

Workshop: Sustaining Quality



Simon Fenton
Simon Talbot
Strategic Commissioning, Adults & Communities
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Purpose of Workshop:

To address the following questions....

- 1) What is quality and why is it important?
- 2) How we will assure quality for those who require services locally?

A quick question.....

Think of a service or product you are really pleased with?

Why are you pleased with this product or service?

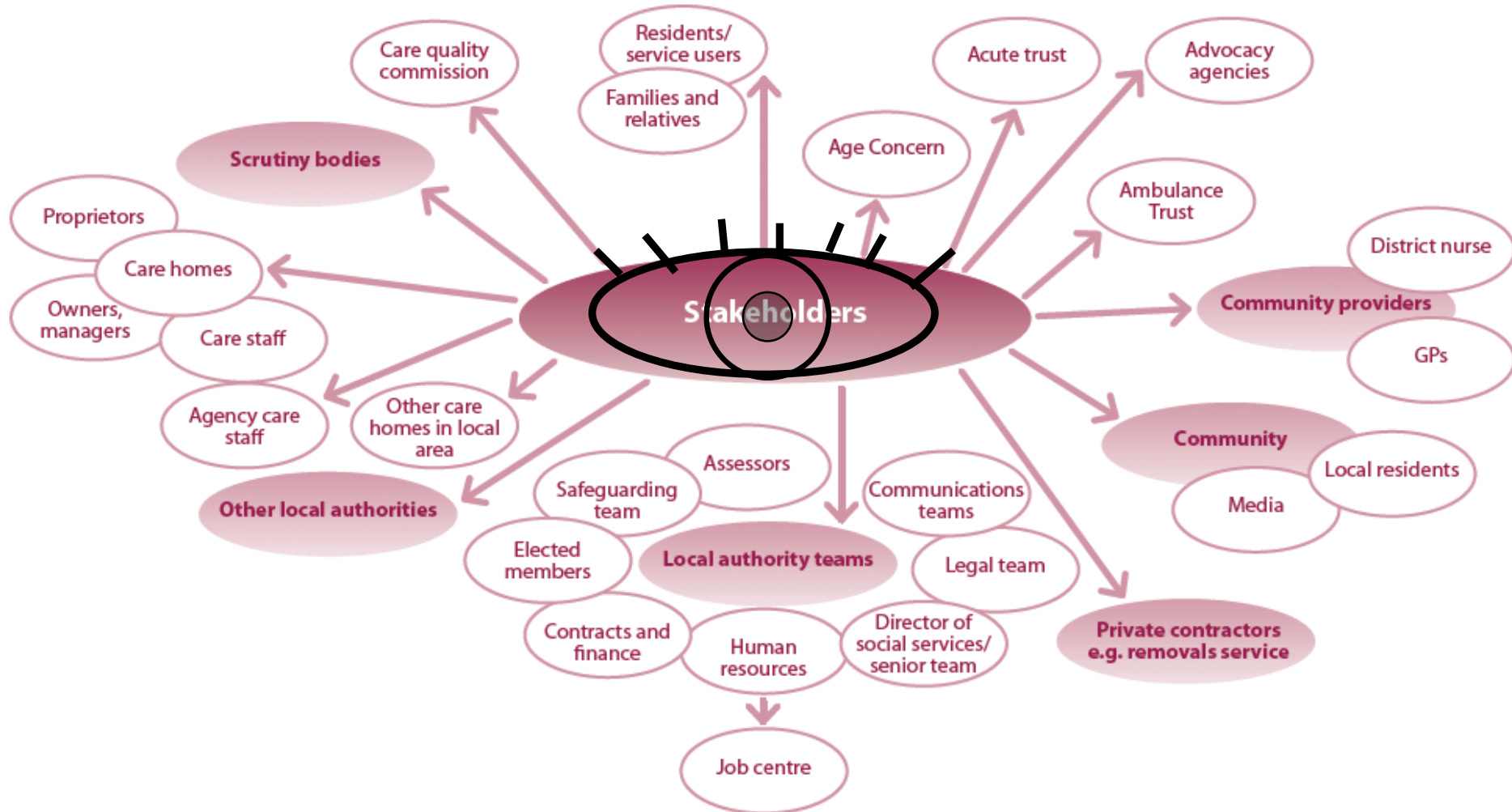


Some Definitions of Quality...

