

Adult Social Care Quality Assurance

e-newsletter 6



Hello all!

Welcome to the sixth quality assurance e-newsletter, the purpose of which is to support everyone in Adult Social Care (ASC) - from front-line practitioners to leads, and managers – and give an insight into the current work to develop our quality assurance approach. We also aim to consider and reflect on the impact of this work for ASC and those drawing on care and support and to open dialogue/opportunities to get involved.

Let's work together to make quality assurance everyone's business, support collaboration, and evaluate and celebrate a collective impact!

QUALITY IMPROVEMENT STEERING GROUP (QIG)

The **Quality Improvement Steering Group (QIG)** met for the first time in April with an aim to develop the **ASC Quality Assurance Framework (QAF)**. The Quality Assurance framework will set out a schedule, provide tools, and set-up activities and functions to enable ASC to understand the quality of our service delivery. The QAF also provides a range of robust mechanisms to recognise our strengths, areas for development and drive improvement across ASC. **Please see below for more details.**

The membership of this group includes our Principal Social Worker, Professional Social Work Educator, representation from Access and Response, Neighbourhoods, Occupational Therapy, Hospitals, CLDS, Mental Health, Learning and Development, Provider Services and Commissioning. The group also includes leads from Workforce Development, Co-production, Quality Assurance, Practice Development and Safeguarding.

Clenton Farquharson, the Chair of Think Local Act Personal, and someone who draws on care, is also an important member of the group. He will help us to consider the voice of people who draw on care and support, their families, and carers in terms of what quality means to them and how we can coproduce measure to understand the success of our approach. We aim to have a "Camden Expert by Experience" on the steering group soon.

To develop a Quality Assurance framework that works seamlessly across ASC teams and services, we first need to understand what everyone in the group does and the opportunities and challenges they face within their day-to-day practice.

Each member of this group will represent a team/service area and be responsible for contributing to the development of the Quality Assurance Framework by considering the quality and the framework implementation through the lens of their service. They will then take the tools, approaches, and discussions back into their team to test out and refine.

The group has started a mapping exercise of sharing the current standards each service adheres to and the quality assurance activities and tools currently being implemented. This will help us to be able to consider learning opportunities across services, and also to highlight any gaps.

We will be meeting again next month, to look at this in more detail and start to firm up our priorities for the next 6 months and onwards. We look forward to sharing the developments of the QIG with you.

QUALITY ASSURANCE FRAMEWORK (QAF)

You may be wondering what a Quality Assurance Framework is and how this supports driving improvement across ASC.

Camden's ASC Quality Assurance Framework sets out our commitment to high-quality support and care and defines what that means in practice.

“In Camden we believe quality starts with what matters most to people, and what enables them to live their lives in the way they want. We understand that people in receipt of care are the experts in their own lives and that there can be no one-size-fits-all in personalised support”

The vision, values and principles of **What Matters** lay firm foundations from which to build a strong and partnership model of community-based care that is informed by a robust quality assurance framework guiding continuous learning and improvement.

The ASC Quality Assurance Framework outlines what we need to do to ensure our work is of the highest quality. It sets out the different quality assurance activities carried out by Camden Adult Social Care and partners. The Framework draws activities together under a clear governance process with a consistent theme of best practice and continuous learning. It is designed to improve quality while influencing and encouraging ongoing learning and development opportunities for staff.

It uses a range of methods to triangulate evidence that includes:

- quantitative activities that review data using outcome measures set locally and nationally,
- qualitative activities such as case file audits, written records, practice observations

- activities for gathering external feedback that measures the impact and outcomes of social care provision on individuals, such as personal stories, complaints, and compliments.

I hope this e-newsletter continues to provide useful information about Quality Assurance in ASC.

If anyone has any questions or suggestions, please do reach out to me, Roisin Harper, our ASC Quality Assurance Lead, your head of service or your manager.

With best wishes,

Jamie Spencer

Head of Insight, Quality and Financial Services