



Title **Draft Health Scrutiny and Performance Panel Care Home Quality Sub Group**  
Subject Quality Scrutiny Sub Group Terms of Reference  
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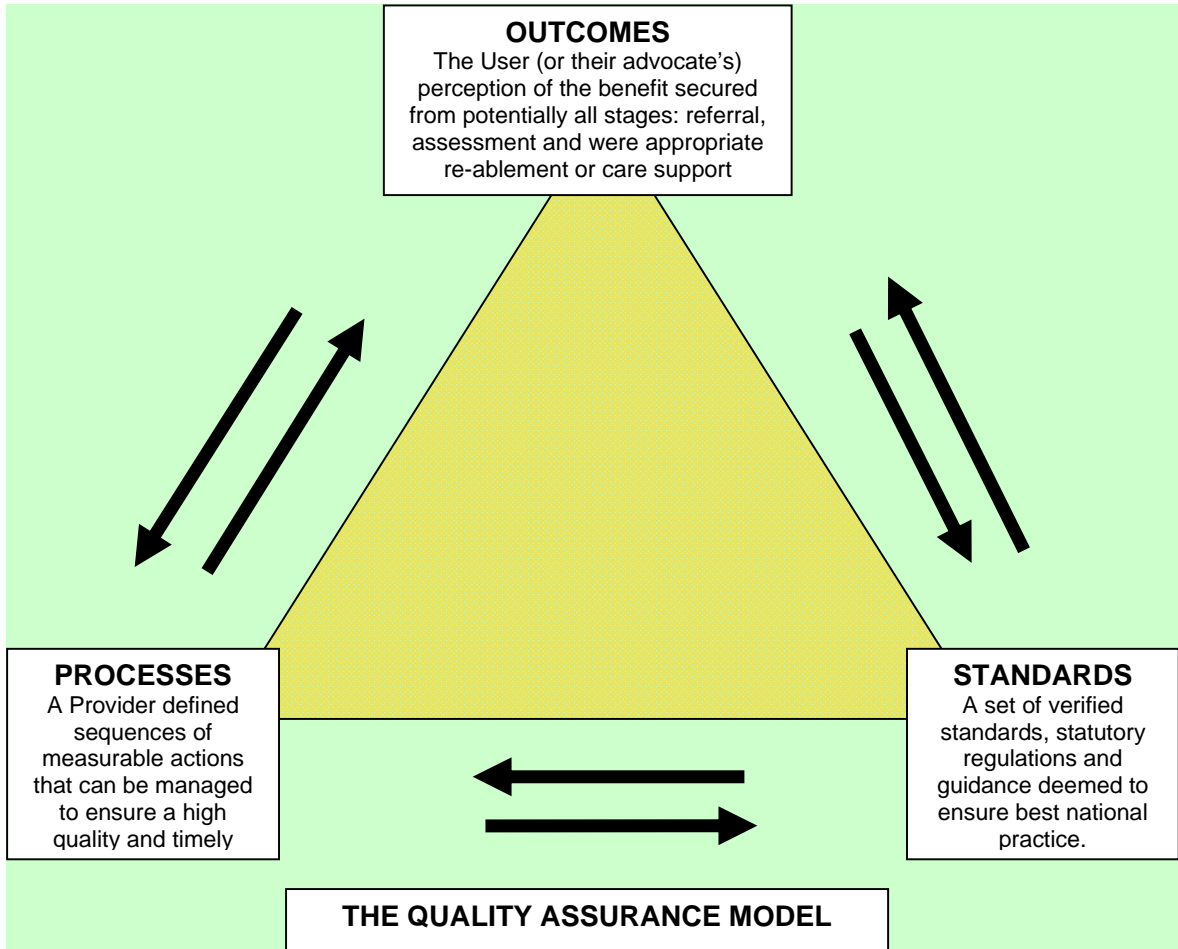
## 1 INTRODUCTION

