

WYFY QA Framework - Roles and Responsibilities (at a glance)

WYFY Co-ordinators and Care Managers					
Role	Quality Assurance Task	Method	Measure Data	Frequency	Purpose
Senior Social Care Worker, Social Worker, Occupational Therapist, Community Nurse, Housing Officer	Peer 'Review' <i>or</i> self evaluation of UYs as part of reflective CPD for ERD. (Optional, demonstrates best practice)	Using new QA evaluation tool. Writing case studies. Assessor to discuss learning in supervision or shared with peers in cpd session. This could be done in pairs, within the same team, or across services, or as a group exercise within locality team.	Qualitative data in Supervision notes and CPD evidence	Once or twice a year	To share best practice across all staff groups, improve learning, skills and confidence in staff and therefore quality of assessments and individual's outcomes.
	Monitor key aspects of own practice recording. (Compulsory)	Use WYFY guidance to inform recording.	Case discussion and feedback through supervision.	As UY completed	Promote reflective practice in order to assess quality of own work. Practice standards are assessed in real time, and in accordance with outcome focused assessment approach, policies and procedures.
	Quality assure cases at review and ensure SWIFT reflects outcomes achieved. (Compulsory)	Key data is recorded and overall quality of work monitored using WYFY Review tool and SWIFT	Review tools completed and reflected in ongoing support plans.	As UY completed	Monitoring of outcomes is prevalent and useful to ongoing planning; Information used to inform individual support plans; trends or gaps in service are reported to Team Leaders.
	Complete case transfer summary at the point of transferring all cases to another coordinator/care manager. Using case transfer summary (Compulsory)	New coordinator/manager to report exceptions to line management.	Case discussion and feedback through supervision.	Prior to transfer	Ensure that outcomes are accurately captured, and that roles and responsibilities are clearly identified in order to support smooth transfers/transitions.

Team Leaders (Adult Services, Allied Health Professions, Community Care Resources, Community Nursing, Mental Health, Housing)					
Role	Quality Assurance Task	Method	Measure Data	Frequency	Purpose
Team Leader/ Deputy/ Senior Social Worker	All Cases are discussed in supervision process.	Using departmental supervision process	Using departmental supervision record	Ongoing, continuous	Ensure WYFY QA is fed into departmental supervision process
	Quality assure % of UYs according to service area QA Procedure. UY's compiled by students, newly qualified or inexperienced staff will be made a priority (minimum 1 per month)	Using WYFY QA tool for managers including checking SWIFT. SWIFT checks can be delegated to administration staff.	WYFY QA records, Supervision records and Quarterly reports to Executive Manager.	Monthly	Assess quality of practice and provide feedback to practitioners. Improve quality of assessments, raise confidence and skills in practitioners recording.
	Quality Assure key aspects of practice/ recording: <ul style="list-style-type: none"> • Outcomes • Performance targets • Quality of assessments • Effectiveness of support plan • Collaboration • Informed choice 	Using information from WYFY QA tools, performance reports and review information. Ensure staff are given appropriate feedback on their strengths and assets as well as development opportunities.	WYFY QA records, Supervision records and Quarterly reports to Executive Manager.	As completed	Quality of assessments is assessed as a matter of course. Recording standards are assessed in real time, and in accordance with policies and procedures. Ensure that the supported person is involved and makes informed choices as part of their assessment and in selecting their support options.
	Quality assure a sample % of cases at review according to service area QA procedure. (Minimum 1 per month)	Using part 3 of the WYFY QA tool, look at the review tools.	WYFY QA records, Review documents, Supervision records and quarterly reports to Executive Managers.	Monthly	Ensure outcomes have been achieved; chronologies have been updated and checked for gaps/trends; Key data recorded. Monitoring of outcomes is prevalent and useful to ongoing planning; Information used to inform individual support plans; trends or gaps in service are reported to inform service development/ commissioning.
	Investigate any exceptions reported on transfer summaries reported.	Address any lack of transfer summary with individual staff members through supervision.	Supervision records.	As exceptions are raised	Ensure that roles and responsibilities are clearly identified in order to support smooth transfers/transitions.

