to attend health appointments. The Service Provider will ensure that Individuals have the same access to health services as the rest of the population.</p> <p>The Service Provider will ensure that Individuals are supported to access good healthcare and to participate in appointments and act on advice given/ prescribed. Where required, the Service Provider will support the Individuals within hospital settings.</p> <p>The Service Provider will liaise with the health liaison nurses to aid smooth transitions between health services and community settings. The Service Provider will support access to community teams including mental health and learning disability teams, seek advice and work alongside this.</p> <p>The Service Provider must ensure that whenever an Individual is found by its member of staff to be in need of medical care, this must</p>	<p>Advocate, Primary care professionals, e.g. GPs, Practise Nurses, District Nurses, Health Visitors, Occupational Therapists and Speech and Language Therapists</p>	<p>Evidence of appropriate screening and health plans Medication policy Clear guidance and accessible information Use of hospital transport, where appropriate Evidence that Individuals are encouraged to administer their own medication, as appropriate and as per the Support Plan and risk assessment</p>

**INDIVIDUAL OUTCOME**



<b>INDIVIDUAL OUTCOME</b>	<b>PROCESS FOR PROVIDER</b>	<b>SOURCES OF SUPPORT FOR PROVIDER</b>	<b>SUCCESS CRITERIA</b>
<p>8.1 “I want to be included in the decision as to where I live and make a contribution to my surroundings.”</p>	<p>Individuals will be offered a chance to visit accommodation prior to moving, and an appropriate transition plan will be agreed.</p> <p>Individuals will understand what furniture is provided and what they must obtain themselves. Support providers will be able to offer advice regarding grants and local furniture projects for those individuals who require it.</p>		





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social care needs, personal preferences, medical history, and life history to ensure the provider is able to plan and prepare to support the Individual. The Council will provide any relevant information which will enable the Service Provider to meet the desired outcomes. The Service Provider will work with other Service Providers and Local Authorities to ensure a smooth transition, ensuring continuity for the Individual.

The Service Provider is responsible for ensuring that the service provided to the Individual is of a high quality and meets the Individual's needs.

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	accordance with the agreed terms and conditions: <ul style="list-style-type: none"> <li>- Business continuity planning</li> <li>- Resolving issues</li> <li>- Providing monitoring information</li> </ul> Facilitating announced and unannounced visits to enable quality monitoring and audit		

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INDIVIDUAL OUTCOME	PROCESS FOR PROVIDER	SOURCES OF SUPPORT FOR PROVIDER	SUCCESS CRITERIA
<p>10.2 “I live in an environment where I will be supported to maintain skills and learn new ones where appropriate.”</p>	<p>The Service Provider will support the Individual to maintain skills, for example through the development of a ‘Life History’ to uncover a person’s past routines, which can be used in their day-to-day care, highlighting their strengths and what they are capable of doing for themselves.</p> <p>The Service Provider will also, with the consent of the Individual, develop orientation prompts to support ongoing independence. These prompts might include pictures, signage to aid orientation, calendars and prompts to identify what may be stored in cupboards, etc.</p> <p>To support those with dementia, the Service Provider will offer relevant reminiscence therapy, for example, memory boxes, photographs and music.</p>	<p>With the Individual’s consent, the Social Care Practitioner will share the SSA and Support Plan with the provider, Advocate</p>	<p>Evidenced in Support Plans and records</p>
<p>10.3 “I live in a setting that is part of a community.”</p>	<p>The Service Provider will provide a care home setting, both of itself and within the community in which it is located – Individuals and Care Workers can actively seek out opportunities for engagement with the wider community to personalise the services offered.</p>	<p>Advocate</p>	<p>Evidenced in Support Plans and records Satisfaction surveys Feedback from residents and relatives</p>





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The Service Provider will ensure that appropriate protective clothing is available for all staff and that Individuals, visitors, relatives and Care Workers/ staff are enabled to prevent and minimise spread of infection within the home.

The Service Providers will support Individuals to manage their own health condition(s) through the appropriate provision of telecare and telehealth equipment within the home. Telecare equipment will be provided by the Service Provider. Reviews will be undertaken on a case by case basis to





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<b>11. Supported Living</b>			

11.1 "I want to be included in the decision as to where I live and o.w472.39 523.66 0.48001











INDIVIDUAL OUTCOME	PROCESS FOR PROVIDER	SOURCES OF SUPPORT FOR PROVIDER	SUCCESS CRITERIA
<b>12. Community Opportunities/Day Services</b>			
12.1 "I will be given comprehensive information to enable me to access the full range of available Community Opportunities and will make my own choice about which to use."	The Service Provider will themselves be part of a local information network, using the citizen hubs, SIP and other recognised information sources.	Commissioning service, Broker, contracted information providers, local Borough, Advocate	Evidence that the Individual has been provided with suitable information to access suitable community opportunities
12.2 "I will be able to use any opportunity offered because it will take place in an accessible setting."	The Service Provider must ensure that no one is unable to access an opportunity because of building restrictions.	Advocate	Evidence that no Individual has been refused access to a Community Opportunity due to building limitations
12.3 "Staff providing a service for me must be suitably experienced, trained and where necessary qualified."	<p>The service provider will be registered and compliant with the national minimum data set (social care), and will have a workforce development plan in place.</p> <p>The service provider will contribute to the Council's Adult Social Care workforce development strategy, and preferably will be workforce development fund partners.</p>	Skills for Care, Surrey Academy, Advocate	

