

Introducing...

The National Collaborative Framework for Younger Adults (18 - 64 years) in Mental Health and Learning Disabilities Care Homes & Care Homes with Nursing for NHS and Local Authorities in Wales

A User's Guide



• Who is this Guide for?



The Guide provides basic information on the Framework for:-

- Clients who might become a resident of a Care Home covered by the Framework or who are already a resident
- Their families and carers
- Advocates and other staff supporting clients, families, and carers.



• What is the Framework?

The Framework sets out in a Wales-wide agreement what the Welsh NHS and local authorities (referred to as commissioners below) require from Care Homes when they place adult mental health and learning disabilities clients. The Framework is designed to help achieve **value for money** combined with **quality standards** and ongoing **improvements in quality**.

Launched in October 2016 the Framework is a new initiative which will apply to about 200 Care Homes across Wales.

➔ ***The Framework covers a wide range of matters but this guide draws attention to some key issues of particular interest to clients, families, and carers.***



• Why does the Framework matter?

It is not essential for clients, carers, or families to read and understand the entire Framework document (though you are welcome to look at it in detail and we set out where you can seek help with this overleaf). But it is important that clients, supported by carers, families, and advocates as appropriate, are fully involved in all decisions about their care: and this Guide focuses on some of the key matters set out in the Framework, helping clients to understand how it underpins what the NHS and local authorities are expecting Care Homes to provide.

Although the Framework is important there are other key standards which safeguard Care Home residents and ensure a minimum quality of care. In particular Care Homes are inspected and held to minimum standards by the Care and Social Services Inspectorate Wales: if you want more information on this please use the contacts suggested on the last page of this leaflet.

➔ *It could be useful to refer to the Framework if you have a concern about how a Care Home is being chosen for you or for someone you are supporting, what is being provided in a Care Home, or if you want to put across your views to the NHS and local authorities about what needs to be delivered in Care Homes.*

• How is the Framework used to place clients in Care Homes?

The Framework sets out the criteria which will be used to select a suitable Care Home for each individual client. This system is new and is aimed at achieving consistency and getting the best result in terms of **suitability for the client**, **quality**, and **value for money**.

Six criteria are used in making the selection:-

- **Care Home/Setting** - what type of Care Home is required
- **Availability** - what places are available in the locality where the placement is needed
- **Assurance Rating** - how well the Care Home has scored in terms of quality (see more on this below)
- **Price** - best price available so that the commissioner gets value for money
- **Other costs** - such as additional care required for the specific client
- **Essential requirements** - such as single sex or mixed.

Clients, carers and families should of course always be closely involved with the selection of a suitable Care Home – and this will usually involve discussion with the commissioning team about locality and what different Care Homes have to offer.

➔ *Clients, families and carers may also want to understand the wider criteria being applied, for example concerning price. You could ask for details about the assessment of all the criteria listed above – so that you understand the commissioner's priorities and can negotiate effectively with them when a Care Home is being selected.*



• What Standards does the Framework set out for Care Homes?

At the heart of the new Framework is a set of six quality standards which Care Homes are required to meet, all of them with a focus on the resident's experience. Care Homes are required to support their residents to...

Standard	Measured by
1. Be safe	Incidents, complaints, and the Care Home's responses to these.
2. Feel at home	The cleanliness of the Home and the state of furnishings and décor.
3. Value each other	The mix of social activities - and checking with residents that they are engaging in the activities and making progress.
4. Be healthy	Whether physical health needs are met and recording when they are not.
5. Recover and stay well	The resident's engagement with their own individual care plan and regular review of the plan with the resident.
6. Progress and move on	The right staff being in place supporting the resident to maximise their personal independence.

➔ *These standards will be used by the commissioners to hold Care Homes to account: residents, carers, and families may also want to use the list to check their own experience and take action if you feel the standards are not being met.*



● How does the Framework make sure quality standards are met?

The Framework sets out how Care Homes will be scored on each of the six quality standards, using the measurements set out above.

These scores are then used to hold Care Homes to account – making them sort problems out when standards are not met and ensuring that the commissioners “get what they pay for”. The aim is to help Care Homes achieve the standards but if they continue to fall short then ultimately the commissioner may stop using them. Note that these quality standards *enhance* the minimum standards enforced by the Care and Social Services Inspectorate Wales.

The scores have another important use. Commissioners can use the scores, combined with information on price, to **rank** Care Homes. A ranking of up to three ‘Qs’ will be given to each Care Home and this will be put on display. This ranking enables commissioners to select the best Homes and choose them first wherever possible. Of course it also means that Care Homes will want to improve their scores in order to compete not just on price but on quality. This should mean a better experience for residents, better value for commissioners, and better business prospects for those Care Homes which provide the best services.

➔ ***All residents will be involved in this system because they will be asked about their experience of the quality standards. It is also useful for residents, carers and families to be aware of the standards and why they are being asked about them; it may also be useful to consider the standards if you have a concern about the service provided by your Care Home – it may help you pin down what is concerning you and to raise that concern.***



• Where can I get more information and help?

If you want to look at the Framework document you can ask your commissioning team or the Care Home. The document is quite complex so you might want to look at the “easy read” version also available.

If you need help understanding the Framework or you want to make use of the Framework to address any concerns you could contact your commissioning team (or care coordinator or other professional who organised the placement), Care Home management, or ask for details of **independent advocacy services** or **patient support groups** in your area.

Please note that if you have concerns about any matter concerning a Care Home you can raise this using their complaints procedure (you do not need to make reference to the Framework unless you think it might be relevant) and you can seek help with this from the contacts listed above.



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