The Quality Team
Here to Help
ASC Quality Team   0161 474 4600
asc.qualityteam@stockport.gov.uk

What we can do for you
You will get to know your designated Quality Assurance Officer (QAO), but a duty system is also in operation so you can always contact us Mon-Fri 9-5 by phone or email. We are there to offer advice & support for providers to help raise and maintain standards through regular contact. In addition, intervention can be provided if more intense support is needed via EQUIP. We monitor contract compliance and quality through a schedule of shorter ‘keeping in touch’ visits as well as more in depth annual monitoring.

Quality Team Newsletter
Let us know if you are not receiving this monthly. Use this link to find past newsletters: https://www.mycaremychoice.org.uk/stockport-homepage/document-library/newsletters-and-documents/quality-and-commissioning-team-news/

Care Plan Guidance Document
This reference document has been developed to support providers with person-centred care planning. It provides suggested format/headings and example questions/areas to consider. It also shows an example care plan to illustrate how this can be put into practice. Email the Quality Team if you would like a copy.

What we need from you

Bring & Share
• Success stories & good practice to share with others
• Agenda items for forums – what issues are you facing / what can be discussed as a group

Tell us of significant events
• Regulation 28s (Coroners)
• Manager resigns
• Environmental issues affecting residents
• CQC inspections & outcomes

The Equip Team:
EQuIP is our newest team who work in partnership with the Quality Team. EQuIP are jointly funded by Stockport MBC and NHS Stockport CCG. EQuIP provide support to providers who are committed to improving quality in their organisation.

Monitoring quality and working to improve care services in Stockport

The latest version of this document can be downloaded from the website www.mycaremychoice.org.uk
The Quality Team

Monitoring quality and working to improve care services in Stockport

Working with professionals

All professionals who work in health and social care (this can be providers as well as H&SC staff etc.) can get in touch for advice, guidance and support when there is a concern about the quality of care.

Each of our Quality Assurance Officers works with a number of care providers and will:

- Proactively monitor the quality of care services
- Collect feedback about care services from professionals
- Respond to concerns about contracts with organisations that provide care services
- Work with people who act as Peer Assessors to help services improve
- Support staff who are dealing with complaints about quality issues
- Help with complaints that are referred to the Local Government & Social Care Ombudsman

The Quality Team also encompasses the Equip team who can work with you providing interventions and specialised support to improve your services.

Working with customers

We are always happy to receive feedback from people who use services, their families or their representatives and also from staff who work in health and social care. We will use what they tell us to build up a detailed picture of the quality of care in Stockport.

We welcome comments and compliments and where we find that something is working really well, we will tell other care providers about it. We also tell local providers about national best practice, and new standards and guidelines for improving the quality of care.

We hope that clients and relatives are happy with your services, but should they have concerns or complaints we would always encourage them to approach you first. Should you find the matter isn’t resolved or they are unhappy with your response, you can direct them to the QT for further advice on the statutory complaints process. Should the service in question be paid for by the council, the QT can review the complaint and reinvestigate where necessary. If the client or relative remains dissatisfied, or if they pay for their own care, they can contact the LGO to review their complaint. For more information about the complaints process see our website: www.mycaremychoice.org.uk (LGO contact details on p3)

Keeping people safe

The Quality Team works closely with the Safeguarding Adults and Mental Capacity Act Service (SAMCAS) to ensure that we help keep vulnerable adults safe by following Stockport’s All Agency Safeguarding Adult Policy at all times. If you are worried about your own safety, or the safety of someone you know then please contact us for information and advice about what to do. (See p3 for where to find a copy of Stockport Safeguarding Adults at Risk policy and procedures).

