

## Built on shared values

The new service specification for North East Lincolnshire's care homes and the revised quality scheme are underpinned by the following values:

**Working together for service users**, who must come first. The provider should act and collaborate in the interests of the service user, always putting the service users interest before institutional interest, even when it involves admitting mistakes.

**Respect and dignity** Everyone who comes into contact with the provider including other providers of services should always be treated with respect and dignity, regardless of whether they are a service user, patient, carer or member of staff.

**Commitment to quality of care** The provider aspires to the highest standards of excellence and professionalism in the provision of high-quality care that is safe, effective and focused on the service user. Quality should not be compromised.

**Compassion** Individual service users, carers and relatives must be treated with sensitivity and kindness. The provider must work towards alleviating distress and making people feel valued and that their concerns are important.

**Improving lives** The provider will seek to improve the health and wellbeing of service users, communities and staff through professionalism, innovation and excellence in care. It will also support helping people and their communities take responsibility for living healthier lives and planning for their future care needs.

## Talk to us about your experiences

High-quality care depends on what you tell us: organisations that welcome feedback from patients and staff are able to identify and drive areas for improvement.

PALS is an impartial, confidential service that can help patients who use social care, GP, dental, optical and pharmacy services.

You may ask a friend or relative to contact us for you but we must have permission from you before we can discuss your personal circumstances. You can contact us by:

ringing: 0300 3000 500

*(Calls are charged at local rate from a landline or mobile number)*

emailing: [nelccg.askus@nhs.net](mailto:nelccg.askus@nhs.net)

writing to: Customer Care Team  
Athena Building  
5 Saxon Court  
Gilbey Road  
Grimsby  
DN31 2UJ



# CARING ABOUT QUALITY



When it comes to choosing a care home for a loved one (or for yourself) you'll naturally want to make sure their needs are met and they will be happy living there.

NHS North East Lincolnshire CCG and North East Lincolnshire Council want people to have the best experience possible and to be able to choose a local home with confidence.

This is why we are refreshing our successful quality scheme so homes can demonstrate they meet certain important standards and also develop their own unique projects to provide the best outcomes for the people living with them.

## Why do we need a new Quality Scheme?

Care homes in North East Lincolnshire have been required to take part in a quality scheme run by the CCG since 2011.

This has improved overall quality throughout North East Lincolnshire. The previous scheme gave clear, yet challenging, standards for homes to meet. New national standards mean the level of care required by law is now even higher and we need to make sure all local care homes achieve this.

North East Lincolnshire Council and the CCG recently updated the service specification for the 43 local care homes we buy services from to reflect these new legal standards.

Some homes provide services for older people, others for people with learning



and/or physical disabilities or people with functional or organic mental health problems.

We want to make sure all homes provide not only a standard level of quality but are also rewarded for going further, with services that improve the lives of their particular residents, for example, providing special services for people with memory problems or with mobility difficulties.

## Qualifying for the Scheme

Care homes who meet the new service specification will be eligible to apply to take part in the new quality scheme.

This is likely to include those care homes who achieved and maintained either the bronze, silver or gold in the previous quality scheme.

To take part, homes first need to tell us about how they plan to go over and above the legal quality requirements and how this will benefit their residents.

A panel will assess each application before signing them up to the scheme which will earn them a one-off payment that will allow them to invest in their plans.

Homes will be reviewed regularly by the CCG to ensure they continue to work towards, and eventually meet, the plans and targets they told us about at the start. This will earn them a payment above the basic rate we pay care homes for each resident funded by the council or the NHS.

## What sort of things are included?

The new scheme will focus on a small number of key areas which are likely to include:

**quality care delivery**

**encouraging mobility**

**maintaining links with the community**

**promoting wellbeing**

**developing individualised approaches**

All of these have to take into account aspects of quality that are really important to the people living in the home and are linked by key themes such as respect, dignity and involvement, health care and end of life Care as well as maintaining general standards in the care home.

**Developing individualised approaches** is a completely new area which gives homes the chance to be really innovative and choose to work on a project or an area to focus on improving that will make a real difference to the lives of their residents.

