

<b>Areas for judgement</b>	<b>Grade awarded</b>
<b>Delivering Outcomes</b>	<b>Excellent</b>
Improved health and emotional well-being	Excellent
Improved quality of life	Excellent
Making a positive contribution	Good
Increased choice and control	Excellent
Freedom from discrimination or harassment	Good
Economic well-being	Good
Maintaining personal dignity and respect	Excellent
<b>Capacity to Improve (Combined judgement)</b>	Excellent
Leadership	
Commissioning and use of resources	
<b>Star Rating</b>	3 stars

### **KEY STRENGTHS AND AREAS FOR IMPROVEMENT BY PEOPLE USING SERVICES**

<b>Key strengths</b>	<b>Key areas for improvement</b>
<b>All people using services</b>	
<ul style="list-style-type: none"> <li>• Provision of information about healthier lifestyles</li> <li>• Services for carers</li> <li>• Telecare linked to remote support services</li> <li>• Plans to expand Extra Care</li> <li>• People feel safer at home</li> <li>• The use of volunteers from the general public</li> <li>• Management of complaints</li> <li>• Service changes in response to feedback from people who use services</li> <li>• Establishment of an Independent Mental Capacity Advocacy (IMCA) service</li> <li>• Take up of Direct Payments</li> <li>• Eligibility for access to care services set at "low"</li> <li>• Implementation of a Disability</li> </ul>	<ul style="list-style-type: none"> <li>• Development of self assessment processes</li> <li>• Younger adults admitted to care homes</li> <li>• Implementation of the 5 equality standards for local government</li> <li>• Practice learning opportunities for social work students</li> <li>• Establishment of an electronic social care record (ESCR)</li> <li>• Better process in commissioning for quality</li> <li>• Consideration of the balance of expenditure for service user groups</li> </ul>

<p>Equality Scheme</p> <ul style="list-style-type: none"> <li>• Arrangements for managing disputes about continuing care</li> <li>• Supporting people to maximise their income</li> <li>• Improved capacity to recognise and respond to protection of vulnerable adults issues</li> <li>• People are allocated a single room on entering care homes</li> <li>• Privacy and confidentiality</li> <li>• Recognition of and action to address strategic challenges</li> <li>• Strong partnership arrangements</li> <li>• Management of workforce re-shaping</li> <li>• Staff training and support for training of independent sector staff</li> <li>• Monitoring of assessment and service delivery waiting times for most user groups</li> <li>• Commissioning strategy</li> <li>• Financial management</li> <li>• Performance management</li> <li>• Race equality considerations embedded in commissioning strategy</li> </ul>	
<b>People with learning disabilities</b>	
<ul style="list-style-type: none"> <li>• Helping people to live at home</li> <li>• Provision for people with profound and multiple learning disabilities</li> <li>• Engagement with service users</li> <li>• Improved interface with the BME community</li> <li>• People helped into work</li> <li>• Support for interpersonal relationships</li> </ul>	<ul style="list-style-type: none"> <li>• Specialist advocacy for people with physical disabilities</li> <li>• Waiting times for assessments</li> <li>• Arrangements for person centred transition planning</li> <li>• Low take up of services in the BME community</li> </ul>
<b>Carers</b>	
<ul style="list-style-type: none"> <li>• Carers services and support for carers</li> <li>• Supporting carers' work needs</li> </ul>	