

SCHEDULE 7 – SERVICE SPECIFICATION FOR PERSONAL SOCIAL CARE IN APPROVED PREMISES

1. Introduction

1.1 Approved Premises (AP) are approved under Section 13 of the Offender Management Act 2007. These Premises offer residential provision in order to provide enhanced levels of protection to the public and reduce the likelihood of further offending. They are not 'Bail Hostels' although some may accommodate small numbers of people subject to bail which include a specific requirement to reside at an Approved Premises, has been made a condition of bail.

Approved Premises provide enhanced residential supervision by:

- Working closely with National Probation Service offender managers
- Providing 24hr staff oversight
- Monitoring curfews and ensuring compliance with rigorously enforced rules
- Undertaking ongoing observation and assessment of attitudes and behaviour
- Providing programmes of regular supervision, support and monitoring aimed at reducing offending behaviour and risk to the public

1.2 This Schedule sets out the Service Specification relating to the provision of Home Support the Council requires to be delivered and describes the key features of the service to be purchased.

1.3 The Council and Local Health Partners will expect the Service to provide:

- A personalised and responsive service
- Enabling care and support
- Stimulation
- Activities that are meaningful for Citizens

1.4 The aim of Home Support is to support Service Users who, because of frailty, illness and/or disability are unable to sustain a desired and 'normal' life without assistance. This will be achieved by enabling the citizen to acquire, reacquire and maintain their own skills in line with their agreed outcomes so that they are able to remain in a community setting and maintain their potential in relation to physical, intellectual, emotional and social capacity.

2. Service Outcomes

2.1 The Service outcomes are:

- Enhancing quality of life for people with care and support needs
- Delaying and reducing the need for care and support
- Ensuring that people have a positive experience of care and support
- Safeguarding adults whose circumstances make them vulnerable and protecting them from harm

2.2 This Specification demonstrates the commitment of the Council to work in

partnership with Providers to ensure a robust focus on service delivery that achieve optimum outcomes for the Citizen, in line with the four Adult Social Care Outcomes Framework (ASCOF) quality domains.

3. Service Standards

The Provider will:

3.1 Ensure an individual Care Plan and risk assessment are in place and that this forms the meeting of the terms and conditions of this Framework Agreement.

3.2 Promote Citizen involvement and engagement in service delivery by supporting Citizens to assist in writing/designing their Support Plan within the constraints of the custodial setting

3.3 Deliver person led care; Citizens goals, targets and objectives should remain the focus of care at all times

3.4 Home Support shall be available to citizens 365 days per year

3.5 The majority of Services purchased will be between the hours of 8am and 10pm throughout the week, however, on occasions Services will need to be provided outside of these hours

3.6 Acknowledge that all Care Workers are visitors in a Citizen's shared temporary home and should act accordingly

3.7 Acknowledge and respect people's gender, sexual orientation, age, ability, race, religion, culture and lifestyle

3.8 Maximise Citizen's self-care abilities and independence by helping and encouraging people to do for themselves rather than having tasks done for them

3.9 Maximise Citizen's satisfaction with the Service provided

3.10 Recognise people's individuality and personal preferences for example by not adhering rigidly to prescribed timescales or tasks

3.11 Support Citizens to experience safe and appropriate care that meets their needs and protects their rights

3.12 Provide protection to people who need it, including safeguarding everyone

3.13 Work in partnership with the Citizen and their carers to ensure that expectations and wishes have the best chance of being met and the Citizens

3.14 Strive for continuity of care by limiting the number of domiciliary care workers assigned to an individual Citizen

3.15 Deliver services that offer choice and flexibility with skilled and competent staff

3.16 To help Citizens to be confident to complain about Services without fear of consequences and ensure issues raised are addressed within the prescribed procedure

3.17 Dignity: The Provider recognises the intrinsic value of people, regardless of circumstances, by recognising their uniqueness and their personal needs and treating them with respect

3.18 Treat people as individuals and promote each person's dignity, privacy and independence in line with a person-centred care approach.

4. Service Description

4.1.1 The tasks and support to be undertaken with and for Citizens are listed below. This list is neither exhaustive nor needed in all cases, and will depend on which tasks are identified as most likely to meet agreed the needs of the Service User as determined via their Assessment and contained within their Support Plan. It is also important to emphasise that the list below is not prescriptive and should not preclude imaginative and alternative solutions which may better suit a Citizen.

4.1.2 The precise details of the tasks to be completed will need to be negotiated and agreed between the Citizen, relatives, carers, advocates, Approved Premises Employees and the Provider in order to achieve the outcomes stated in the Citizen's Support Plan. The details of these tasks must be clearly recorded in a personal Citizen plan and linked to the identified outcomes.

4.1.3 In developing and agreeing the detail of the tasks to be completed, Providers must be mindful of the custodial setting and the restrictions, security and risk assessments which may be salient in an Approved Premises setting. It is important therefore to include and consult with Employees within each setting as part of developing the individual Care Plan.

