



Welcome

Day opportunities services - PAMMS

October 2024

This Session will begin shortly



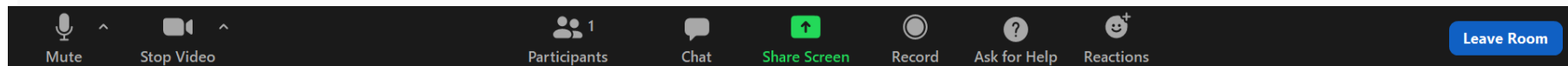


Housekeeping

- If you are in the wrong break out room, please click leave and select Leave Breakout room and you will be taking back to main event to be reassigned
- Microphones off unless asked to speak or speaking
- For questions, please add these to the chat box, we will come to these at the end, you may be asked to elaborate over the microphone

In-Meeting Controls

The attendee controls appear at the bottom of your screen. To access the meeting controls, just move your mouse in the Zoom window.



Attendees have access to these features:

Mute or Unmute:



To mute or unmute your microphone, click the ^ arrow next to the picture of the microphone.

Please keep your microphone on mute during the presentation

Start Video or Stop Video:



To turn your camera on or off, click the ^ arrow next to the picture of the video camera.

Please keep your video off during the presentation.

Michelle Muggridge –
Monitoring Team
Manager

Lesley Cook –
Monitoring Officer



DAY OPPORTUNITIES WEBINAR WITH THE PROVIDER MONITORING AND ASSURANCE TEAM

PAMMs overview

- PAMMS is an online assessment tool used in monitoring visits by ACS Monitoring officers
- Provides assurances that the terms of the contract are being met and to provide an assessment of the quality of care delivered by commissioned providers of adult social care services.
- Five domains / outcomes
- 16 standards in PAMMs to assess the outcomes

Involvement and Information		Personalised care and support		Safeguarding and Safety		Suitability of Staffing		Quality of Management	
1	Respecting & Involving Service Users	3	Care & Welfare of Service Users	6	Safeguarding People who use the Service from Abuse	11	Requirements Relating to Staff	14	Assessing & Monitoring the Quality of Service provision
2	Consent	4	Meeting Nutritional Needs	7	Cleanliness & Infection Control	12	Suitability of Staffing	15	Complaints
		5	Co-operating with other Providers	8	Management of Medicines	13	Supporting Staff	16	Records
				9	Safety & Suitability of Premises				
				10	Safety, Availability & Suitability of Equipment				

The Countywide Picture

We have 32 Day Opportunities Providers that we are working with in Hertfordshire.
Some were not monitored, and some have more than 1 PAMMS, of those services monitored -

Score	Count
RI	9
Good	25
Excellent	1

9 scored RI

25 Scored a Good

1 Scored an Excellent

Areas of Excellence

all were scored Excellent or Good.

