



Meeting: Policy Development and Decision Group (Joint Commissioning Team)

Date: April 2018

Wards Affected: All

Report Title: Improving the quality of care homes in Torbay.

Is the decision a key decision? No

When does the decision need to be implemented? For Information

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1. Introduction

- 1.1 Following a safeguarding serious case review, a report was submitted to the Policy Development and Decisions Group on 28th November 2016 where the recommendation was approved for the Local Authority commissioners to work with elected Members, Healthwatch, care home providers, residents, their families and carers to develop a residents' charter.
- 1.2 This briefing provides an update on the Torbay Care Homes Residents Charter.

2. Background

- 2.1 In 2017, Torbay Council and Torbay Culture commissioned Encounters who are a group of professional artists to explore what good care looks like in Torbay residential care homes and to develop a Charter of Rights with residents.
- 2.2 Artists from Encounters conducted creative consultations in ten residential care homes across Torbay. They spoke with over 180 residents, friends, carers, family members, staff and health workers to find out what they thought good care looks like and co-design the charter.
- 2.3 An important part of the creative consultation process was bringing people together and nurturing connections between them. The Charter itself continues to do this through a pack of cards (see appendix 2) which includes a series of activities that can be done alone and together.

2.4 The Charter is made up of ten principles, or rights listed below and are drawn from all of the responses gathered during the creative consultation:

- Purpose and Meaning
- Community and Belonging
- Nature and Environment
- Health and Wellbeing
- Freedom
- Care
- Identity
- Learning
- Respect
- Relationships.

3. Next Steps

3.1. As part of the BCF funded Care Home Leadership initiative, a reference group of care home providers, Torbay Council, South Devon and Torbay CCG, Rowcroft and TSDFT will pilot the Charter in 20 care homes in May 2018. Homes will be expected to use the Charter cards to develop personal care, support and activity plans with residents and in staff development and training and to develop and share their expectation of good care with residents, carers, relatives.

3.2. The homes piloting the charter will be reviewed in November 2018. Peer reviews (by other homes taking part in the leadership initiative) will be conducted against the criteria listed in Appendix 1. Healthwatch will also review the homes with residents, relatives, carers and staff to assess how adoption of the charter has improved personal outcomes against the 10 Charter priorities listed at 2.4. The review will also take account of the Quality Assurance and Information Team (QAIT) information and service improvement plans where appropriate and any CQC reports during the period.

3.3. A kite mark will be developed and will be awarded to homes who can demonstrate they meet the criteria. If the results of the review are positive further homes will be invited to take part and a full evaluation of the Charter development, implementation and learning will take place in April 2019.

4. Recommendation

4.1 That the Elected Mayor agree to a public launch of the Torbay Residents Charter.

Appendices:

1. Making Safeguarding personal, LGA/ADASS
2. Torbay Residents Charter

Appendix 1

Table 1 Care Quality Commission five key questions: informing and supporting Making Safeguarding Personal for providers and commissioners

Well led**Caring****Effective****Safe****Responsive****Examples from ‘outstanding’ provider organisations in Health and Social Care that make safeguarding personal under each of the five questions**

Managers carry out audits to monitor care quality including speaking to individuals and analyses information to identify trends and patterns to improve service and prevent future incidents
relatives are welcome
staff felt appreciated/ supported for the work they did
open, reflective management style
provides strong values-based leadership to staff team.

Service has a strong, visible person centred culture and is extremely good at helping people to express views so things are understood from their point of view, and uses creative ways to make sure that communication is accessible and tailored to people’s needs
“we observe all the time; look at residents, at staff interacting with them.
We know if something is wrong and address it immediately”.

staff supervision is positive and staff are able to share views or concerns
people’s wishes are followed in respect of care and treatment
staff notice changes in health needs of individuals so that timely action can be taken
innovative staff training and development makes sure they put learning into practice to deliver outstanding care.

transparent and open culture encouraging creative thinking in relation to people’s safety
risks to people’s personal safety were assessed and plans in place minimise risks and support people to maintain freedom and choice
service uses imaginative and innovative ways to manage risk and keep people safe while making sure they have a full and meaningful life.

people know how to raise concerns. These are dealt with quickly and effectively
service develops to ensure people are provided with personalised care to improve wellbeing
staff find individual ways of involving people so that they feel consulted, empowered, listened to and valued.

What evidence would a commissioner look for?

open and transparent communication among staff team and management
evidence that feedback is acted upon: eg. annual survey influences development plans;
trends/patterns from information/ audit lead to service development
people using services are included in audits to monitor quality of care.

aware of responsibilities in context of MCA
individualised care and support
a range of communication methods used to ensure people can express their wishes, including advocacy
people encouraged to report any issues to staff/managers so that these can be addressed.

staff receive support and supervision, which allows expression of concerns
staff understand the principles of the MCA and of safeguarding adults
staff understand the risks people live with and actions required to minimise these
people are involved in care planning and consent to support provided
Care and health is monitored and changes result in referral to GP.

personalised and positive approaches to risk in place
care plans balance wellbeing and safety
the service actively seeks out new technology and solutions to make sure that people have as few restrictions possible.

clear recorded evidence of responsiveness to concerns/ complaints in developing the service
complaints and the outcomes are shared with staff to help reflect on practice and learn lessons.

