

DAYCARE QUALITY STANDARDS

Service Area: Day Care					
Core Function	Strategic Outcome	Standards	Outcome Indicator	Sources of evidence	Source of Standard
Assessment	4 / 7	Prospective service-users will be provided with sufficient information to allow them to make an informed choice about attending the day centre	100% of prospective service-users receive a home-visit to discuss the service	Data base report Visit checklist in file	
	4	Prior to the day service commencing, service users will be offered some choice in the way the service is provided	100% receive written information (brochure) about the service before commencing at the centre 100% prospective users state satisfaction with the information given on home visit	Brochure Visit checklist Questionnaire	
			Days:100% all users will be offered a choice of days to attend. 100% of service users will have their choice of days accommodated within 1 year	Checklist Checklist, database and transport request forms	
			Meals:100% users will have choice of menu	Checklist, menu, individual menu selection documents	
			Activities: 100% users will be informed of activities available.	Checklist (covered by providing brochure)	
			75% of service-users who cannot communicate choice have their preferences promoted through use of personal "life history" information.	Russia Lane: Life History records (e.g. Memoraid)	

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Service Provision	2	Service-users can expect day care to improve their quality of life	100% satisfaction that attendance has improved their lifestyle	Questionnaire	
			85% of service users are satisfied that attendance has promoted their independence.	Questionnaire	
			75% of Day Opportunities service-users have made significant progress towards their stated goals	Day Opps Case record audit (outcome measures)	
	4	Services users will be offered choice and control over how they experience the day centre	Accessible information about choices is provided	Brochure, activity program. Menu choice.	
			100% service users express a view that they are given choices.	Questionnaire.	
			100% of meals accommodate cultural needs.	Menu selection	
5	Service users will receive day care services in a way that is free from discrimination	100% of service users who do not speak English will have the offer of access to an interpreter (as needed)	Questionnaire Users notes Budget expenditure		
		100% of service users report their cultural needs and other personal preferences are accommodated by the service.			

	1	Service users will receive day care services that promote their health and wellbeing	<p>All service users' main religious festivals will be observed</p> <p>100% of (Muslim) service users know about and can access prayer / ablution facilities</p> <p>80% of service users report satisfaction that they have access to culturally appropriate media and entertainment</p> <p>All service users that are referred to the service will be admitted within 10 days of the initial referral (discounting client delay)</p> <p>Nutrition: 100% of service users will be offered a nutritious meal</p> <p>All service-users will have access to exercise activities to promote health and wellbeing</p> <p>100% of service-users have access to health-related services (e.g. optician, chiropody) if not otherwise available to them</p>	<p>Diary record Mins of User Group meetings Photo</p> <p>Questionnaire</p> <p>Variety of culturally appropriate newspapers, magazines, internet, radio etc</p> <p>Questionnaire</p> <p>Database reports</p> <p>Menu selection Healthy eating groups, etc</p> <p>Activities programme, exercise groups, outings, user notes</p> <p>Diary, user notes, record of visits from health related services</p> <p>Questionnaire</p>	
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	7	All service-users will be treated with dignity and respect	<p>100% of service users with difficulty maintaining personal hygiene will have access to activities designed to promote personal hygiene, grooming and positive self-image</p> <p>100% of service users feel they are treated respectfully</p> <p>100% of service-users are satisfied that assisted personal care tasks are available from same sex, trained staff</p> <p>100% of day care workers have achieved or are working toward NVQ level 2 or higher.</p>	<p>User notes (sample audit), photo's , letters, e-mails to/with family & S/W</p> <p>Questionnaire</p> <p>Questionnaire</p> <p>Questionnaire</p> <p>Training profile, Course membership or certificate</p>	
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Monitoring and Review	1, 7, 4, 2	Service-users will be monitored for concerns about health, safety and safeguarding.	<p>100% of service users will have a named key worker displayed in the centre</p> <p>100% of service users with capacity would be confident approaching staff with concerns.</p> <p>Safeguarding concerns raised at handover meetings are recorded in Service User file and referred on within 24 hours.</p> <p>100% of carers are confident that the service-user is safe at the day centre</p>	<p>Database report</p> <p>Key Worker board.</p> <p>Home visit check list</p> <p>Questionnaire</p> <p>File Audit</p> <p>Questionnaire.</p> <p>Carer group min</p>	
	3	Service-users will feel they contribute to the way their day service is provided	<p>The day care service holds at least two user / carers groups per year as appropriate</p> <p>90% of service users believe they have been properly consulted about how their daily services are provided.</p>	<p>Minutes of meeting</p> <p>Questionnaire</p>	