

Transparency in outcomes: a framework for adult social care

Your response to the consultation questions

Social Care

Your details (optional)	
Name	Johanne Mears
Organisation	North Tyneside LINK
Organisation type	Public
E-mail	link@voda.org.uk
Telephone	01912001429

Your personal details will not be published

Build the evidence base	
1. <i>How should Quality Standards in social care balance guidance on service practice, cost-effectiveness, what matters to people and outcome expectations?</i>	Quality standards should be informed by guidance on practise, outcomes and what matters to people, so this should not prove a conflict. The real balance is between quality standards and cost effectiveness. The balance here should also be informed by the areas previously mentioned and will need to take account of funds available and local priorities.
2. <i>How can we categorise Quality Standards in adult social care, and what should be the topics for the first Quality Standards?</i>	Quality standards should take account of safety and effectiveness as a priority. Other areas should be flexibility of services to be person centred, service users and carer involvement, promoting wellbeing and recovery and communication and information provision.
3. <i>How can Quality Standards be developed to support service users as commissioners, and local people in their role to hold councils to account?</i>	Quality standards will need to be concise, in plain English and meaningful for service users to find any benefit from them.

Demonstrate progress	
4. <i>Do you agree with proposals for a single data set for adult social care, supported by a single collection and publication portal?</i>	Yes
5. <i>Do you support the case for a set of consistent outcome-focused measures, which combine the best available data on social care outcomes?</i>	Yes
6. <i>Do the four domains and outcome statements proposed adequately capture the breadth of outcomes which are relevant at the highest level to adult social care?</i>	Yes
7. <i>Do you have any further views on how adult social care should align with other sectors to support integrated working? How might this be put into practice?</i>	:

Support transparency	
8. <i>Do you support the proposal to replace annual assessments of councils conducted by the regulator with public-facing local accounts on quality and outcomes in adult social care?</i>	Yes

9. <i>Do you have any local examples and evidence of the benefits of a local account-type approach?</i>	
10. <i>What is your view on the balance between requiring standard elements in reports, and allowing freedom to fit to local circumstances?</i>	A balance must be struck to ensure the reports are comparable from area to area.
11. <i>The proposed accounts would only apply to council commissioners. What further actions, if any, might be considered to promote transparency amongst service providers?</i>	Similar reports from providers should also be available in the form of a quality account as for health service providers.
12. <i>Would you support an assurance role for the local HealthWatch in the production of accounts?</i>	Yes, if this is adequately resourced, real involvement does not happen without resources to invest in this area.
13. <i>We would also be keen to receive views on whether user and carer-led assessments could support transparency and empower local people?</i>	Yes, HealthWatch members will often be made up of service users and carers and the Enter and View function could be used to support this work.

Reward and incentivise	
14. <i>What role is there for financial incentives on providers or commissioners at a national level to support the focus on quality and outcomes?</i>	

Secure the foundations	
15. <i>How should the Care Quality Commission ensure that future service inspections are risk-based and proportionate?</i>	By using intelligence gathering techniques to inform irregular inspection as well as a framework for the regularity of inspections.
16. <i>Does the regulatory model of registration, compliance and inspection provide sufficient safeguards for ensuring minimum quality standards across adult social care?</i>	Mostly
17. <i>How best might independent monitoring of local council arrangements for managing services be secured?</i>	Local contractual agreements will also need to be closely monitored and could involve service users and carers in a number of different ways.

Available outcome-focused measures in 2011/12	
18. <i>Are these the most appropriate criteria for assessing measures? Should other areas be considered?</i>	Yes they are appropriate
19. Please refer to separate table at Annex A for responses to question 19.	
20. <i>What are your views on the proposal to repeat the Carers' Survey every two years to provide a more regular comparable source of data on outcomes for this group?</i>	We think this will be essential to drive up services

<p>21. <i>What are your views on designing common models for capturing outcome information at the local level, which would be adopted on a standard basis?</i></p>	<p>This would be a productive way of comparing information.</p>
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Any other comments	
<p><i>Please use this space to provide any further comments you wish to make on the issues raised in this consultation.</i></p>	

How to respond to this consultation

This consultation closes on **6 February 2011**. You can contribute to the consultation by providing written comments to:

By e-mail: qualityandoutcomes@dh.gsi.gov.uk

By post: Quality and Outcomes Consultation
Department of Health, Room 114, Wellington House
133-155 Waterloo Road, London SE1 8UG

We will also be arranging a number of consultation events around England. Details will be posted on the DH website as well as advertised through stakeholder networks.