TORBAY RESIDENTS' CHARTER

This Charter of Rights was commissioned by Torbay Council and Torbay Culture and was created by Encounters.

Artists from Encounters delivered creative consultation in residential care homes across Torbay to explore 'What does good care look like?' and to co-design the Charter.

The Charter brings together the responses of more than 180 residents, friends, family members, staff, and health workers who took part.



LOTTERY FUNDED



Find out more:

commissioning@torbay.gov.uk www.torbay.gov.uk

About The Cards

The Torbay Residents' Charter sets out ten principles, or rights, each of which is represented by a card in this pack:

Purpose and Meaning; Community and Belonging; Nature and Environment; Health and Wellbeing; Freedom; Care; Identity; Learning; Respect; and Relationship.

These ten principles are drawn from all of the responses gathered during the creative consultation. There is a card for each principle, with an explanation on one side and quotes from care home residents on the other side. Taken together, the cards represent what you should expect from good care.

An important aspect of the creative consultation process was bringing people together and nurturing connections between them. The Charter itself continues to do this through this pack of cards, which includes series of games that can be played alone or together. We invite you to try out some of the activities and to make up your own!

We hope that you enjoy exploring the cards.



Designed by Encounters www.encounters-arts.org.uk



RESPECT

They shared
proper attitudes

I don't
enjoy that
noise

Respect, Fairness, Listen, Be Heard



RELATIONSHIPS

There
are different kinds of
people, different
relationships

I like people
with things
like me, things
I like

Some of them,
it's like a big hole,
the water and things
separate

Connect, Support, Interest



IDENTITY

People are
different in who I am
and what I like

I can
express my opinion
and feelings to the group
without judgement

Individuality, Diversity, Self Expression



**COMMUNITY
and BELONGING**

I belong
to a community
of people who
share the same
interests

I don't
belong to the
place where I live

That is
important
with sharing
ideas and stories
together

Support, Connective, Participate, Contribute



**NATURE and
ENVIRONMENT**

I belong
to a community
of people who
share the same
interests

I don't
belong to the
place where I live

That is
important
with sharing
ideas and stories
together

Support, Connective, Participate, Contribute



**PURPOSE
and MEANING**

Everyone
has different
abilities and
interests

I can
contribute
to my community
and make a
difference

I like going
to school

It's
important to
have a purpose
in life

It's
important to
have a purpose
in life

It's
important to
have a purpose
in life

It's
important to
have a purpose
in life

Responsibility, Community, Meaningful Activity



LEARNING

I can
learn from
others and
share my
own experiences

I can
learn from
others and
share my
own experiences

I can
learn from
others and
share my
own experiences

I can
learn from
others and
share my
own experiences

I can
learn from
others and
share my
own experiences

I can
learn from
others and
share my
own experiences

Skills, Knowledge, Empowerment, Learning



FREEDOM

I can
choose my
own path
and make
my own
decisions

I can
choose my
own path
and make
my own
decisions

I can
choose my
own path
and make
my own
decisions

I can
choose my
own path
and make
my own
decisions

I can
choose my
own path
and make
my own
decisions

I can
choose my
own path
and make
my own
decisions

Choice, Independence, Empowerment



CARE

I can
take care
of myself
and others

I can
take care
of myself
and others

I can
take care
of myself
and others

I can
take care
of myself
and others

I can
take care
of myself
and others

I can
take care
of myself
and others

Self Care, Health, Nurture, Empowerment



**HEALTH and
WELLBEING**

I can
take care
of myself
and others

I can
take care
of myself
and others

I can
take care
of myself
and others

I can
take care
of myself
and others

I can
take care
of myself
and others

I can
take care
of myself
and others

Health, Body, Comfort

TORBAY RESIDENTS' CHARTER CARE

Let's care for the best of ourselves

That's what we have the opportunity to explore, care and affect in the other people, ideas or things

Staff and residents care for each other

Care is often the little things, a smile, a friendly look, a word, the care of your work, the way you look, having a genuine interest in those I care and what would make a difference to my life

I am cared for in a way that is appropriate to my needs

There are opportunities and time to explore the health care of myself and the community

Food, Health, Nurture, Empowerment

TORBAY RESIDENTS' CHARTER COMMUNITY and BELONGING

I am an integral, unique and valued member of the community, both within my care home and within the wider community and seeing it as a whole

I have access to services and facilities available within and outside of the care home where they aren't supported to engage with those I would like to

I can take part in social, cultural and leisure activities and contribute to the wider community and society's wellbeing

I feel heard and supported

Support, Connective, Participate, Contribute

TORBAY RESIDENTS' CHARTER RESPECT

I am treated with respect and dignity by family, friends, staff, other residents and the wider community