- 1. Customer:** *"Quality is fitness for use."* (J.M. Juran, 1988)
- 2. Manufacturing:** *"Quality is the degree to which a specific product conforms to a design or specification"* (Gilmore, 1974)
- 3. Product:** *"Quality refers to the amount of the unpriced attributes contained in each unit of the priced attribute."*
(Leifler, 1982)
- 4. Value:** *"Quality is the degree of excellence at an acceptable price and the control of variability at an acceptable cost."*
(Broh, 1982)
- 5. Transcendent:** *"Quality is neither mind nor matter, but a third entity independent of the two, even though Quality cannot be defined, you know what it is."* (Pirsig: Zen and the Art of Motorcycle Maintenance)



Quality is in the eye of the Stakeholder!



The Citizen Viewpoint...

Outcomes identified as being important by older people:

1. Change Outcomes (physical health, morale, symptoms)
2. Maintenance Outcomes (safety, environment)
3. Service Outcomes (respect, control, delivery)

(Glendinning *et al.*, 2006)

“It took a little long to set up my Direct Payment with the social workers office, but once that was done I could choose what care I wanted with the company I wanted and the carer I chose is the best.”

(Older person using a direct payment in Birmingham)

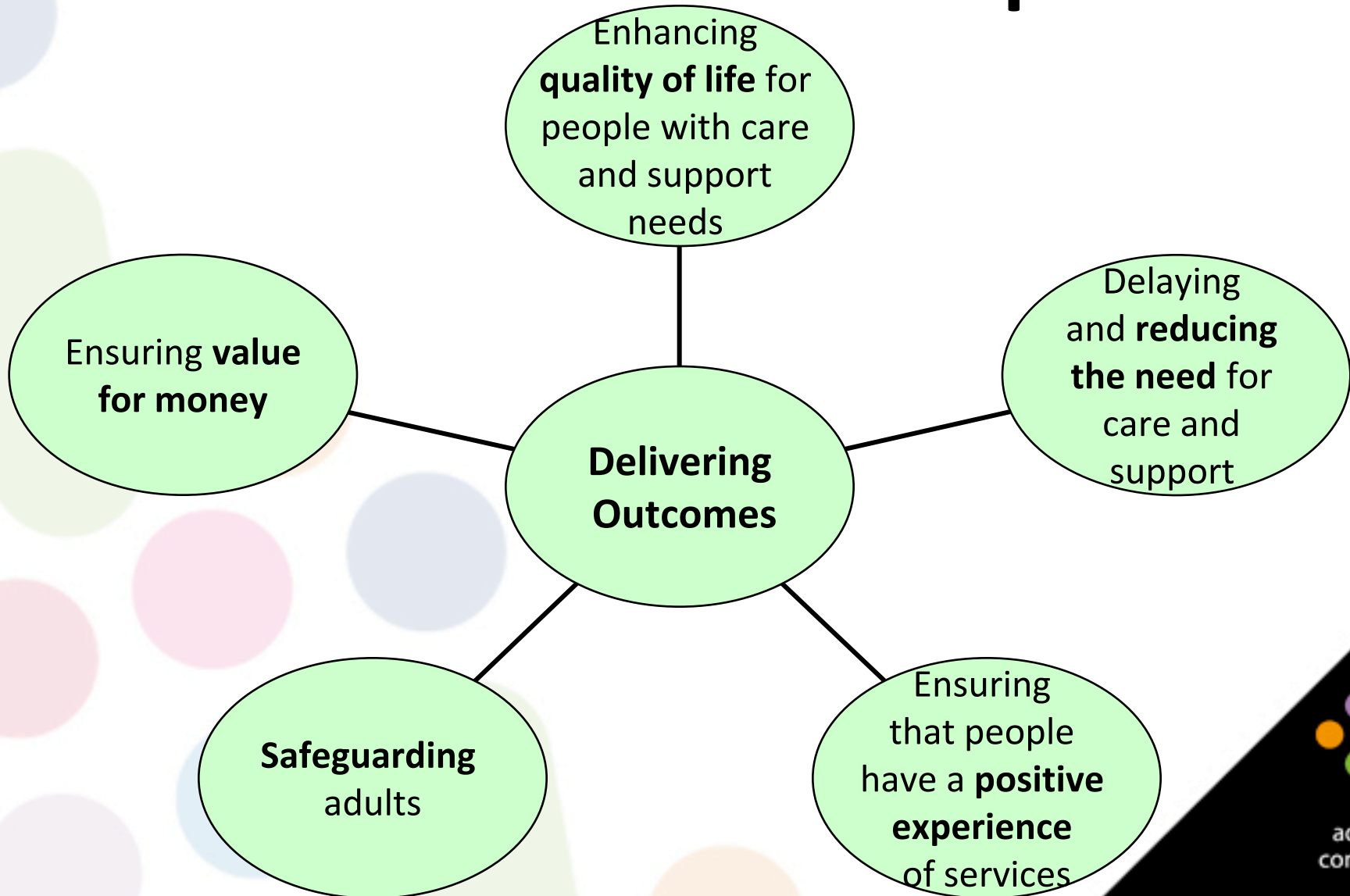


The Regulator's Viewpoint ...

“A health and social care sector where:

- *More people receive **better care***
- *More services provide **care that meets national standards of quality and safety***
- *Services that don't meet national standards **improve quickly***
- *Services that don't improve **close**”*

The Commissioners Viewpoint...



Commissioning Information Framework

- **Why do we need one?**
- **What are we proposing?**
- **How are we going to do it?**



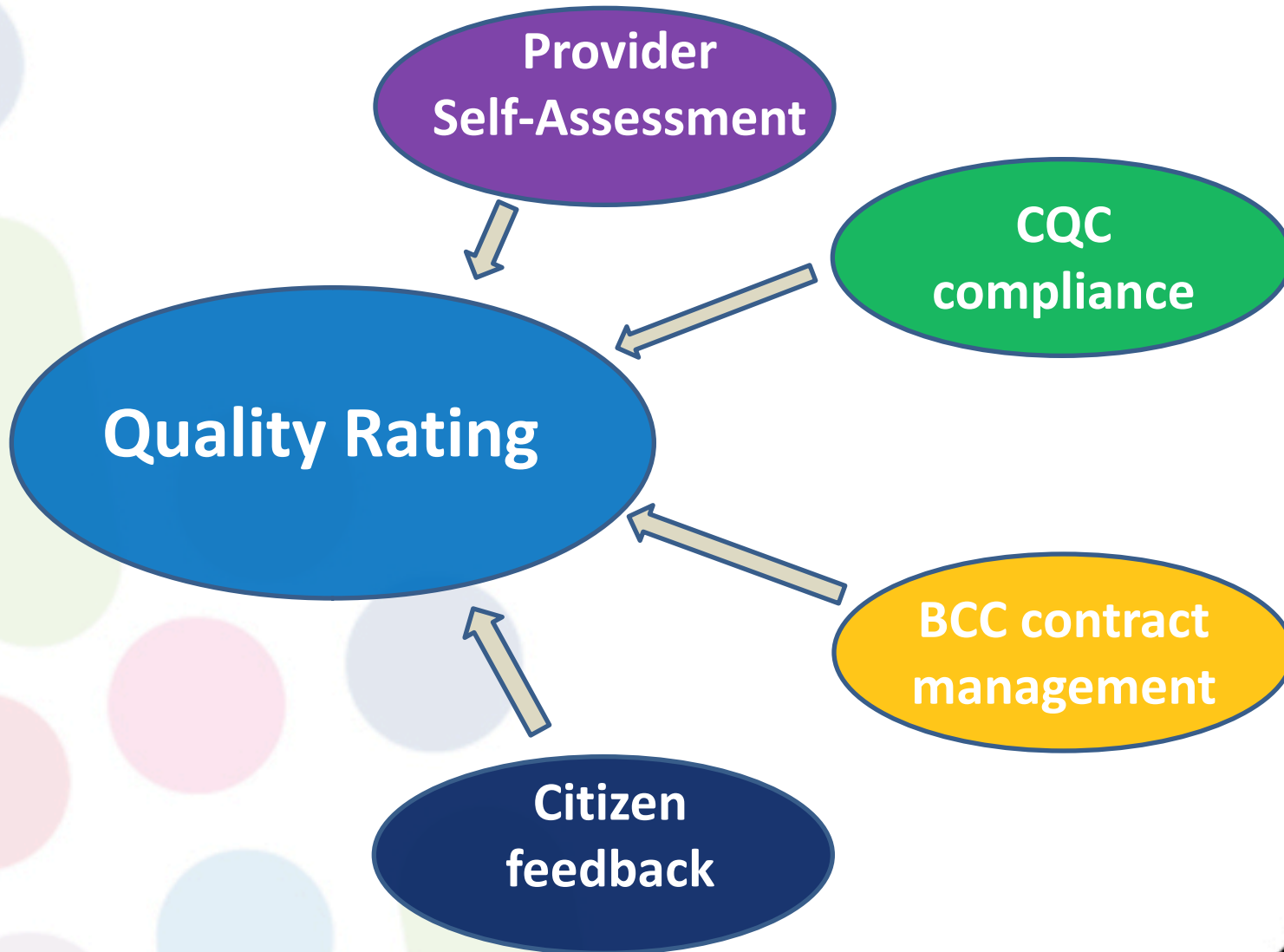
Why?

