

Quality Standards Framework

Care and support services in Norfolk

What are quality standards?

Quality standards are specific, concise statements which set out markers of what good care should include.

“Outcomes” are sometimes referred to alongside standards. Outcomes should be defined by people who use services and can explain what a good experience of a service should be or feel like.

Here is an example. This is from part of the Care Quality Commission's standards:

Outcome: People who use services experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.

Standard: People who use services have safe and appropriate care, treatment and support because their individual needs are established from when they are referred or begin to use the service.

Who decides what the standards are?

Residential homes and home care agencies are regulated by the Care Quality Commission (CQC). They are subject to the Essential Standards of Quality and Safety which the CQC use to inspect services.

Any care provider in Norfolk who is accredited by Norfolk County Council has a contract which includes the contract standards expected from them. These standards are set by Commissioners who work for the Council. Being accredited means these providers have signed up to the terms and conditions of the contract.

There are codes of practice which apply to the services provided by social workers and these are set by the Health & Care Professions Council and locally by Norfolk County Council's Quality Assurance Team.

What standards apply to each service?

	CQC standards	NCC standards	Other standards
Residential homes	✓	If accredited ✓	
Housing with care and supported living	✓	If accredited ✓	Supporting People standards ✓
Home care	✓	If accredited ✓	
Day services		If accredited ✓	
Self-employed care workers			Employment law and regulations ✓

Providers may also be subject to other quality schemes – or may be a “Trusted Trader.” This is something you might want to check.

How are the standards monitored?

The CQC holds information on those providers which are regulated: care homes and home care agencies (and other providers of health and care such as hospitals). The CQC – as the industry regulator – will visit services to inspect them and decide if they are “compliant” or “non-compliant” with the standards.

Norfolk County Council has a Quality Assurance team which responds to complaints, issues and concerns raised and will visit providers to investigate and work with the provider to ensure standards are met.

Healthwatch Norfolk is a new organisation and will be the voice for local people using health and social care services, and carers. Healthwatch will find out what people think about health and social care and will tell the people who provide these services.

How are services improved?

By providers: Good providers will seek feedback from people using their services to make sure they are always improving their service.

By the CQC: If the CQC finds that a provider is “non-compliant” with any of the standards it sets, that provider has to tell the CQC how it is going to meet the standard. If there are serious concerns, the CQC can take action against the provider.

By Norfolk County Council's Quality Assurance Team working with providers to identify issues and ways in which they can meet standards and improve services.

How can I find out how good a service is?

The Care Quality Commission publishes its inspection reports on its website.

Norfolk County Council publishes lists of services which are accredited with the Council. This can be found online or you can call to find out if a service is accredited or not.

There is also the Norfolk Trusted Trader scheme, which may include details of care providers who are accredited by Trading Standards.

There are national websites such as the “Good Care Guide” which include comments from people who have experience of using certain care services.

Where can I find out more about the standards?

This is an overview of the Quality Standards Framework. The detailed framework is being developed and will be available on the Norfolk County Council website (www.norfolk.gov.uk) and will include the standards used to evaluate the social care assessment and care management service (the work that social workers do) as well as commissioned services. Visit the website to find out more, or for other queries please call **0344 8008020**.

The Care Quality Commission publishes details of their standards online <http://www.cqc.org.uk/public> or you can contact them by phone **03000 616161**.

What should I do if I am worried about a care service?

If you feel able to, you could raise your worries with the manager of the care service – or make a formal complaint. If that does not resolve your worries, you can contact Norfolk County Council 0344 800 8020. If the service is one that is accredited by the Council, they may investigate the issues. If the service is not accredited by the Council, you will still be able to get advice or you may prefer to contact an independent organisation for advice and information. Details are available in the Adult Care section of the Norfolk County Council website.

If you think someone may be at risk of abuse or neglect, please raise your concerns with Norfolk County Council **0344 800 8020** or the CQC **03000 616161**.



If you need this booklet in large print, audio, Braille, alternative format or language

please contact us on 0344 800 8020 and we will do our best to help.