I respect the rights and needs of other residents, those that care for me and the community as a whole

I can contribute to decisions being made about me

I am encouraged to give my views and opinions and to bring my own ideas to the table

I can choose to accept or refuse care, services and support that I want and need

I am able to take control and have say in my own care and decisions

Choice, Independence, Listen, Be Heard

TORBAY RESIDENTS' CHARTER NATURE and ENVIRONMENT

When I feel busy there I have the choice to support myself with things that have meaning to me

Let's be here, I would like my room to look and feel like my own

My personal privacy and space is respected and I respect that of others too

I can choose to accept or refuse care, services and support that I want and need

There are spaces for natural light, fresh air, and sites for quiet moments

I can choose to work out, exercise and there are spaces for activities, as well as horticulture

There are spaces for natural light, fresh air, and sites for quiet moments

Support, Connective, Participate, Contribute

TORBAY RESIDENTS' CHARTER PURPOSE and MEANING

I am able to engage in activities and spend my time in a way that is meaningful to me

We can explore ourselves in a way that is meaningful to me, depending on how we feel about the things we do, how we feel, how we feel about the things we do, how we feel, how we feel about the things we do

There are opportunities for me and other residents to have a say in the things we do and how we spend our time

I can take part in collective decision making where we are a community of residents who have the opportunity to plan how we will spend the day

Responsibility, Community, Meaningful Activity

TORBAY RESIDENTS' CHARTER HEALTH and WELLBEING

I am able to express my opinions, feelings, concerns, and feelings to staff and other residents

My surroundings are clean, safe and comfortable

I can take care of myself and others

I can take care of myself and others

There are opportunities to get to know people of all ages and life experiences, including children and young people

Health, Body, Comfort

TORBAY RESIDENTS' CHARTER IDENTITY

I am treated as an individual and am able to be myself

My beliefs, preferences, faith, interests, religion, sexuality and cultural preferences are respected and supported by staff, the staff and other residents

Staff and people caring for me listen when my views and wishes are and take care to do so in a way that enables me to express who I am

I can keep the language and culture of my origin

Individuality, Diversity, Self Expression

TORBAY RESIDENTS' CHARTER LEARNING

When I am busy there I have the choice to support myself with things that have meaning to me

I can choose to accept or refuse care, services and support that I want and need

I can choose to accept or refuse care, services and support that I want and need

I can choose to accept or refuse care, services and support that I want and need

Skills, Knowledge, Empowerment, Learning

TORBAY RESIDENTS' CHARTER FREEDOM

I have freedom of speech, freedom of choice, and freedom of movement

I can choose to accept or refuse care, services and support that I want and need

I can choose to accept or refuse care, services and support that I want and need

I can choose to accept or refuse care, services and support that I want and need

Choice, Independence, Empowerment

TORBAY RESIDENTS' CHARTER RELATIONSHIPS

I can choose to accept or refuse care, services and support that I want and need

I can choose to accept or refuse care, services and support that I want and need

I can choose to accept or refuse care, services and support that I want and need

Connect, Support, Interest

GAMES

This Charter is made up of ten principles, or rights. Here are some activities for exploring those rights. Have a go and see what you discover.

1. Reflecting On Rights

WHICH OF THESE RIGHTS FEEL MOST IMPORTANT TO YOU?

INSTRUCTIONS 1+ players

1. One player lays down all the cards in order of importance – start with the right that feels most important to you and end with the right that feels least important.
2. If you are playing in a group, share your thoughts with the other players about the order that you placed them in.
3. Each player takes a turn to place the cards in order of importance to them and to share their thoughts with the other players.

2. Tell Me A Story About...

WHAT STORIES DO YOU HAVE TO SHARE?

INSTRUCTIONS 2+ players

1. Choose a card and ask another player to tell you a personal story or memory about the right on that card (e.g. "Tell me a story about 'Respect'").
2. Each player takes a turn to choose a card and to ask another player to share a story or memory whilst the other players listen.



TORBAY RESIDENTS' CHARTER

GAMES

3. Charades

WHAT DO RIGHTS LOOK LIKE IN PRACTICE?

INSTRUCTIONS 4+ players

1. Form 2 or 3 teams. A member of one of the teams takes a card without showing it to the rest of their team.
2. This person has 2 minutes to silently draw or act out the right on the card and their fellow team members try to guess which right it is.
3. The next team takes a turn.
4. The first team to correctly guess 3 rights wins.

4. Why Do We Have Rights?

WHY ARE RIGHTS IMPORTANT FOR A WORLD IN WHICH WE CAN ALL FLOURISH?

INSTRUCTIONS 2+ players

1. Shuffle the cards and take 3 cards from the top of the pile.
2. Together, read the text on each of these cards.
3. Discuss:
 - What do each of these rights look like in practice?
 - How do you know when these rights are being met for you and those around you?
 - Why are these rights important?
 - What are the similarities between these rights and what are the differences?



TORBAY RESIDENTS' CHARTER