

Open Choice Independence Ltd

QUALITY ASSESSMENT FRAMEWORK CORE SERVICE OBJECTIVES

Open Choice Independence Ltd. Date.12/6/07.
 Contact Name, Dawn Bishop. Manager Tel No 01582 603935
 Fax No 01582 603935 .e-mail Enquiries@openchoiceproject.com
 Head Office Address. 5 Ridgeway Drive Dunstable Bedfordshire LU5 4QT

Core Objective 1.1 – needs and risk assessment		
Assessments of needs and risks are carried out for all service users. Processes place users' views at the centre, are managed by skilled staff and involve carers and/or other professionals.		
Minimum Standards	Evidence from Supplier	Comments
1 The needs of service users and any inherent risks are assessed on a consistent and comprehensive basis prior to a service being offered, or very shortly afterwards as appropriate to the needs of the client group.	Open Choice's referral procedure includes a detailed Risk assessment of the Young Person prior to a the Offer of a placement within our service, along with A detailed referral form and an interview with the Young person after we have received ALL our referral Paper work. Open Choice's Project Manager and Service Manager Will then discuss the possibility of a placement should the risk not be too high for a Young Person to Live Semi Independently within our service. Please see our website for referral procedure and risk assessment.	

Minimum Standards		Evidence	Comments
2	When prospective service users give permission, outcomes of assessments are explained to referral agencies.	Once a placement has been offered by Open Choice our Licence agreement for Accommodation states that the Young person gives their permission for Open Choice to share relevant information between other services in order to benefit the Young person placed within our service.	
3	Outcomes of assessments and reviews are explained to service users.	At interview stage once we have received all our referral paper work, also explained to Social worker who is present.	
4	The service takes a proactive approach to involving other agencies in its work that includes trying to establish stronger links or more regular interaction with key agencies.	Open Choice works alongside many other agencies, please see our website under Who we work with.	
5	Feedback is periodically sought from key agencies as part of service planning and review.	Open Choice holds 3 and 6 month placement reviews for ALL agencies involved with the Young person to attend (subject to Young persons wishes)	
6	Formal mechanisms are in place between the service and external agencies to facilitate and enable joint working.	Weekly progress report summaries are forwarded to the Young person's Social worker or Leaving Care worker every 4 weeks. Copies of our reviews are sent to ALL agencies present at review including the Young person.	
7	Service users are involved in periodic reviews of the needs and risk assessment and review procedures.	Weekly discussions with service users including 3 and 6 month placement reviews. Assessing needs are constantly underway and discussed through our specialized supporting sessions with the Young person.	

Minimum Standards		Evidence	Comments
8	Outcomes of reviews (of individual needs and risk assessments) are used to inform service development and strategic planning.	Discussed throughout team meetings. Open Choice is flexible and adaptable to changing needs.	

1.2 – Support Planning			
Standards		Evidence	Comments
1	Pathway plans are outcome-focused.	Pathway plans are carried out by a Leaving Care worker or Social worker. Open Choice do attend these plans and are instrumental in this work. We work towards their aims.	
2	The service takes a proactive approach to involving other agencies in its work that includes trying to establish stronger links or more regular interaction with key agencies.	Please see our website for Who we work with/alongside . Open Choice is proactive in including as many other relevant agencies in its work/goals which benefit the Young person	
3	Feedback is periodically sought from key agencies as part of service planning and review.	Open Choice is in constant contact with ALL agencies involved with our clients and are often the main consistent service in place for our clients. Open Choice constantly advocates on behalf of ALL our clients.	
4	Individual support plans are revised to reflect outcomes of reviews.	Open Choice's level of support can increase or decrease subject to our clients needs and subject to outcomes of reviews.	
5	The timing of reviews is responsive to service users.	Always. No formal reviews are held without our client's interaction and at a convenient time for them.	

6	Support planning takes account of the wider needs of the service user (beyond those being met directly in the service) which impact upon their need for support, and the extent to which these are currently being met by external agencies.	Open Choice constantly advocates on behalf of ALL its clients. Should there be a need for a particular service/agency outside of Open Choice then we will seek on our client's behalf to have this external service involved to benefit our client as soon as possible. Open Choice will continue this method until the relevant service becomes involved. Open choice have been and continue to be instrumental in involving other services.	
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1.3 – Security, Health and Safety			
The security, health and safety of all individual service users and staff are protected.			
Minimum Standards	Evidence	Comments	
1	There is an up-to-date health and safety policy.	Yes in our office.	
2	Staffs understand and implement the policy.	Yes in our office. Open Choice Management monitor that ALL staff abide by ALL our policies	
3	Special attention is paid to the risks of lone workers.	Yes daily contact with office Management plus lone workers policy.	
4	Health and safety inspections of shared housing and common areas of other services are conducted at appropriate intervals.	No shared housing at Open Choice at present. Individual Flats/Studio apartments from the private sector for one client only. To date Open Choice has never been asked to provide shared housing although this is a service that Open Choice can offer where and when there is a need. Open Choice will regularly monitor if provided. Two Bed fire regulated Hostels will soon be provided by Open Choice.	

