A Better Service

Outcomes

Local Priority Indicators

7.1 Evidence that staff in the home are trained, skilled and in sufficient numbers to support the people who use the service, in line with their terms and conditions, and to support the smooth running of the service.

7.2 % Patients who reported that they found a member of staff to talk to about worries and fears.

7.3 Evidence that the workforce ensure older people are treated with privacy & dignity and respect diversity issues.

7.4 Evidence that training is provided to staff to ensure awareness and practice of issues relating to privacy and dignity in care.

8.1 Evidence that the workforce are broadly skilled.

8.2 The workforce is motivated, approachable and helpful.

8.3 The workforce value diversity.

8.4 The workforce identifies, incorporates and develops best practice care.

Evidence that monitoring which is undertaken ensures that care does reflect patient choice.

Evidence that the workforce ensure older people are treated with privacy & dignity and respect diversity issues.

Provide care which recognises how important respecting people’s dignity, modesty and feelings is.

A broadly skilled workforce.

A motivated, helpful and approachable workforce.

A workforce that values diversity.

A proactive and innovative workforce.

Leaders with vision.

Leaders who care.

Leaders with integrity.

Leaders who inspire.

Leaders who deliver.

A holistically planned service.

Services that regularly monitor users health and comfort.

A personalised service.

Services develop to reflect expressed user need.

Services continue care, on discharge and into the home.

Leaders with vision

Leaders who care

Leaders with integrity

Leaders who inspire

Leaders who deliver

Evidence that patients have a single, structured, multi-professional and agency record which supports integrated care.

Evidence that patients comfort is assessed and assured.

Evidence that planned care is negotiated with patients and or carers and is based on assessment of their individual needs.

Evidence that patients can access resources that enable them to meet their individual need.

7.1 The workforce are broadly skilled.

7.2 The workforce is motivated, approachable and helpful.

7.3 The workforce value diversity.

7.4 The workforce identifies, incorporates and develops best practice care.

8.1 Services are planned holistically.

8.2 Patients health and comfort are regularly monitored.

8.3 Individual needs direct service provision.

8.4 Needs assessments are used to plan resources.

Inspiring Leaders

An Improving Service

A Skilled Workforce

Leaders with integrity

Leaders who inspire

Leaders who deliver

A holistically planned service

Services that regularly monitor users health and comfort

A personalised service

Services develop to reflect expressed user need

Services continue care, on discharge and into the home

Qualified and experienced workforce

A broadly skilled workforce

A motivated, helpful and approachable workforce

A workforce that values diversity

A proactive and innovative workforce

A skilled workforce

Leaders with vision

Leaders who care

Leaders with integrity

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Local Priority Indicators

Key Lines of enquiry

Outcomes

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Leaders with integrity

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