Annex A: Comments on individual proposals for outcomes measures (Question 18)

Social care-related quality of life	<i>Please comment on the assessment of the measure against the core criteria.</i>	
	<i>How well does this measure fit within the relevant domain, and support the balance of the set of measures as a whole?</i>	
	<i>How well does this measure support joint working with the NHS and other partners?</i>	
	<i>What interventions contribute towards the achievement of this measure, and what evidence is there locally on their cost-effectiveness?</i>	
	<i>Are there stronger proposals in this area available from 2011/12?</i>	
The proportion of social care users who have control over their daily life	<i>Please comment on the assessment of the measure against the core criteria.</i>	
	<i>How well does this measure fit within the relevant domain, and support the balance of the set of measures as a whole?</i>	
	<i>How well does this measure support joint working with the NHS and other partners?</i>	
	<i>What interventions contribute towards the achievement of this measure, and what evidence is there locally on their cost-effectiveness?</i>	
	<i>Are there stronger proposals in this area available from 2011/12?</i>	

Carer-reported quality of life	<i>Please comment on the assessment of the measure against the core criteria.</i>	
	<i>How well does this measure fit within the relevant domain, and support the balance of the set of measures as a whole?</i>	
	<i>How well does this measure support joint working with the NHS and other partners?</i>	
	<i>What interventions contribute towards the achievement of this measure, and what evidence is there locally on their cost-effectiveness?</i>	
	<i>Are there stronger proposals in this area available from 2011/12?</i>	
People with long-term conditions supported to be independent and in control of their condition	<i>Please comment on the assessment of the measure against the core criteria.</i>	
	<i>How well does this measure fit within the relevant domain, and support the balance of the set of measures as a whole?</i>	
	<i>How well does this measure support joint working with the NHS and other partners?</i>	
	<i>What interventions contribute towards the achievement of this measure, and what evidence is there locally on their cost-effectiveness?</i>	
	<i>Are there stronger proposals in this area available from 2011/12?</i>	

Proportion of adults with learning disabilities in employment	<i>Please comment on the assessment of the measure against the core criteria.</i>	
	<i>How well does this measure fit within the relevant domain, and support the balance of the set of measures as a whole?</i>	
	<i>How well does this measure support joint working with the NHS and other partners?</i>	
	<i>What interventions contribute towards the achievement of this measure, and what evidence is there locally on their cost-effectiveness?</i>	
	<i>Are there stronger proposals in this area available from 2011/12?</i>	
Proportion of adults in contact with secondary mental health services in employment	<i>Please comment on the assessment of the measure against the core criteria.</i>	
	<i>How well does this measure fit within the relevant domain, and support the balance of the set of measures as a whole?</i>	
	<i>How well does this measure support joint working with the NHS and other partners?</i>	
	<i>What interventions contribute towards the achievement of this measure, and what evidence is there locally on their cost-effectiveness?</i>	
	<i>Are there stronger proposals in this area available from 2011/12?</i>	

Proportion of social care clients receiving self-directed support	<i>Please comment on the assessment of the measure against the core criteria.</i>	
	<i>How well does this measure fit within the relevant domain, and support the balance of the set of measures as a whole?</i>	
	<i>How well does this measure support joint working with the NHS and other partners?</i>	
	<i>What interventions contribute towards the achievement of this measure, and what evidence is there locally on their cost-effectiveness?</i>	
	<i>Are there stronger proposals in this area available from 2011/12?</i>	
Percentage of emergency admissions to any hospital in England occurring within 28 days of the last, previous discharge from hospital	<i>Please comment on the assessment of the measure against the core criteria.</i>	
	<i>How well does this measure fit within the relevant domain, and support the balance of the set of measures as a whole?</i>	
	<i>How well does this measure support joint working with the NHS and other partners?</i>	
	<i>What interventions contribute towards the achievement of this measure, and what evidence is there locally on their cost-effectiveness?</i>	
	<i>Are there stronger proposals in this area available from 2011/12?</i>	

Admissions to residential care homes, per 1,000 population	<i>Please comment on the assessment of the measure against the core criteria.</i>	
	<i>How well does this measure fit within the relevant domain, and support the balance of the set of measures as a whole?</i>	
	<i>How well does this measure support joint working with the NHS and other partners?</i>	
	<i>What interventions contribute towards the achievement of this measure, and what evidence is there locally on their cost-effectiveness?</i>	
	<i>Are there stronger proposals in this area available from 2011/12?</i>	
Older people discharged from hospital to rehabilitation or intermediate care, who are living at home 91 days after discharge	<i>Please comment on the assessment of the measure against the core criteria.</i>	
	<i>How well does this measure fit within the relevant domain, and support the balance of the set of measures as a whole?</i>	
	<i>How well does this measure support joint working with the NHS and other partners?</i>	
	<i>What interventions contribute towards the achievement of this measure, and what evidence is there locally on their cost-effectiveness?</i>	
	<i>Are there stronger proposals in this area available from 2011/12?</i>	

Emergency bed days associated with multiple (2+ pa) acute admissions for over 75s	<i>Please comment on the assessment of the measure against the core criteria.</i>	
	<i>How well does this measure fit within the relevant domain, and support the balance of the set of measures as a whole?</i>	
	<i>How well does this measure support joint working with the NHS and other partners?</i>	
	<i>What interventions contribute towards the achievement of this measure, and what evidence is there locally on their cost-effectiveness?</i>	
	<i>Are there stronger proposals in this area available from 2011/12?</i>	
The proportion of people suffering fragility fractures who recover to their previous levels of mobility / walking ability at 120 days	<i>Please comment on the assessment of the measure against the core criteria.</i>	
	<i>How well does this measure fit within the relevant domain, and support the balance of the set of measures as a whole?</i>	
	<i>How well does this measure support joint working with the NHS and other partners?</i>	
	<i>What interventions contribute towards the achievement of this measure, and what evidence is there locally on their cost-effectiveness?</i>	
	<i>Are there stronger proposals in this area available from 2011/12?</i>	

