Quality Questions

**Enrolment Questions for All (Both Adults and Children's Home Care).**

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|  | **Project Reference** | 2024-311 |
|  | **Quality Weighting** | 50% |

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| **Level 1 Criteria** | **Level 1 Weighting** | **Level 2 Criteria** | **Question Weighting** |
| **Enrolment Questions for All (Both Adults and Children)** | **50%** | * 1. Ethical Care Charter   Please describe how you deliver in practice the Ethical Care Charter in current contracts . How will this be applied to working with MKCC?   *Under section 1.2 of the specifications providers will ensure without limitation the terms upon which they engage with their staff reflect the provisions of the Unison Ethical Care Charter.   Up to 450 words* | 5% |
| 1.2 Safeguarding  Please describe how all employees involved in direct delivery of services understand and recognise issues relating to the safeguarding of vulnerable adults and children in line with legislative and best practice requirements. (Describe your safeguarding processes, Including training, reporting, etc.)  *https://www.milton-keynes.gov.uk/adult-social-care/safeguarding-adults-and-children/Corporate-Policy  Up to 500 words* | 10% |
| 1.3 Safer Recruitment  Please describe your safer recruitment process demonstrating how your organisation ensures that all staff who are employed (including agency workers who are utilised) have been assessed to be suitable to work with vulnerable adults and children.   *This will include as a minimum how your organisation ensures that renewals are undertaken every three years or as per current legislation.  Up to 400 words* | 10% |
| 1.4 Health and Safety  Please outline how your organisation addresses Health and Safety processes and procedures that complies with current home care legislative requirements.  *How will you ensure people receiving services and staff are safe? In your answer you should address the key points in the specification: Moving and handling, Dealing with challenging behaviour, Equipment safety, Hot water and hot surfaces, Bedrail entrapment, Slips and trips, Lone working, First aid  Up to 500 words* | 10% |
| 1.5 GDPR  Please describe how you comply with the current data protection legislation and how this feeds into your organisational processes?  *Up to 400 words* | 5% |
| 1.6 Equality, Diversity and Inclusion  Please outline how you ensure equality, diversity and inclusion within the organisation, and how this is demonstrated within service delivery without unconscious bias.   *Up to 600 words, weighting 15%* | 15% |
| 1.7 Quality 1  Good communication and high standards of customer care are crucial for Milton Keynes City Council. Reflecting on your organisation experience, please describe how you provide timely responses to queries from council representatives, service users and their families including requests to reschedule care calls.  *Up to 400 words* | 15% |
| 1.8 Quality 2  Please tell us which electronic call monitoring system you have in place and how you manage your electronic call monitoring system to ensure continuation of care and support is delivered to clients in relation to the agreed call times and durations?  *Up to 250 words* | 10% |
| 1.9 Quality 3  Given that some visits may be time-critical, please set out the actions you would take if that plan failed, for example, the relevant member of staff called in sick, on the day, was significantly delayed or was unable to gain access to client's home.  *Up to 400 words* | 15% |
| 1.10 Social Value  What additional social value, to include collaborative working, environmental consideration, and supportive communities, will you bring to the local community?  *Up 300 words* | 5% |
| **Total** | **50%** |  | **100%** |

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| **Level 1 Criteria** | **Level 1 Weighting** | **Level 2 Criteria** | **Question Weighting** |
| **Enrolment Questions for Adults Home Care** | **50%** | 2.1 Quality  In the 2 scenarios below, please describe how the services you deliver to individuals are person centred, outcome focused and promote independent living.  Scenario 1 - Hospital Referral In the scenario of a service user who was previously independent in performing daily household tasks but now requires four daily homecare visit post-hospital discharge to support them with personal care, medication, and dietary needs. How would you proactively ensure that the care provided is centred around the service user's individual preferences and needs, while also ensuring that their desired outcomes are achieved?  Scenario 2 - Loneliness  In the scenario of a service user who lives alone without direct family members or friends that requires 3 visits daily and 2 social visits weekly, how would you proactively provide care and support that promotes their independence while also ensuring a personalized approach that respects their individual preferences and needs?.  *Up to 1000 words* | 25% |
| 2.2 Quality  Please outline what assurances, measures or protocols does your organisation have in place to ensure that all new care referrals are read thoroughly, understood, and that your service can meet the needs of the individual before bidding for the work?   *Up to 450 words* | 10% |
| 2.3 Quality  Please outline your experience of supporting service users in their communities, outside of their homes and what measures you take to care and support the individuals.  *Up to 400 words* | 10% |
| 2.4 Quality  Please describe you experience in delivering person centred personal care with Dignity in an enabling manner.   *Up to 400 words* | 15% |
| 2.5 Quality  Please describe how you promoted your service users Health, Wellbeing and quality of their life.  *Up to 350 words* | 10% |
| 2.6 Training and Development  Please outline any continued training and development processes and opportunities provided to ensure continued quality care. Outline your organisation relevant training)  *Please attach a copy of your training matrix, including training for our core service user groups (Dementia, Mental Health, End of Life).  Up to 400 words* | 15% |
| 2.7 Quality  Please set out actions you would take, if a member of staff was unable to gain access to a client's home or if the client was not home at time of the call.  *Up to 300 words* | 15% |
| **Total** | **50%** |  | **100%** |

Quality Questions

**Enrolment Questions for Children's Home Care.**

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|  | **Project Reference** | 2024-311 |
|  | **Quality Weighting** | 50% |

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| **Level 1 Criteria** | **Level 1 Weighting** | **Level 2 Criteria** | **Question Weighting** |
| **Enrolment Questions for Childrens Home Care** | **50%** | 3.1 Quality  Please describe your experience and skills for caring and supporting children/ young people with:  i) Challenging behaviours ii) Complex medical needs  *Up to 500 words* | 20% |
| 3.2 Outcomes  Please describe your service model used to support and meet children's/ young people's outcomes that are identified in the care and support plan?  *Up 250 words* | 15% |
| 3.3 Safeguarding  Please describe your understanding of Local Authority Designated Officer (LADO)? *Up to 300 words* | 10% |
| 3.4 Quality  Please outline 1 case study of where you have promoted independent skills for a child/ young person when delivering your care and support role?  *Up to 400 words* | 20% |
| 3.5 Quality  Please describe how you handle situations, where the family member(s) of the child you supporting and caring for are unavailable or difficult to reach after completing your caring duties?   *Up to 300 words* | 20% |
| 3.6 Training and Development  Please outline any continued training and development processes and opportunities provided to ensure continued quality care. Outline your organisation relevant training)  Please attach a copy of your training matrix, including training for our core service user groups (Challenging Behaviour, Medical needs, Learning Disability, Autism and Mental Health).  Up to 400 words | 15% |
| **Total** | **50%** |  | **100%** |