

SCHEDULE 7 SERVICE SPECIFICATION FOR PERSONAL SOCIAL CARE IN APPROVED PREMISES

1. Introduction

partnership with Providers to ensure a robust focus on service delivery that achieve optimum outcomes for the Citizen, in line with the four Adult Social Care Outcomes Framework (ASCOF) quality domains.

3. Service Standards

The Provider will:

3.1 Ensure an individual Care Plan and risk assessment are in place and that this forms the meeting of the terms and conditions of this Framework Agreement.

3.2 Promote Citizen involvement and engagement in service delivery by supporting Citizens to assist in writing/designing their Support Plan within the constraints of the custodial setting

3.3 Deliver person led care; Citizens goals, targets and objectives should remain the focus of care at all times

3.4 Home Support shall be available to citizens

3.16 To help Citizens to be confident to complain about Services without fear of consequences and ensure issues raised are addressed within the prescribed procedure

3.17 Dignity: The Provider recognises the intrinsic value of people, regardless of circumstances, by recognising their uniqueness and their personal needs and treating them with respect

3.18 Treat people as individuals and promote each person's dignity, privacy and independence in line with a person-centred care approach.

4. Service Description

4.1.1 The tasks and support to be undertaken with and for Citizens are listed below. This list is neither exhaustive nor needed in all cases, and will depend on which tasks are identified as most likely to meet agreed the needs of the Service User as determined vi

chiropracist);

Eating and drinking;

Assisting Citizens with the administration of medicines;

Assisting Citizens in dealing with correspondence and handling their money;

Changing of catheter bags;

Laundering clothes and household linen (including soiled