Executive Managers					
Role	Quality Assurance Task	Method	Measure Data	Frequency	Purpose
Executive Manager	Audit appropriate % of UY's per month, according to professional staff group managed	Case File reading. Identify trends in practice, learning requirements, and initiate appropriate feedback and measures.	Exception reports	Quarterly	To ensure consistent standards of QA is conducted amongst Team Leaders with their staff groups. To improve the quality of performance. To ensure quality in assessment and improvement in peoples outcomes. To ensure we adhere to the SDS duty to have regard to the general principles of collaboration, informed choice and involvement as part of the assessment process.
	Monitor complaints and action plans arising from complaints	Following service complaints procedures.	CSWO annual report to IJB and Elected Members.	As required	To ensure we follow the principles of collaboration, deal with complaints effectively and ensure positive outcomes and learning.
	Monitor and report on Key Performance Indicators	Report submitted to WYFY Partnership	Number of New UY Number of UY completed within 21 days, Support plan in place by 6 weeks % of reviews completed on time	Quarterly	To ensure Key Performance Indicators are met and action taken where they are not.
	Monitor and report on outcomes and satisfaction	Report submitted to WYFY Partnership – to include outcome data, satisfaction data and analysis of trends in both areas of success and challenge.	Quantitative data collated themes of what is working and what is not.	Quarterly	Ensure we offer assessments that are personalised and focused on outcomes. Ensure we take reasonable steps to facilitate the person's dignity and participation in the life of the community. Ensure we meet our duty to offer four options to the supported person and to "signpost" to other sources of information and additional support.

Strategic inputs / Quality Assurance staff					
Role	Quality Assurance Task	Method	Measure Data	Frequency	Purpose
Chief Social Worker Officer	Maintain an overview of performance indicators, quality of assessments and compliance with relevant strategic and legislative policy.	Review reports relating to WYFY Quality Assurance, Performance indicators and SDS statistics	Include areas of learning and development around WYFY in annual CSWO report.	Annually	In depth exploration of themes across services with a view to improving practice and promoting quality.
SDS officer	Attend and observe a sample number of reviews, shadow assessment visits, attend resource panel allocation meetings. Conduct random QA monitoring on assessments and reviews.	Embed QA learning into local WYFY training programme, support staff in their focus on outcomes through one to one feedback and support.	WYFY training changes to encompass new learning around QA. Reports to WYFY Partnership.	As required	Ensure personal outcomes are considered at each part of the WYFY process. To embed SDS ethos and principles in staff approach to assessments, through CPD.
WYFY Partnership	To review QA/Performance monitoring data and ensure any necessary actions are taken within members own area of responsibility and through integration agenda.	To oversee a multi-agency approach to WYFY and commitment to QA framework.	WYFY Partnership minutes, reports and escalation of themes to relevant strategic groups	Quarterly	To ensure meaningful use of data around personal outcomes, including using this for the purposes of service development and person centred commissioning.
Director – Health and Social Care	Chair WYFY Partnership and ensure overall quality of H&S care service response to WYFY data.	To chair and direct Quarterly WYFY Partnership meetings.	WYFY Partnership minutes, reports and escalation of themes to relevant strategic groups	Quarterly	To ensure meaningful use of data around personal outcomes, including using this for the purposes of service development and person centred commissioning.

Elected Members/Chief Executive/Chief Officers Group					
Role	Quality Assurance Task	Method	Measure Data	Frequency	Purpose
Chief Executives	To provide organisational leadership that encourages a focus on strengths/assets and personal outcomes.	To ensure monitoring systems and reports capture information about the performance related to improving outcomes for individuals.	Communication and meeting minutes demonstrate a commitment to the personal outcomes approach and highlight strengths and assets of staff and communities.	Ongoing	To support a culture shift through the continued focus on personal outcomes that is embedded in the organisational value base.
Integration Joint Board	To review improvement against Integrated Health and Social Care Outcomes framework which includes ensuring a sustained focus on what difference we make in people's lives (personal outcomes).	To ensure monitoring systems and reports capture information about the performance related to improving outcomes for individuals.	Integrated joint board members demonstrate a commitment and focus to the personal outcomes approach, evidenced through meeting minutes.	Ongoing	To support a culture shift through the continued focus on personal outcomes that is embedded in the organisational value base.