- **System to judge quality of provision**
- **Informed choice – citizens and self-funders**
- **Informed choice – BCC purchasers**
- **Judge quality - provider, market sector or whole market levels**
- **Support market shaping activity**
- **Identify initiatives, e.g. training plans**
- **Highlight good performance**



What?

- **Publicly available quality ratings**
- **Aligned to ASCOF**
- **Principle 1**
 - **Provider responsible for delivering quality and demonstrating this to the purchaser**
- **Principle 2**
 - **Steward of the market will check and verify**



Provider self-assessment

ASCOF 1 – Enhancing quality of Life

- **Number of citizens with active personalised care plans**
- **Number of citizens with end of life plans recorded at the home**
- **Number of citizens who use the internet**
- **Number of times citizens have gone out to an activity in the community**
- **Number of times citizens have taken part in an activity involving members of the community coming into the home**

CQC and BCC contract compliance

Compliant = 0

Non compliant minor impact = -5%

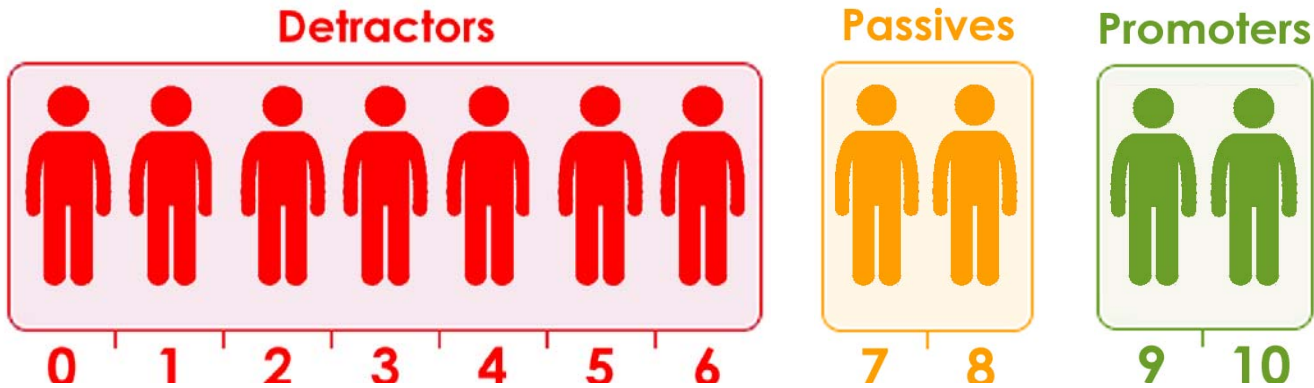
Non compliant moderate impact = -10%

Non compliant major impact = -15%



Citizen feedback – Friends & family test

Please rate on a scale of 1 to 10 how likely is it that you would recommend this service to friends and family?



