

Supporting People Quality Assessment Framework Core Objectives

1. "The most recent NIHE Supporting People Quality Assessment Framework: Core Services Objectives for Simon Community Larne Hostel completed prior to 24th April 2014."

C1.1 Assessment and Support Planning	
C1.1.1	The needs of applicants / clients and any inherent risks are assessed on a consistent and comprehensive basis prior to a service being offered, or very shortly afterwards as appropriate to the needs of the client group.
C1.1.2	All clients have individual outcomes-focussed support and risk management plans that address the needs and risks identified by the assessment process.
C1.1.3	Needs / risk assessments and support / risk management plans are reviewed regularly on a consistent and systematic basis.
C1.1.4	Needs and risk assessment, support planning and reviews involve clients and take full account of their views, preferences and aspirations.
C1.1.5	Staff carrying out needs and risk assessments and negotiating support and risk management plans are competent to do so.

C1.2 Security, Health and Safety	
C1.2.1	There is a health and safety policy which has been reviewed in the last two years and is in accordance with current legislation.
C1.2.2	The service has a co-ordinated approach to assessing and managing security and health and safety risks that potentially affect all clients, staff and the wider community.
C1.2.3	There are appropriate arrangements to enable clients to access help in crisis or emergency.

C1.3 Safeguarding and Protection from Abuse	
C1.3.1	There are robust policies and procedures for safeguarding and protecting adults and children, that are less than two years old and in accordance with current legislation.
C1.3.2	Staff are aware of policies and procedures and their practice both safeguards clients and children and promotes understanding of abuse.
C1.3.3	Staff are made aware of and understand their professional boundaries and their practice reflects this.
C1.3.4	Clients understand what abuse is and know how to report concerns
C1.3.5	The service is committed to participating in a multi-agency approach to safeguarding vulnerable adults and children

C1.4 Fair Access, Diversity and Inclusion	
C1.4.1	The assessment and allocations processes have been reviewed in the last two years and ensure fair access to the service.
C1.4.2	Fair access, fair exit, diversity and inclusion are embedded within the culture of the service and there is demonstrable promotion and implementation of the policies.
C1.4.3	There is a commitment to ensuring fair exit from the service.

C1.5 Client Involvement and Empowerment	
C1.5.1	People wanting to access a service can make an informed decision before accepting an offer and know about the range of services and support available to meet their needs.
C1.5.2	Clients are consulted on all significant proposals which affect their service and their views taken into account.
C1.5.3	The service encourages clients to do things for themselves rather than rely on staff.
C1.5.4	Clients are encouraged to consider ways in which they can participate in the wider community.
C1.5.5	There is a written complaints policy and procedure that has been reviewed in the last two years and this is used as a tool for service development.