

SAMPLE AGENDA FOR 1 DAY VALIDATION VISIT

Provider & Group:
Service Visited:
Date of Visit:

9.30 – 11.00 *Introduction*

Interview with Service Manager

During this part of the visit, the SP Lead Officer will focus on identifying evidence with the Service Manager in relation to the self assessment against both strategic relevance and the quality assessment framework.

View facilities

The SP Lead Officer, accompanied by the provider contact will undertake a tour of the scheme premises. The extent of access to rooms and facilities will be governed by previously agreed privacy boundaries.

The purpose of this tour is to give the SP Lead Officer a feel for how the service actually works and will apply irrespective of the objectives being validated. During the planning stage of the visit, the provider will be consulted as to the time, duration and extent of this tour so as to minimise disruption to service users and their daily routine. In the case of floating support services, this will apply to the working base for the staff team, (if applicable) as well as a pre- arranged visit to a service user, if appropriate.

11.00- 12.00 *Consultation with service users*

SP Lead Officer will meet with service users at a group and/or individual level. (Where appropriate, the SP team may appoint a person independent of the team, for example, where specific expertise is required.) These meetings can take place with or without staff representation. Providers will be consulted as to the most appropriate format for these meetings in advance of



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the Validation Visit so that any special arrangements can be put in place.

Where service user participation is low, the Supporting People team may use questionnaires to provide an alternative source of information as the response rate is likely to be higher, resulting in a more representative range of views.

12.00–13.30 *Review of Documentation*

The SP Lead Officer will review policies, procedures and standard documentation sighted as evidence of meeting specific standards of the QAF, in addition to samples of individual records including service users' support plans (as agreed in advance of the visit), health & safety records, critical incidents and complaints records etc.

13.30–14.30 *Lunch*

14.30–15.30 *Review of Documentation (continued)*

15.30–16.30 *Consultation with staff*

The SP Lead Officer will meet with the manager and staff representatives, who may also be accompanied by the nominated provider contact. The meeting will take the form of a discussion focussing on some of the issues relating to the visit. (The term 'staff' here refers to all people working to deliver the service, both paid and unpaid, but the term will be considered and interpreted in the context of each service visited.)

16.30–17.00 *Verbal Feedback*

The Lead Officer will then give a verbal summary of the findings which will include:

- relevant general comments on the ethos and atmosphere of the service, with specific examples;
- summary of conclusions in relation to whether service is delivering the required outcomes for service users through the support planning process



- summary of feedback from staff and service users;
- positive findings and examples of good practice;
- areas of concern and/or discrepancies with provider self-assessment;
- any areas requiring immediate remedial action;
- any issues requiring further verification or for which external evidence is required and the methods by which this will be carried out.

At this stage, the SP Lead Officer will advise the provider contact of when they will receive the written report of the findings.

17.00

Finish