Respecting and
involving PWS

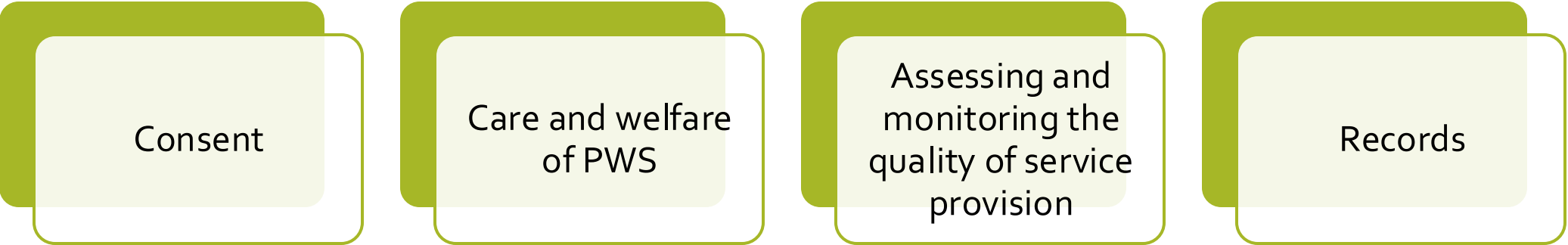
Cleanliness and
infection control

Safety and
suitability of
premises

Safety, availability
and suitability of
equipment

Areas for Development

Multiple providers had Requires Improvement in these areas



Consent

Care and welfare
of PWS

Assessing and
monitoring the
quality of service
provision

Records

- All staff need to know the principles of the Mental Capacity Act, capacity assessments, best interests decisions, DOLs. Staff need to consider capacity, and best interests when working with an individual to make decisions. Staff need to know if a DOLs is in place.
- All staff need to understand when to obtain consent, when to take verbal or implied consent and how to document records of consent
- Support plans need to document and consider MCAs and Best Interests decisions.
- Discussing support plans is a way of keeping those you support fully involved in their own care. You're helping them make informed decisions and remove the risks associated with those, on their behalf.

Consent

Care and Welfare

- Assessments focus on strengths, abilities and interests to meet needs and interests
- Support to create and maintain links with community, Staff need to work to the principles of Connected Lives.
- Needs and risks considered in assessment and care planning, delivery of support reflects this.
- Support plans are reviewed including risks and remain current. Clear emphasis on the level of support required in relation to decision making.
- Daily notes need to be written, they need to be clear, and capture a holistic overview of the PWS' day.
- SMART Goals are set, reviewed, set, reviewed.....

- Staff know how to challenge poor performance and raise concerns.
- Staff need to record all complaints/grumbles. All complaints/grumbles need to be investigated. Evidence needs to be recorded, reflected upon, Lessons learnt process required, Clear reporting routes.
- Quality audits – are you delivering safe and effective care
- Accident and incident reporting,
- You said – We Did

Assessing and
monitoring the
quality of service
provision

Records

- Personal records - must be Person Centred, Accurate, Timely, Plain English, Evidence Based, Succinct, Holistic, IT Compliant, Professional
- Audits that lead to action plans with timelines, responsible person, progress and completion clearly recorded. Audits should not be a tick box exercise.
- Services should have a service improvement plan/service action plan, so you can collate and track all identified developments.

SPECIFIC-

I would like to be given an opportunity and be supported to chat and engage with my friends and other people when I am at the service.

I would like to be supported to sit with my peers at the beginning and end of the day to join in the general conversation.

I would like support to choose a structured activity once a week, where I have to communicate with others in order to achieve a task. I feel this will really help with my verbal and nonverbal communication skills.

I would like to aim for one-hour active communication with peers and staff during my time at day services. Staff and I feel this hour should be spread out over the week.

MEASURABLE- I would like staff to support me with this goal by recording in my daily notes every time I engage with peers. Noting how often do I start a conversation, how well do I respond to other people talking to me, and whether I am enjoying the interaction or finding it difficult.

ACHIEVABLE – I enjoy communication with people and feel I am getting better. I feel with staff support I can achieve an hour of active communication a week.

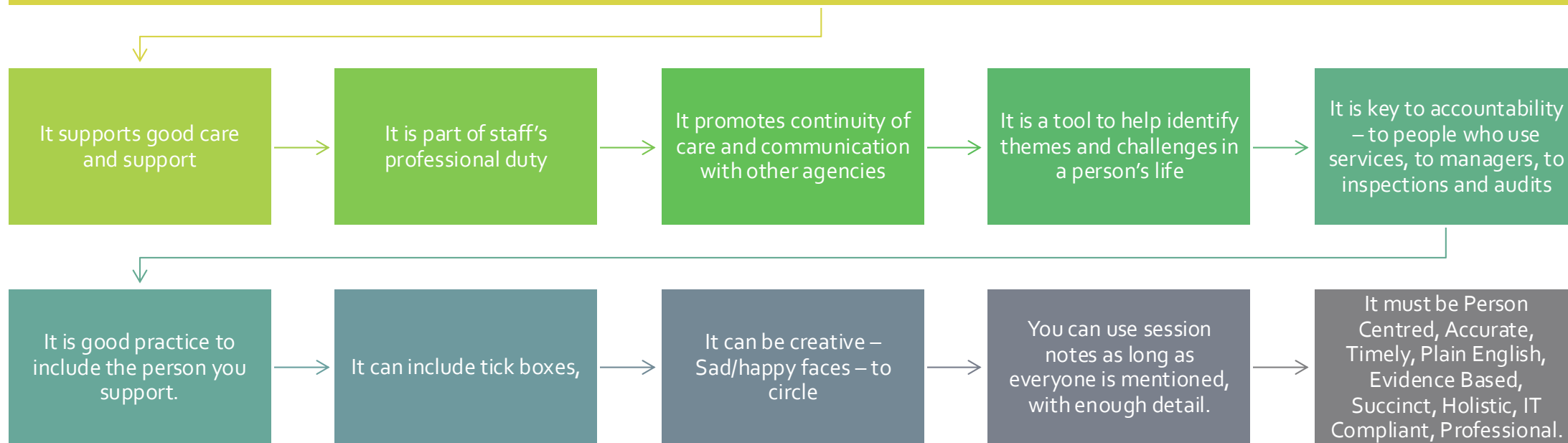
REALISTIC – Both staff and I feel that this goal is achievable during my hours at the day service.

