KLOES: LA Place Reviews (Version 11)

Safe KLOE 1: How are people using services supported to move safely across health and social care to prevent avoidable harm?	
S1	How do systems, processes and practices in place across the health and social care interface safeguard people from avoidable harm?
S2	How are risks to people assessed and mitigated, and their safety monitored and managed so they are supported to stay safe?
S3	What system is in place for providers to identify people who are frail, with complex needs or who are at high risk of deterioration in their health or social situation?
Effective KLOE 1: How effective are health and social care services in maintaining and improving health and wellbeing and independence?	
E1	To what extent are people's needs and choices assessed holistically to promote independence and communicated effectively across the system?
E2	To what extent are services designed to improve flow through the health and social care system evidence based?
E3	Does the workforce have the right skills to support the effective transition of people between health and social care services?
E4	How effectively does the workforce collaborate and share information to meet the needs of the local population?
Caring KLOE 1: Do people experience a compassionate, high quality and seamless service across the system which leaves them feeling supported and involved in maximising their wellbeing?	
C1	Are assessments of need and care co-ordinated effectively to ensure that the person is at the centre of their care and support planning when moving between health and social care services?
C2	How well are people supported to be actively involved in making decisions about their care, support and treatment when moving through the health and social care system?
C3	How well does the system inform and involve carers, families, advocates and their representatives to make informed choices about future plans?
Responsive KLOE 1: To what extent are services across the interface between health and social care responsive to people's individual needs?	
R1	How does the system ensure that people are moving through the health and social care system are seen in the right place, at the right time, by the right person?
R2	How are services designed to meet the needs of the local population?
R3	How timely and effective is the process for reviewing people's support needs to ensure that these continue to remain appropriate as they move through the health and social care system?
R4	How do services ensure that people can make informed choices to access the support they want, in a way that promotes their independence?
Well led KLOE 1: Is there a shared clear vision and credible strategy which is understood across health and social care interface to deliver high quality care and support?	
WL 1	How well do partners involve service users, their carers and their families in the strategic approach to managing the quality of the interface between health and social care?
WL2	How do leaders ensure effective partnership and joint working across the system to plan and deliver services?
WL3	Interagency working: How do leaders ensure the respective agencies work together to enable people to move seamlessly across the health and social care system?
WL4	Multi- Disciplinary working: How do leaders ensure that professionals/ front line staff work together to plan and deliver services to people?
WL5	What is the strategic framework that brings the interagency and multidisciplinary work together across health and social care?

WL6	What is the operational planning framework that converts the strategic framework into deliverable plans and how do they shape what operational managers do?
WL7	To what extent is learning and improvement shared across the health and social care system when things go wrong?

Well Led KLOE 2: What impact is governance of the health and social care interface having on quality of care across the system?

G1	Are governance arrangements across the system supporting partners to collaboratively drive and support quality of care across the health and care interface?
G2	Are effective information governance arrangements in place to enable information sharing to facilitate integration of health and social care?
G3	Are effective risk sharing arrangements in place between partner organisations that support the health and social care interface?

Well led KLOE 3: To what extent is the system working together to develop its health and social care workforce to meet the needs of its population

W1	Is there a strategy for ensuring sufficient health and care skills across the health and care interface?
W2	How are system partners assured that workforce resource across the area is being used to maximise benefit?

Well Led KLOE 4: Is commissioning of care across the health and social care interface, demonstrating a whole system approach based on the needs of the local population?

CM1	Is there a strategic approach to commissioning across health and social interface informed by the identified needs of local people (through the JSNA) and in line with the Outcome frameworks for NHS and Adult Social Care?
CM2	How is commissioning promoting a diverse and sustainable market to support the interface between health and care?
CM3	How well do commissioners procure services at the interface of health and social care, and work with the providers with whom they have contracts?
CM4	Do commissioners include standards in their contracts for services at the interface of health and social care, and what do they do if the standards are not met?
CM5	Do local commissioners have a programme to assure them that service reviews across the interface of health and social care are in place to ensure they are getting value from the resources used ?

Resource Governance KLOE 1: How do system partners assure themselves that resources are being used to achieve sustainable high quality care and promoting peoples' independence?

RG1	How do system partners gain assurance that there is effective use of cost and quality information to identify priority areas and focus for improvement across the health and social care interface?
RG2	Are systems in place to gain assurance that integrated commissioning arrangements are being used to drive improvement across the health and social care interface?
RG3	How are local partners actively developing and managing the provider market to ensure the system has the capacity to ensure quality services and match demand?