




## Pursuing Excellence

GSF in Care Homes Event  
Celebrating Good Practice


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## What I will cover


- About SCIE
- Quality system for adult social care
- SCIE's 'pursuit for excellence' - outcomes people want
- Excellence in practice (Social Care TV extract)
- Link to Gold Standards Framework

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## What is SCIE?




- Independent national charity
- Identify and spread knowledge about good practice in social care – adults, children, families in the UK
- Support delivery of transformed personalised services - practitioners, managers & sector leadership
- Ensure experience and expertise of people using services reflected in our work


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## SCIE – Support for care providers




- Dementia Gateway
- Dignity guide and network
- SCTV & e-learning – various
- Get Connected
- Personalisation, prevention & well-being, Mental Capacity Act – briefings, sector support
- NICE – guidelines & quality standards
- End of Life Care


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## Adult social care quality system


- Care Quality Commission (CQC) making changes to 'star rating' system – assessments of quality
- Health & Social Care Act 2008 – changes to registration and way CQC will monitor compliance with essential standards
- CQC asked SCIE to help build consensus about defining & demonstrating 'excellence' in regulated services
- Definition – outcomes focus drawing upon research & other evidence plus engagement activities

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## CQC's quality system & SCIE input

- Help individuals and commissioners make choices and decisions about services
- Motivate providers to improve quality of care and to give people using services the best possible outcomes and experiences
- Encourage sustainability and improvement across the whole spectrum of quality – from essential standards to excellence

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### Possible CQC model – consulting soon

- Information from registration and monitoring of compliance – 3 categories:
  - Not meeting all essential standards
  - Meeting all essential standards
  - Good registration record
- Assessment of excellence – separate assessment of quality beyond essential standards based on criteria derived from a new definition of excellence and ability to sustain performance

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### What people say they want - social care related quality of life



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### Definition of excellence – key outcome areas

- An excellent adult social care service enables people using its services to have
  - voice, choice & control
  - good relationships – with partners/ family/ friends/ community and staff
  - the chance to spend time purposefully and meaningfully
- Organisational factors that sustain the achievement of the three ‘excellent’ outcomes

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### Voice, choice & control

- Excellent service - choice and control over significant life decisions, day to day choices & say in how things run.
- Where choice constrained
  - listens to people’s concerns
  - explains the reasons
  - explores alternatives
  - maximises areas where control & choice can be exercised

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### Good relationships

- Partners, family friends & others
  - Maintain meaningful relationships
  - Meet family & friends when choose
- Relationships with staff
  - Treat with dignity & respect at all times – warmth, empathy & kindness, needs, wishes & control over own life
  - Staff support them, as they near the end of life, with sensitivity to their wishes & emotions
- Staff treat carers, families, friends with respect

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### Spending time purposefully & meaningfully

- Enables people to engage in activities, pastimes and roles which bring pleasure & meaning and enhance quality of life;
- Includes taking part in activities that promote physical, mental, emotional health & well-being;
- Spending time with family, taking part in community life or practising their faith; may be quiet contemplation alone;
- Communication is key

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### Sustaining 'excellent' outcomes - organisational/ service factors

How well organisation runs and quality of service it delivers:

- Culture – leadership, values, policies, people, systems, quality assurance
- Continuous improvement & uses resources well to sustain

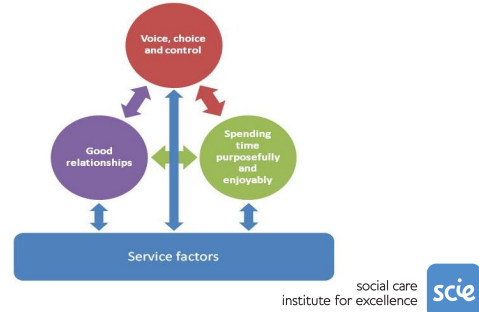
An excellent service is

- Enabling – service users, staff, use of local resources, 'passion'
- Responsive – finding new ways, rigorous, transparent, reassuring
- Developing – skills, knowledge, learning, evidence

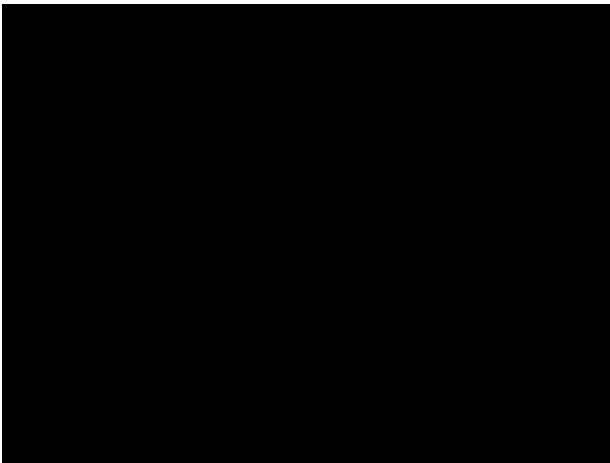


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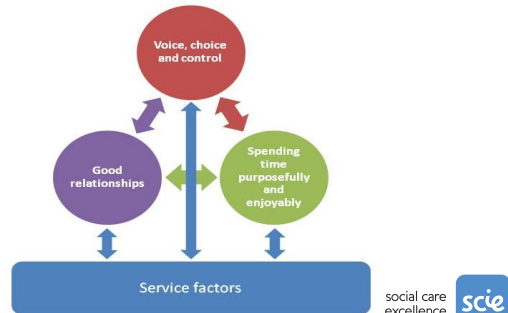
### Achieving excellence – interplay between outcomes and organisational factors



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### Excellence at end of life – regulated adult social care services and GSF



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