Training

Stockport Council (SMBC)

Training offered by SMBC (via Learning Pool)

To access the Learning Pool (for e-learning and classroom courses):

1. Go to http://stockport.learningpool.com/
2. Click the link for Support & Login Options
3. Click the link for New Account to get a form
4. On the form…
   a. choose your own username and password. Eg first name.surname
   b. use your work email address if you have one. If not, you need to use one that you can use to receive an email. Eg personal email
   c. give your name where prompted
   d. for payroll number, non-council staff can use anything unique such as your initials and sign up date eg JJ050519
   e. Where prompted for ‘Reason for accessing learning pool’ select from the drop down list eg ‘I work for a provider commissioned by Stockport Council’…….
5. Click the ‘Request Account’ button.
6. Check your email, you should receive one containing a link that you should click to confirm you are who you claim to be. If you don’t get one, please email workforce.development@stockport.gov.uk

Note: Once you have logged into the learning pool, if you click on ‘find learning’ at the top of the page, then select courses, and in the search box below you can type in things such as ‘Safeguarding’ and this will bring up e-learning courses as well as classroom-based learning. E-learning courses include: Safeguarding Awareness, Dignity in Care and Mental Capacity Act. There is a list of just the classroom-based courses that are available here: https://www.stockport.gov.uk/workforce-development/adult-social-care-training but booking is still via learning pool.

Bespoke training may be able to be provided—contact Workforce Development to discuss your requirements.

Dementia Training

Training offered by Mark Perry (The Meadows). Please email stockportdementiacaretraining@nhs.net to request that they send you a copy of the training agenda for the current year. You can also call them on 0161 716 4531.

Skills for Care

Skills for Care develops skills and qualifications and employers of adult social care workers to improve the quality of service delivery across England. Our local contact is: Carol Mitchell Locality Manager (North West) 07779351734
For dates and venues see the Quality Team newsletter. (see p8)

Dignity In Care Forum

Stockport Quality Team have introduced a Dignity Forum for all providers and colleagues in health and social care to attend. We recognise that person centred care is underpinned by the principles of treating all people with dignity and respect. The forum is designed for Dignity Champions based within your organisation, we offer a space where we focus on dignity, sharing good practice, through group discussion. We have different speakers who all offer advice and support re-validation. Held at Learning Disability Resource Centre (LDRC). Dates on the Quality Team newsletter. (see p8)

Care Home Nurse Collaborative

Open to all Care Home qualified nurses. Opportunity to learn with colleagues across the sector and support re-validation. Guest speakers on a range of relevant & current topics. Held at Stopford House. Dates on the Quality Team newsletter. (see p8)

Skills for Care Registered Managers Forum

Run by Skills for Care. Open to all Registered Managers from care homes, care at home, or supported living. Ideal for networking. Meet quarterly to discuss the challenges of the sector, share good practice & learn together. For information contact the chair: Carol Mitchell carol.mitchell@skillsforcare.org.uk Telephone: 07779351734