Delayed transfers of care	<i>Please comment on the assessment of the measure against the core criteria.</i>	
	<i>How well does this measure fit within the relevant domain, and support the balance of the set of measures as a whole?</i>	
	<i>How well does this measure support joint working with the NHS and other partners?</i>	
	<i>What interventions contribute towards the achievement of this measure, and what evidence is there locally on their cost-effectiveness?</i>	
	<i>Are there stronger proposals in this area available from 2011/12?</i>	
Proportion of council spend on residential care	<i>Please comment on the assessment of the measure against the core criteria.</i>	
	<i>How well does this measure fit within the relevant domain, and support the balance of the set of measures as a whole?</i>	
	<i>How well does this measure support joint working with the NHS and other partners?</i>	
	<i>What interventions contribute towards the achievement of this measure, and what evidence is there locally on their cost-effectiveness?</i>	
	<i>Are there stronger proposals in this area available from 2011/12?</i>	

Percentage of adult social care users who feel safe and secure	<i>Please comment on the assessment of the measure against the core criteria.</i>	
	<i>How well does this measure fit within the relevant domain, and support the balance of the set of measures as a whole?</i>	
	<i>How well does this measure support joint working with the NHS and other partners?</i>	
	<i>What interventions contribute towards the achievement of this measure, and what evidence is there locally on their cost-effectiveness?</i>	
	<i>Are there stronger proposals in this area available from 2011/12?</i>	
Acute admissions as a result of falls	<i>Please comment on the assessment of the measure against the core criteria.</i>	
	<i>How well does this measure fit within the relevant domain, and support the balance of the set of measures as a whole?</i>	
	<i>How well does this measure support joint working with the NHS and other partners?</i>	
	<i>What interventions contribute towards the achievement of this measure, and what evidence is there locally on their cost-effectiveness?</i>	
	<i>Are there stronger proposals in this area available from 2011/12?</i>	

Proportion of adults with learning disabilities in settled accommodation	<i>Please comment on the assessment of the measure against the core criteria.</i>	
	<i>How well does this measure fit within the relevant domain, and support the balance of the set of measures as a whole?</i>	
	<i>How well does this measure support joint working with the NHS and other partners?</i>	
	<i>What interventions contribute towards the achievement of this measure, and what evidence is there locally on their cost-effectiveness?</i>	
	<i>Are there stronger proposals in this area available from 2011/12?</i>	
Proportion of adults in contact with secondary mental health services in settled accommodation	<i>Please comment on the assessment of the measure against the core criteria.</i>	
	<i>How well does this measure fit within the relevant domain, and support the balance of the set of measures as a whole?</i>	
	<i>How well does this measure support joint working with the NHS and other partners?</i>	
	<i>What interventions contribute towards the achievement of this measure, and what evidence is there locally on their cost-effectiveness?</i>	
	<i>Are there stronger proposals in this area available from 2011/12?</i>	

Percentage of all referrals to adult safeguarding services which are repeat referrals	<i>Please comment on the assessment of the measure against the core criteria.</i>	
	<i>How well does this measure fit within the relevant domain, and support the balance of the set of measures as a whole?</i>	
	<i>How well does this measure support joint working with the NHS and other partners?</i>	
	<i>What interventions contribute towards the achievement of this measure, and what evidence is there locally on their cost-effectiveness?</i>	
	<i>Are there stronger proposals in this area available from 2011/12?</i>	
Overall social care user satisfaction	<i>Please comment on the assessment of the measure against the core criteria.</i>	
	<i>How well does this measure fit within the relevant domain, and support the balance of the set of measures as a whole?</i>	
	<i>How well does this measure support joint working with the NHS and other partners?</i>	
	<i>What interventions contribute towards the achievement of this measure, and what evidence is there locally on their cost-effectiveness?</i>	
	<i>Are there stronger proposals in this area available from 2011/12?</i>	

The proportion of carers who report that they have been included or consulted in discussions about the person they care for	<i>Please comment on the assessment of the measure against the core criteria.</i>	
	<i>How well does this measure fit within the relevant domain, and support the balance of the set of measures as a whole?</i>	
	<i>How well does this measure support joint working with the NHS and other partners?</i>	
	<i>What interventions contribute towards the achievement of this measure, and what evidence is there locally on their cost-effectiveness?</i>	
	<i>Are there stronger proposals in this area available from 2011/12?</i>	
The proportion of social care users and carers who express difficulty in finding information and advice about services	<i>Please comment on the assessment of the measure against the core criteria.</i>	
	<i>How well does this measure fit within the relevant domain, and support the balance of the set of measures as a whole?</i>	
	<i>How well does this measure support joint working with the NHS and other partners?</i>	
	<i>What interventions contribute towards the achievement of this measure, and what evidence is there locally on their cost-effectiveness?</i>	
	<i>Are there stronger proposals in this area available from 2011/12?</i>	