

Sandbrook Short Term Assessment Unit.

Coproduction meeting – 2nd August 2023.

Feedback from participants at the meeting.

The purpose of the meeting was to look at:

- Contract monitoring – what it is, how it happens and what we need in the future.
- Quality Assurance framework – standards and how we monitor the quality of provision and care, the partners involved.

There will be one more meeting - Will then bring everything together into a draft specification to review. – January 2024.

Update – A report went to Sefton's Cabinet for approval. Agreed - includes:

- Disposal of the site and formally sold to Riverside Housing and the development agreement that Riverside can build.
- Confirmation of additional funding needed to build facility.
- Authorisation so that Cabinet Member can make decisions on any proposed changes.
- The build can start immediately.

[The report to Cabinet can be found here.](#)

The build will take over two years but there will also be work around the Sensory project with Hope University and market engagement with potential care and support providers. This could take place as part of developing the draft specification (perhaps November/December 2023).

Steve linked up with Mal Williams (Social Worker) to see what other Local Authorities are doing.

Health colleagues have had all the information shared with them. Steve will do an update to the Cheshire and Merseyside Sefton Partnership and seek their further involvement and input.

Jan Campbell asked if there could be a presentation to the Health and Social Care Forum to provide an update.

Q – Has anyone from the Autism/Asperger Team been invited to be involved in the project?

A – Will add representative to the invite list for future meetings.

Contract Monitoring can be:

- The monitoring of the contract and doing what is in the contract and what we said.
- It can also help to monitor about the environment – repairs are reported.
- Medications.
- Outcomes we want to achieve and whether these are being achieved.
- Turnover of staff and training and qualifications and supervision of staff.
- Ratios of staff.
- Policies, including Equality & Diversity and Whistleblowing)
- Safeguarding and quality concerns (and learning from these).
- Deprivation of Liberties (DOL's) (following procedures for individuals).
- Security of information and security of the building (include key fobs).
- Support and links to partner organisations.
- Business continuity plans (including pandemic) – updated once a year.
- Training – including the Oliver McGowan training on Autism (tier 2), which will be mandatory for all staff.

Some people may be able to get access to the key fobs to get access out of the building.

Need to consider care and wellbeing for staff and that this is monitored which can prevent staff leaving and support staff retention.

Social worker does a risk assessment of the individual and care and support provider will manage the risk daily.

Social worker will monitor whether an individual is linking up with partners (if applicable).

Mersey Care use a complexity tool for staff ratios.

The provider needs to be able to provide care and support to people with complex needs.

Market Engagement – how will you stop the burnout of staff?

Q - Does the contract monitoring include the job role for staff – for example supporting the care of residents?

A – will form part of the individual social worker assessment. There will be core hours, but some will be specific to support the needs of the individual and their individual living skills. This will include conversations with families and health professionals etc.

The support needs to be person centred and their needs may change.

The monitoring from social workers needs to be robust and frequent.

The job role of the care and support worker needs to be clear.

Market Engagement - Explore with the providers during the market engagement about their flexibility and creativity to be able to adapt to people's needs.

The aim is to prevent safeguarding issues.

Would like to be able to gather compliments too.

Providers will do a self-assessment and there will be an opportunity for the Sandbrook Co-production Group to meet with the provider.

Provider will carry out service user feedback (2 times a year).

How to link with the Care Quality Commission inspections.

Quality Assurance Framework.

Quality assurance is making sure the quality of delivery is up to standard. Starts at the top of the organisation. Includes the back-office support – for example, IT support, admin etc.

Members of the group will be asked to be involved in quality assurance/control and speak with individuals and families. Can use the service user feedback to inform and service user evaluation. The evaluation can be independent – for example Sefton Healthwatch or an Advocacy organisation.

Could possibly have a 'Move-on' feedback sheet and exit interviews to help with continuous improvement.

Questionnaire for staff to find out how things can be improved, which can be anonymised.

Can link up with Healthwatch. They also do unannounced visits.

The wider organisation. For example, financially stable and governance and linking with partners.

Adoption and implementation of policies, including personal belongings.

Date of next meeting. 11th September 2023.