Net Promoter Score

=

% Promoters

–

% Detractors

Could you tell us why you gave this score? Your comments are invaluable to us



Self reporting



Social Worker
review



adults and
communities

	Provider Self-assessment						CQC weighted score				
CARE HOME	ASCOF 1	ASCOF 2	ASCOF 3	ASCOF 4	WEIGHTED SAQ SCORE		ASCOF 1	ASCOF 2	ASCOF 3	ASCOF 4	WEIGHTED TOTAL SCORE
1	100	100	100	86	95		100	100	100	86	95
2	100	50	88	100	89		100	50	88	100	89
3	67	100	88	100	89		67	100	88	87	84
4	83	100	88	86	88		83	100	48	48	65
5	83	100	88	86	88		83	100	88	86	88
6	92	100	75	86	87		92	100	35	48	64
7	83	50	88	100	85		83	50	88	100	85
8	83	50	88	100	85		83	50	88	100	85
10	83	50	88	100	85		83	50	68	37	58
11	58	100	75	100	83		58	100	75	87	79
12	67	50	88	100	81		67	50	88	100	81
13	67	50	88	100	81		67	50	8	25	35
14	67	50	88	100	81		67	50	68	100	76
15	83	0	75	100	75		83	0	-5	100	55
16	67	0	88	100	74		67	0	88	100	74
17	42	50	75	100	72		42	50	-25	50	29
18	67	0	100	86	72		67	0	100	86	72
19	58	50	75	86	71		58	50	75	61	62
20	58	50	75	86	71		58	50	35	86	61
21	50	50	63	100	71		50	50	63	100	71
22	50	0	88	100	69		50	0	88	100	69
23	50	0	88	100	69		50	0	68	75	56
24	42	50	63	100	69		42	50	23	87	54
25	83	50	38	86	68		83	50	38	86	68
26	50	50	50	100	67		50	50	50	100	67
27	42	0	88	100	67		42	0	88	100	67
28	42	0	88	100	67		42	0	48	100	57
29	42	0	88	100	67		42	0	88	87	63
30	33	50	63	100	66		33	50	63	100	66
31	50	0	75	100	66		50	0	35	62	43
32	50	0	75	100	66		50	0	75	100	66
33	50	50	63	86	66		50	50	63	86	66
34	33	0	88	100	65		33	0	8	50	28
35	50	0	88	86	64		50	0	88	86	64
36	33	0	63	100	59		33	0	23	87	45
37	50	0	63	86	58		50	0	63	86	58
38	42	50	38	86	57		42	50	38	48	44
39	33	0	100	57	53		33	0	100	57	53
30	33	0	38	100	53		33	0	-43	75	24
41	67	0	63	57	52		67	0	63	57	52
42	50	0	38	86	52		50	0	38	61	43
43	17	0	50	86	47		17	0	10	61	28
44	17	50	50	57	44		17	50	50	57	44
45	17	0	50	71	42		17	0	10	71	32
46	25	0	75	43	40		25	0	75	43	40
47	33	0	50	43	36		33	0	50	43	36
48	25	0	25	57	32		25	0	25	57	32

Activity

- 1. Apportion a relative weighting to each of the proposed quality rating data sources and tell us your rationale.**
- 2. What commentary would be useful to add to the ratings to help citizens make informed choices?**
- 3. Are there any gaps to our approach? Can you identify anything we have missed?**

The Provider's Viewpoint

How is good (and poor) quality measured in your organisation?

How well is this understood throughout?

Does it fit with your stakeholder expectations?



Thank You

Contact details:

Simon.fenton@birmingham.gov.uk

Simon.talbot@birmingham.gov.uk