Useful Contacts

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Details</th>
<th>Telephone</th>
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<tbody>
<tr>
<td>Contract Enquiries</td>
<td><a href="mailto:jon.wilkie@stockport.gov.uk">jon.wilkie@stockport.gov.uk</a> Contract &amp; Commissioning Manager <a href="mailto:marcia.burkett@stockport.gov.uk">marcia.burkett@stockport.gov.uk</a> Contracts Officer</td>
<td>0161 474 4357</td>
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<tr>
<td></td>
<td></td>
<td>0161 474 3584</td>
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<tr>
<td>Payments Team</td>
<td>For any payment queries. They can provide you with details of the payments calendar &amp; when/where you need to send invoices.</td>
<td>0161 474 4617</td>
</tr>
<tr>
<td>Client Finance</td>
<td>For any client contribution queries, please contact Social Care Charging helpline or email <a href="mailto:socialcare.charging@stockport.gov.uk">socialcare.charging@stockport.gov.uk</a></td>
<td>0161 474 4781</td>
</tr>
<tr>
<td>Choosing &amp; Purchasing Team</td>
<td>Home Care Commissioning regularly send out a waiting list to Home Care Providers with details of clients which require home care packages. If you are not receiving the waiting list, please contact the team. Care Home Contracts process individual placement contracts &amp; they will also be able to provide you with the current Stockport Ceiling Rates. If you have a client receiving Direct Payments &amp; you require further information, please contact the team. choosing&amp;<a href="mailto:purchasing@stockport.gov.uk">purchasing@stockport.gov.uk</a></td>
<td>0161 218 1953</td>
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<td>(Home Care Commissioning,</td>
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<td>Care Home Contracts &amp; Direct</td>
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<td>Payments)</td>
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<td>Contact Centre</td>
<td>Initial point of contact for providers to Adult Social Care. Use for general enquiries &amp; concerns, to raise a safeguarding alert, to request social worker allocation etc. <a href="mailto:adultsocialcare@stockport.gov.uk">adultsocialcare@stockport.gov.uk</a></td>
<td>0161 217 6029</td>
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<tr>
<td>Out Of Hours Contact Centre</td>
<td>As above, but out of hours—evenings &amp; weekends</td>
<td>0161 718 2118</td>
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<tr>
<td>Safeguarding Duty</td>
<td>To discuss an existing or possible Safeguarding Adults concern. They can guide you on harm levels if necessary in order to raise an alert with the Contact Centre (see above): <a href="mailto:ASQSDuty@stockport.gov.uk">ASQSDuty@stockport.gov.uk</a></td>
<td>0161 474 3696</td>
</tr>
<tr>
<td>DoLS Team</td>
<td>For guidance through the process and updates on where an application is up to, or to amend existing applications. <a href="mailto:DoLSferrals@stockport.gov.uk">DoLSferrals@stockport.gov.uk</a></td>
<td>0161 474 3696</td>
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<tr>
<td>ITT Integrated Transfer Team /</td>
<td>ITT is based at Stepping Hill Hospital. Contact ITT to see where a discharge is up to or to be passed to CRT (Crisis Response Team)</td>
<td>0161 419 5880</td>
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<td>CRT Crisis Response Team</td>
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<tr>
<td>Continuing Healthcare / Funded</td>
<td>Contact to request an assessment or an update on support for residents who are fully or part-funded by CCG. Email: <a href="mailto:Stockp.fnc@nhs.net">Stockp.fnc@nhs.net</a></td>
<td>0161 426 9906</td>
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<tr>
<td>Nursing Care (CHC / FNC)</td>
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<td>Local Government &amp; Social Care</td>
<td>Provide the free final stage for complaints about organisations providing local public services eg. councils, all adult social care providers (including care homes and home care agencies). They investigate complaints in a fair and independent way. <a href="http://www.lgo.org.uk/adult-social-care/">http://www.lgo.org.uk/adult-social-care/</a></td>
<td>0300 061 0614</td>
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<tr>
<td>Ombudsman</td>
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<td>CARE HOMES ONLY</td>
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<td>Red Bag Team</td>
<td>Contact the team if you have any queries regarding the Red Bag scheme, your Red Bags or wish to request training <a href="mailto:red.bag@stockport.gov.uk">red.bag@stockport.gov.uk</a></td>
<td>0161 218 1202</td>
</tr>
<tr>
<td>Trusted Assessor in Care Home</td>
<td>Support people to successfully move from hospital into a care home setting. Use this team to complete the assessments you require <a href="mailto:trusted.assessorteam@stockport.gov.uk">trusted.assessorteam@stockport.gov.uk</a></td>
<td>0161 474 2440</td>
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<tr>
<td>Team (TACHT)</td>
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<tr>
<td>Health Protection Team</td>
<td>Provision of advice on outbreaks of infection (eg influenza like illness or diarrhoea and/or vomiting as well as onsite infection prevention and control education for staff and in depth training for managers. <a href="mailto:sarah.l.turner@stockport.gov.uk">sarah.l.turner@stockport.gov.uk</a></td>
<td>0161 474 2440</td>
</tr>
<tr>
<td>Medication CCG</td>
<td>For medication audits, queries &amp; support Wendy Morrell CCG Care Home Officer <a href="mailto:wendy.morrell@nhs.net">wendy.morrell@nhs.net</a></td>
<td>0161 218 1202</td>
</tr>
<tr>
<td>SMBC Equipment Team &amp; Ross Care</td>
<td>Provision of Complex Equipment queries: <a href="mailto:cadeis@stockport.gov.uk">cadeis@stockport.gov.uk</a> or phone Jennifer Little or Aundra Golden via Adult Social Care 0161 217 6029 Collections / repairs / liaison regarding arranging deliveries : Ross Care</td>
<td>0161 344 0482</td>
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If you are a local social enterprise, business or individual that provides support and services, the My Care My Choice Marketplace can be an effective way to advertise what you offer. It is designed for providers of services to promote themselves to people who either have a personal budget from the Council to meet their support needs, or self-funders who want to arrange support and pay for it themselves.