6	Action is taken in response to individual concerns raised by staff or service users.	Yes Immediately and recorded in daily record files. Discussed immediately with Management. Open Choice share these concerns with Social Services. Policies in place for staff such as CP issues.	
7	Service users are aware of the health, safety and security policies and understand how to report concerns.	Concerns are reported directly to their worker or directly to our office or our 24/7 advice line. Appropriate steps taken immediately. Clients can also write to the service Manager who will respond in writing. Open Choice is not a registered Children's home and does not necessarily share all its policies and procedures with clients. Clients do have the accessibility to see and read ALL of our policies and procedures at our office at ANY time, clients are made aware of this.	
8	The risks to staff associated with working in other people's homes are assessed periodically, and at least annually.	Yes. Ongoing, Open Choice constantly assesses future possible risks to our staff and clients. Accommodation is officially checked by Open Choice on a monthly basis and recorded and filed. Including monthly supervision with staff recorded and filed.	
9	In services which are not staffed 24 hours a day there are arrangements in place to provide out-of-hours support to service users in crisis or	Open Choice provides an advice line 24 hours per day 7 days per week, 365 days per year. Open Choice will attend Young persons accommodation in crisis i.e. (in the middle of the night if need be)	
10	Service users are involved in risk assessments.	Yes. Ongoing verbal risk assessments. Monthly Accommodation risk assessments. Concerns are recorded and filed and reported to the Project Manager and/or the Service Manager Immediately. Management take immediate appropriate action. Clients are involved in monthly accommodation checks and are encouraged to report concerns of any risks and property repairs.	

1.4 – Protection from Abuse		
The right of service users to be protected from abuse is safeguarded.		
Minimum Standards	Evidence	Comments
1 There are robust up-to-date procedures (including a whistle-blowing policy and recruitment checks) for avoiding and responding to actual or suspected abuse or neglect.	Yes. Open Choice's policies and procedures. Staff's up to date CRB's, References, Driving Licence, Full Business Class Insurance, Full MOT. All filed and accessible at any time.	
2 Prompt action is taken in response to individual complaints or concerns from staff or service users.	Yes. Reported directly to Project Manager or Service Manager. Policies and procedures to be followed, this information is given to ALL clients at placement stage (written) and discussed.	
3 The policies and procedures are fully understood by staff.	Yes. Induction stage and regularly discussed in recorded monthly supervisions.	
4 There are procedures to prevent staff from personal benefit when working with vulnerable people.	Yes. Personal gain policy.	
5 Staff are made aware of and understand their professional boundaries.	Yes. Boundaries are discussed at interview stage and on recorded monthly supervisions and team meetings.	
6 Service users are aware of the procedures for reporting abuse or neglect.	Yes. Reported to Project Manager and Service Manager who will respond within 24 hours and also in writing. Announced and unannounced visits by Project Manager on staff support sessions with clients which are recorded and filed.	

1.5 – Equalities, Diversity and Inclusion

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Minimum Standards	Evidence	Croydon Council Comments
1	There is a documented plan for ensuring equality of opportunity and anti-discriminatory practice.	Yes. Policy in office.
2	The effectiveness of the equal opportunities and anti-discriminatory policies and plans are periodically reviewed. Equality access targets are set and performance monitored against these.	Yes in office by Management. Service Manager to Project Manager. No formal structure in place at present but Management will look towards this.
3	The ADP, EOP and harassment policies are implemented and effective.	Yes. In office and making staff aware that they are responsible to know them and adhere to them. Management responsible for staff knowing all Open Choice's policies and procedures. Relevant copies provided to staff.
5	Service users are provided with information on organisations or services for discriminated-against groups.	All clients are able to access Open Choice's website where there is a wealth of useful websites of such services and more. Also at beginning of placement Open Choice provides a written list of independent services and groups.
6	The communication needs of service users are catered for.	Yes. Clients provided with their own mobile phone from Open Choice. Specific needs are catered for individually i.e. support with reading and writing and a number of specialized supporting programmes (please see website)

7	Staff understands and are sensitive to particular needs of service users from minority groups.	Yes. Open Choice is an anti discriminatory service and policies and procedures are in place and accessible for ALL staff.	
8	Service users are made aware of the above policies.	Yes. Services users are made aware that there are a number of policies and procedures which exist in Open Choice's office and are there for ALL to read at any time.	
9	Service users are able to observe their religious and cultural customs.	Yes. Open Choice promotes this directly to ALL clients and ALL staff.	

1.6 – complaints Users are made aware of complaints procedures and how to use them.			
Minimum Standards		Evidence	Comments
1	The language and presentation of the procedure promotes understanding by the majority of service users.	Yes. At placement stage.	
2	Service users understand the procedure.	Yes. Young Person friendly.	
3	Outcomes of complaints are fed back to complainants	Yes. Service Manager feeds directly back verbally and in writing.	
4	The organisation and its staff see complaints as a positive feedback tool.	Yes. In order to develop and improve the services which Open Choice offer.	

GAH 10/05