4.2 Service Context and Approved Premises

There are four (4) Approved Premises in Birmingham located in Aston, Edgbaston, Moseley and Selly Oak. They can all accommodate up to 20 residents charged or convicted with a range of different offences. All AP's are single sex accommodation and residents are drawn primarily from HMP Birmingham, with a small number of 'bail' referrals from local courts. The exception to this is the Female only AP (Selly Oak) which receives people from across the country.

Approved Premises (AP) provide controlled accommodation for higher risk offenders under the supervision of the Probation Service. They provide a greater degree of supervision for offenders than is possible in other forms of housing. Residents follow a structured regime which includes an overnight curfew. There is 24 hour supervision at the AP by trained staff.

APs are the safest option for many offenders as it allows their risk to be managed. They are required to comply with all the conditions of their order or licence, including the curfew and any additional restrictions imposed on their movements. Facilities like these

are a vital part of the public protection process; they enable successful resettlement of offenders back into the community while contributing to the reduction of reoffending.

While each AP is unique in terms of building layout with some having a different focus to their client group (Gender, Mental Health or generic) they share security and procedural features.

4.2.1 Security and Working arrangements in APs:

- Access to AP is restricted and all staff must carry their identification to gain access to the premises.
- All communal areas are covered by CCTV however this does not include resident's rooms of communal bathrooms.
- Care staff will be advised/must seek advice as to any risk assessment or safe systems of work which the AP are operating in relation to the specific Citizen.
- Home Support Providers and staff will not be told of a Citizen's actual offence but only if and what risk assessment information might be needed to manage the Citizen's, staff's and community's safety.
- Care staff will be required to sign in and out of the building and be issued with a personal alarm on arrival by APs staff.
- Individual social care contact/communication records must be checked and completed for the Citizen supported in the AP setting. This record will be separate from the AP client recording systems. These will usually be located in the AP office however Citizens may request that these are kept in the individual rooms and in any case can request access to their social care contact/communication records at any time.

4.3 The main components of Home Support are:

a) Personal Care

These care tasks shall generally mean assistance to Citizens (falling short of nursing care) which if not performed would result in a significant risk of deterioration in the citizen's quality of life.

b) Practical Support with Household Management

Practical support refers to a variety of tasks concerned with the basic household management and with maintaining a safe and hygienic environment.

4.3.1 **Personal Care**

Personal Care includes assistance with:

Transfers from or to bed/chair/toilet;

Assisting Citizens getting up and putting to bed;

Personal washing, bathing/showering and maintaining good personal hygiene toileting, shaving (use of cut throat razors prohibited), washing and trimming of hair, hand and finger nail care, foot care, not toe nail care (which requires a state registered

chiropracist);

Eating and drinking;

Assisting Citizens with the administration of medicines;

Assisting Citizens in dealing with correspondence and handling their money;

Changing of catheter bags;

Escorting to access community provision (e.g. shops, health appointments, leisure pursuits);

Services to give carers a break (e.g. sitting services)

Encouraging the continuation of hobbies and social activities.

This list is not exhaustive and is intended to be illustrative only.

4.3.2 *Practical Support and Household Management*

The following list is not exhaustive and is intended to be illustrative only, cleaning services are provided in Approved Premises for all communal areas and in some cases in the citizen's rooms.

Cleaning and House Care

Cleaning the citizens room, which may include vacuuming, sweeping, washing-up, polishing, cleaning floors and internal windows, bathrooms, kitchens, toilets etc. using appropriate domestic equipment and appliances as available in the citizen's home;

Tidying the Citizens accommodation;

Making the beds and changing bed linen;

Disposing of household and personal rubbish;

Assisting with the consequences of household emergencies.

Shopping and Meal Preparation

Reasonable shopping; some restrictions apply and these must be clarified with probation staff at the point of referral.

Assisting with or preparing, food and drink.

Laundry Services

As part of a personal or domestic care package to include:

Laundering clothes and household linen (including soiled linen) using either the Citizen's own equipment or a launderette, and ironing.

5. Service Flexibility

5.1 Agreed service provision details will need to be recorded in the personal Care Plan. It should however be noted that Providers need to be flexible in the provision of Services, including tasks, hours and timing of visits in negotiation with custodial setting Providers. This is in accordance with the Core Principles under the Service Standards.

5.2 This Service Specification allows for specific flexible care packages (usually for carer respite) where the Provider and Citizen and/or carer agree the hours to be used each week. The Provider needs to ensure that the cumulative total hours for each 12 week period are not exceeded.

5.3 The Council will need to confirm whether the agreed tasks are in accordance with the agreed outcomes in line with the corresponding 12 week period.

5.4 In the event that provision of care or support occasionally falls short of or exceeds the maximum agreed hours per week, the Provider and Citizen may agree to log any surplus or deficit. Providers will thus need to ensure that they have recording systems to manage these eventualities.

5.5 Whilst flexibility in service provision is paramount, Providers and their staff must only provide Services which are safe legal and meet the Citizens stated outcomes.

6. Payment

6.1 Payment will be within the standard payment terms of the Council as set out in Schedule 9 (Finance, Payment and Invoicing).

6.2 The Council will pay the Home Support Standard Fee (as set out in Schedule 14 – Fee Structure) for Home Support in Approved Premises.

6.3 Annual price uplifts will be applied in line with Schedule 14 (Fee Structure).