TIMESCALE – In order for me to keep up my cognitive skills, it has been agreed that this will be a rolling target, which will be regularly reviewed to see which activities and situations I engage and communicate better in, and to ensure these are activities are made available to me at least once a week.

GOAL SETTING and SMART TARGETS

Goal – To increase and maintain my social skills. I am at risk of developing dementia and often undergo assessments to determine the current risk. My recent assessment states that day services and socialising will help improve and maintain my cognitive function. I enjoy attending day services and agree it will help with my skills and cognitive functions.

Recording is an integral and important part of social care. It is not simply an administrative burden to go through as quickly as possible, but is central to good, person-centred support. Recording is vital:



Daily notes

A GOOD SUPPORT PLAN

Personal information – Name
(and preferred name), D.O.B,
Address,

Useful Contacts – N.o.K,
Funding authority

Medical information – Medical
conditions - how does this
present, Disability - how does
this present, Allergies- how
does this present

Medication administration
protocols, emergency
protocols, support required
with medication. What
medication, MAR chart,
medication pen picture and
PRN protocols.

About me – who am I, where do
I live, who with, what do I
enjoy, my likes, dislikes, skills,
areas I want to develop,
mobility, communication,
religion, cultural, finance skills,
looking after my belongings.

Risk Assessments – Generic and
personalised, PEEPS

Personal Care – How do I like to
be supported.

MCAs/BIs/DOLs

Nutrition – Needs, likes,
dislikes, professional
assessment / guidelines.

Goals and Achievements,
remember SMART Goals are
set, reviewed, set,
reviewed.....

Activities/Schedule

Signature page, with name,
date for all involved.



Care & Support Plan

Welcome to the HCPA Care and Support Plan Resource zone. Supporting people to be involved in decisions about their care and treatment should be reflected in the ethos, management, policies, and care practice of each service.

This page is designed to give you the information needed to be able to create your robust care and support plans.

hcpa.info/members-zone/care-and-support-plan



- One to one support
- Education & development inc Training needs assessment
- **Action planning**
- Connected Lives
- Commercial opportunities
- **Support at Improvement Process meetings**
- Evaluations (Feedback, Culture Check)
- Pre and post inspection support & coaching
- Business continuity planning
- **Managing and growing your care business**
- **Whatever it takes...**

Click here

This form now activates referrals to all HCPA services, including Business development and growth, Prevention and enablement, Membership evaluations, Leadership support plus all Education & Quality Improvement.



Smooth seas do not make skilful sailors

Challenges & Solutions



<https://forms.office.com/e/JbTzQjgRsg>

"Set the agenda"

- *What are your challenges?*
- *How can we help?*



The HCPA Care Provider Hub *Providing Peace of Mind...*

ASK US ANYTHING!

We are **your** support service, here to answer **your** questions on all topics Adult Social Care related.



- Govt guidance, laws, standards and expectation.
- All infection control
- Liaison with Herts County Council.
- Funding, contracting and commissioning.
- Staff wellbeing and recognition.
- HR, Staffing and Recruitment.
- Training and education.
- Business continuity.
- Data protection.
- Monitoring.
- Equipment.
- Insurance.

Your hub, your support service...

01707 708108 | assistance@hcpa.co.uk

Mon - Friday, 9am - 5pm www.hcpa.info/hub

HCPA: 'Sharing best practice in care through partnership'