You can put an advert on the marketplace for free.

If you wish to promote your organisation’s services on the website, the process for registering is different depending on whether you offer services requiring CQC registration or not. Please see My Care My Choice website for more information.

**To access the Procurement Portal** - Please see the Chest website for further information: [https://www.the-chest.org.uk](https://www.the-chest.org.uk)

**Ethical Framework**

We ask our Home Care providers to sign up to the Ethical framework which summarises the values, benefits and ethos that working together encompasses.

**CQC (Care Quality Commission)**

CQC 5 Key Questions:
[https://www.cqc.org.uk/what-we-do/how-we-do-our-job/five-key-questions-we-ask](https://www.cqc.org.uk/what-we-do/how-we-do-our-job/five-key-questions-we-ask)


Key Lines of Enquiry (KLOE’s):

For CQC notifications
[https://www.cqc.org.uk/guidance-providers/notifications/notification-finder](https://www.cqc.org.uk/guidance-providers/notifications/notification-finder)

**NICE (National Institute for Health and Care Excellence)**

NICE develop evidence based recommendations on a wide range of topics including the provision of ASC services. See here:
[https://www.nice.org.uk/guidance/published?type=sc](https://www.nice.org.uk/guidance/published?type=sc)

NICE quick guides to improvements:
[https://www.nice.org.uk/about/nice-communities/social-care/quick-guides](https://www.nice.org.uk/about/nice-communities/social-care/quick-guides)

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**Useful Information**

**My Care My Choice Website** - the website for Stockport Adult Social Care.

[www.mycaremychoice.org.uk](http://www.mycaremychoice.org.uk)

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NICE quick guides to improvements:
[https://www.nice.org.uk/about/nice-communities/social-care/quick-guides](https://www.nice.org.uk/about/nice-communities/social-care/quick-guides)

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**Useful Information**

**Stockport Council Webpages**

Visit [https://www.stockport.gov.uk/](https://www.stockport.gov.uk/)
Then select the blue/green box ‘view more services’
Now select the ‘Health and Social Care’ section. In this section you can find a link to Adult Social Care . In this section you find information on:

**My Care My Choice** (also see p4)

Our dedicated website provides information about the social care services available to adults.

**Health & Social Care in Stockport**

GPs, health workers and social care staff are working together to care for people living in the local community.

**Safeguarding Adults**

Information for the public and professionals about how we protect vulnerable adults from abuse.

This includes:

- **Policy and Procedures: Stockport Safeguarding Adults at Risk policy**
- **Information for Providers** which includes:
  - Referrals to the Disclosure & Barring Service (DBS)
  - Deprivation of Liberty Safeguards (information on DoLs and forms for applications)
  - Harm Levels Guidance (information for completing logs and internal investigations)

**Adult Social Care policies and guidance**

Find policies and guidance on the Care Act, charging and safeguarding adults .

**Dementia care**

Find information about dementia care in Stockport and view the dementia strategy

**Mental Capacity Act**

The Act protects and empowers individuals who may lack the mental capacity to make their own decisions.


**Moving & Handling Policy**


**Community Activities**

Help people find a supportive community group using the Stockport Local website:
[https://www.stockport.gov.uk/groups](https://www.stockport.gov.uk/groups)