

<p>7.What issues do you foresee for these schemes with the development of personalisation. How might these issues be addressed</p>																		
<p>8. Please outline how you would demonstrate measurable outcomes in terms Care Planning/Support Planning and risk management plans for service users.</p>																		
<p>9. Please outline your approach to the management of dementia related behaviour, and your use of new technology, which demonstrates the least restrictive option.</p>																		
<p>10. Please outline how you would ensure effective recruitment, retention and professional development of your staff team.</p>																		
<p>11. Staff employed at the two schemes must have a minimum of NVQ level 2/3 and management must have strong leadership qualities and / or management and leadership qualifications. Please outline your plans on how this will be consistently achieved.</p>																		
<p>12. . Please outline, with evidence, how you have or how you would turn around poor or adequate rated services to Good or Excellent.</p>																		
<p>13 . Please outline how you would ensure local quality assurance monitoring, and give examples of how you have achieved this..</p>																		

14. Please outline, with examples, how you would respond to complaints and conflict resolution with family and relatives of tenants.																	

Question	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Mark																

Question	17	18	19	20	21	Total
Mark						

Definitions:

Very poor: Very poor is where an organisation has no policy, procedure or cannot readily show evidence of experience or understanding of an area of work or support. Where there is no evidence of a correlation between an organisation's actions and any legislative requirement or where an organisation does not show evidence of following any nationally approved guidelines or principles.

Poor: Poor is where an organisation may have a policy or procedure, but this document has little or no detail and bears no evidence of a correlation to legislation or nationally agreed guidelines or principles. Where an organisation makes a statement or claim of competence but can show little or no evidence to demonstrate an ability or understanding in the given area.

Good: Good is where an organisation has a detailed and comprehensive policy/procedure, and can readily show evidence of a clear understanding of how to enact that policy and use it on a practical level. Where the organisation's policies and procedures adhere to legislative and nationally recognised guidelines and principles and where the organisation can show evidence of a high level of experience, expertise and understanding in an area.

Very good: Very good is where an organisation exceeds the minimum required, has policies and procedures that adhere to and interpret legislative and nationally recognised guidelines and principles, putting them into action and can show evidence of an ability to utilise these principles to develop and enhance the service provision in a given area. Where an organisation can demonstrate a degree of experience and understanding that will continually review and challenge in order to reinforce and augment its own ability in development of service provision.