- 1.1 Walsall care homes residents have a right to expect the best possible quality of care and a respect for personal dignity. The Health Scrutiny and Performance Panel has established a Care Home Quality Sub Group to support the positive change agenda that is led by the Walsall Partnership Quality Board.
- 1.2 The sub group will support the improvements in care quality by
- critically evaluating the planned improvement plans and assessing how they seek to capture outcomes;
  - identifying strengths, highlighting omissions and areas for further development;
  - Identifying key quality measures that can enable the wider scrutiny panel to evaluating progress identify care concerns and pre-empt Care failures.
- 1.3 In each area the Sub group will scrutinise how quality standards are secured, what management processes are in place to address shortfalls and specific outcomes as described by service users themselves (see the **Quality Assurance Model** Appendix 1).

## 2 WORK PROGRAMME (see Appendix 2)

- 2.1 The Sub group will work via a series of sub group meetings to consider the following Quality themes: Governance, Strategy, Quality Of Life and Transparency. Each theme will have a specific scrutiny purpose, method of information gathering and anticipated outcome with specific invitees identified in advance.
- 2.2 The Working group will seek to support and not distract from important officer activity. It approach will seek to support good practice, reinforce areas identified for improvement but also challenge areas of concern and test the rationale behind service plans. Throughout the voices of service users about what they want from services will be encouraged.

## The Quality Assurance Model (Appendix 1)



| APPENDIX 1 Quality Scrutiny Sub Group Terms of Reference/Work Programme |  |  |   |  |   |
|---|--|--|---|--|---|
|   | Theme  | Purpose  | Method  | Anticipated Outcome  | Invitees  |
| GOVERNANCE<br>February  | To ensure the sub group explores the various:  | To ensure the Sub Group has clear information on   | Sub group scrutiny working group meeting  | Noting good practice and identifying areas for further focus   |   |
|   | initiatives and agencies charged with improving care quality in Walsall  | Existing joint arrangements, scale of care and governance structures, respect for equality.  | QA presentation<br>Local Dashboard<br>Question and Answer<br>Follow up enquiries                          | Identify a specific role for Scrutiny in monitoring the change agenda<br>How exactly will the change agenda be measured<br>How do we anticipate providers adapting to these challenges   | QA<br>Health  |
| STRATEGY<br>March   | national <i>strategic dilemma</i> , regional and local responses to advance local care quality                     | To ensure the Sub Group has clear information on the national policy challenges (Dilnot, Francis, etc), demographic, quality and budget challenges, post Southern cross market weaknesses  | QA presentation<br>Local Dashboard<br>Question and Answer<br>Follow up enquiries<br>Pre-arranged research | Identify key data sets to inform and alert the Panel.<br>Identify key Strategic questions<br>Consider future funding challenges<br>Commission follow up research<br>Lessons for all council services, entry level and planning regs.                                   | JCU<br>QA Info<br>Market entry and exit                           |
| QUALITY OF LIFE<br>March  | initiatives to promote and improve the care experienced by service users   | To ensure the Sub Group has clear information the existing care baseline, proactive initiatives such as <i>Dignity in care</i> , <i>the Incentive scheme</i> , and the <i>Visitors scheme</i> and important reactive activity to address care concerns | QA presentation<br>Local Dashboard<br>Question and Answer<br>Follow up enquiries                          | Identify the information and support required to empower the care consumers in deciding the best placement for themselves, selling property, exploring reablement<br>Identifying specific role of scrutiny and local councillors in local care home quality monitoring | Workforce College<br>West Midland Care Assoc<br>Reablement Health |
| TRANSPARENCY<br>April   | optional monitoring reports to enable the Panel to accurately assess the real state of care quality in the borough | To ensure the Sub Group has information (key targets and measures) that gives a clear sense of care quality, improvements and follow up to the voice of service user, care concerns and whistleblower alerts   | QA presentation<br>Local Dashboard<br>Question and Answer<br>Follow up enquiries                          | Clarify specific data sets for member monitoring<br>Highlight key areas for doing things differently   | QA Informstion<br>Dashboard                                       |

