



Quality Forum: Terms of Reference

Forum Vision and Values

The Forum is a collaboration of leaders in the social care community that commit to a set of key principles and values that all partners agree to be the essential ingredient to quality care.

Purpose

The Forum will:

- Develop a common understanding of the role, responsibilities and challenges faced by each party and identify common areas to improve quality care and how they can be better addressed together at a system and practice level across the community.
- Develop a unified framework for practical support to enable commissioners (local authorities and local health boards), providers and regulator/s to drive improvement for quality integrated care around the person.
- Ensure people's experience of care and their well-being will be the central measure of quality.
- Ensure its work is up-stream of emerging problems identifying early warning signs, patterns of poor care and quality care through sharing and aggregating evidence, combining lessons learned and using shared problems and success to agree areas for priority improvement where the Forum's work can have an impact.
- Create the environment and opportunity to link local pockets of practice excellence (within and across the care community) into a national approach through the Forum's endorsement.



Scope

The Forum's initial focus will be:

- Adult care services in the community. This includes care at home (regulated domiciliary care) and residential care homes in local communities.
- Children's homes including residential special schools providing accommodation for over 295 days as registered will also be within the forum scope.

Key Products

The Forum's focus will be on a small number of pressing issues that are of national concern but are simple to tackle while making a significant impact to improve every day practice delivery and quality of care.

It will identify those areas of the services (or parts) that are of concern or future concern that result in, or lead to poor quality care or put people at risk.

Practical examples of where the Forum's work can have a powerful impact in driving quality may include:

- Collaborative commissioning and contract monitoring – including sharing of examples of good commissioning practice and tools, eg Care Assurance and Performance System (CCAPS).
- Short visits – 15 minute calls, their appropriateness, impact on quality of care, standardisation of definitions in relation to work/travel time.
- Accessibility of preventative and secondary health care, in particular falls prevention, eye care, pressure ulcers and dehydration.



- Monitoring serious incidence reporting in home care and care homes.
- Unnecessary admissions to hospital from care.
- Workforce – investing and enabling staff managing/delivery care to bring about improvement in practice and overcome fragmentation in the system.

Development of All Wales protocols that may include:

- Improvement pathway for services at risk.
- Regular sharing data and other intelligence across the Forum.
- Members role to promoting the Forum objectives within their constituent field and cascading to the frontline to make sure it happens!

Interface with other Groups/Forums

- The Welsh Government Care Homes Steering Group
- National Commissioning Board

Chair of Forum: Imelda Richardson, CSSIW

Membership:

Sue Evans	ADSS Cymru
David Street	ADSS Cymru
Imelda Richardson	CSSIW
David Francis	CSSIW
Mario Kreft	Care Forum Wales
Mary Wimbury	Care Forum Wales
Rhian Huws-Williams	Care Council for Wales
Kate Chamberlain	HIW
Carol Shillabeer	NHS Wales
Peter Randall	UKHCA
Yvonne Apsitis	UKHCA