

Transparency in outcome: a framework for adult social care
Proposed outcome and quality measures

Domain 1:
Promoting personalisation and enhancing quality of life for people with care and support needs

Overarching measure

- Social care-related quality of life

Outcome measures

Enhancing independence and control over own support

- The proportion of those using social care who have control over their daily life.

Enhancing quality of life for carers

- Carer-reported quality of life

Enhancing quality of life for people with learning disabilities

- Proportion of adults with learning disabilities in employment

Enhancing quality of life for people with mental illness

- Proportion of adults in contact with secondary mental health services in employment

Ensuring people feel supported to manage their condition

- Proportion of people with long-term conditions feeling supported to be independent and manage their condition

Supporting quality measure

Promoting personalised services

- Proportion of people using social care who received self-directed support.

Domain 2:

Preventing deterioration, delaying dependency and supporting recovery

Overarching measures

- Emergency readmissions within 28 of discharge from hospital
- Admissions to residential care homes, per 1,000 population

Outcome measures

Helping older people to recover their independence

- Proportion of older people (65 and over) who were still at home 91 days following discharge from hospital into reablement/rehabilitation services

Preventing deterioration and emergency admissions

- Emergency bed days associated with multiple (2 or more a year) acute hospital admissions for over 75s

Improving recovery from falls and falls injuries

- The proportion of people suffering fragility fracture who recover to their previous levels of mobility /walking ability at 120 days.

Supporting quality measures

Supporting recovery in the most appropriate place

- Delayed transfers of care

Delivering efficient services which prevent dependency

- Proportion of council spend on residential care

<p>Domain 3: Ensuring a positive experience of care and support</p>
<p><i>Overarching measure</i></p> <ul style="list-style-type: none"> • Overall satisfaction with local adult social care services
<p><i>Outcome measures</i></p> <p>Improving access to information about care and support</p> <ul style="list-style-type: none"> • The proportion of people using social care and carers who express difficulty in finding information and advice about local services <p>Treating carers as equal partners</p> <ul style="list-style-type: none"> • The proportion of carers who report they have been included or consulted in discussions about the person they care for.
<p><i>Supporting quality measures</i></p> <p>Could be supported by relevant activity and finance data related to adult social care, as identified locally through the services provided to users and carers who respond positively or negatively to their experience of care. This domain is also likely to be supplemented by local survey activity and complaints information.</p>

<p>Domain 4: Protecting from avoidable harm and caring in a safe environment</p>
<p><i>Overarching measure</i></p> <p>The proportion of people using social care services who feel safe and secure</p>
<p><i>Outcome measures</i></p> <p>Protecting from avoidable falls and related injuries</p> <ul style="list-style-type: none"> • Acute hospital admissions as a result of falls or falls injuries for over 65s <p>Ensuring a safe environment for people with mental illness</p> <ul style="list-style-type: none"> • Proportion of adults in contact with secondary mental health services in settled accommodation. <p>Ensuring a safe environment for people with learning disabilities</p> <ul style="list-style-type: none"> • Proportion of adults with learning disabilities in settled accommodation
<p><i>Supporting quality measures</i></p> <p>Providing effective safeguarding services which are repeat referrals</p> <ul style="list-style-type: none"> • The proportion of referrals to adult safeguarding services which are repeat referrals <p>Could also be supported by relevant activity and finance data related to adult social care, including the Abuse of Vulnerable Adults (AVA) data collection</p>