

CSS Performance Measurement Project (SW LHIN)	Community Care Common Standards (Australia)	Quality Framework Responsible Care (Netherlands)
Q2: Overall, how satisfied were you with the help you or your loved one received from this agency	<p>Outcome 3.3 Complaints and Service User Feedback Feedback other than complaints is also important and should be recorded. E.g., if a service user lets a support worker know that the time of a service does not suit them, this should be passed on and logged in your feedback system so that you can understand if this is a one-off event or if many service users are not happy with their service time. This ‘trending’ of feedback can assist you to focus on how to improve services for your service users.</p>	<p>1.2 Experienced participation and consultation How often do your service providers ask you about what has got to be done? How often do your service providers ask you if the care they give is up to your standards? Do you know where to go with your questions, problems and complaints? Can you contact by phone? Will you get a response within one working day?</p>
Q3: Do you believe the help you received from this agency met your needs (or the needs of your loved one)?	<p>Outcome 2.3 Care Plan Development and Delivery</p> <ul style="list-style-type: none"> • Care/service planning reflects the needs of service users and the requirements of the funding programs/guidelines • Care/service plans are developed in partnership with the service user and/or their representative and are based on assessed needs and service user preferences • Service users are informed about their care/service plans • Care/service planning recognizes and addresses the requirements of service users with complex care needs • Service users are consulted with and provided with a service agreement 	<p>3.1 Physical well-being Do you receive care in the way you want to receive it?</p> <p>4.12 Experienced professionalism and safety in administering care Does the service provider observe the agreements related to care? Do the various service providers coordinate the home care you receive well? Do the service providers work independently? (Do they know what should be done?)</p> <p>8.2 Experienced reliability caregivers Do service providers stick to agreed tasks? (Does the work get done?) Do service providers stick to the appointed times? (Do they come on time and don't leave early?) Do you feel safe and at ease when service providers are with you?</p>
Q4a: Did the help you were provided contribute to your: Independence (freedom from dependence, or reliance on others)	<p>Outcome 3.5 Independence</p> <ul style="list-style-type: none"> • Whether care plans/service agreements contain effective strategies to promote and foster clients' independence -facilitating access to PT, OT, dieticians; strengthening family and community links; encouraging health promoting activities • Records of induction and ongoing training of staff/volunteers in concepts of promoting and fostering independence while working with service users 	<p>1.2 Experienced participation and consultation How often do you participate in decisions about the content of the home care you receive? How often do you participate in fixing the times/days on which you receive your home care? How often do you participate in decisions about from whom you receive home care? Is the service provider sufficiently open to your suggestions?</p>

		<p>How often does the service provider (the management or the Board) react adequately to your questions, suggestions or complaints?</p> <p>How often do your service providers confer with you about what has got to be done?</p> <p>4.12 Experienced professionalism and safety in administering care Do service providers take into consideration whether or not you can do certain tasks yourself?</p> <p>5.3 Experienced privacy (and living space) Is home care an infringement of your daily life because of the service providers who come into your home (your privacy, the daily routine and activities)?</p> <p>6.2 Experienced independence/autonomy Can you manage daily life easily with home care? Can you decide how you want to spend the day? Can you go to bed and get up when you want to? Are the times at which you receive home care convenient to you? Can you do the the things that matter to you? Can you go anywhere you like in the home? Can you go anywhere you like outside the home?</p>
<p>Q4b: Did the help you were provided contribute to your: Quality of Life (general well-being, including self perceived mental, physical, spiritual and emotional health)</p>	<p>Outcome 3.5 Independence, social inclusion from the client’s perspective are used as proxies for quality of life.</p> <p>What are the processes in the organization for ensuring that all service staff/volunteers support, foster and encourage client independence and respect clients’ rights to make decisions and choices about their lives?</p> <p>Outcome 3.5 Examine the assessment of client independence, including:</p> <ul style="list-style-type: none"> • Mobility and dexterity in activities of daily living • Maintaining adequate nutrition and hydration (the ability to source and prepare food) • Social networks including family and community links <p>Examine whether care plans/service agreements</p>	<p>3.1 Experiences with physical care Do you receive your personal care (like support with taking a shower/washing, getting dressed, combing your hair, etc) at times that you want that care to be given? Do you receive care in the way you want to receive it?</p> <p>4.12 Experienced professionalism and safety in administering care Do the service providers do the cleaning adequately? Are the service providers competent in carrying out nursing activities (injecting, taking care of wounds and stomas)? Are caregivers well-informed about your illness(-es) or health problems? Do the service providers work in the way that you want them to work? Do your service providers pay attention to changes in your health situation or do they tell you that they notice such changes?</p>

	<p>contain effective strategies to promote and foster clients' independence, such as:</p> <ul style="list-style-type: none"> • Retraining in activities of daily living • Facilitating access to allied health services such as physiotherapy, occupational therapy and dieticians • Encouraging participation in local health-promoting activities • Strengthening social support including family and community links <p>Outcome 2.3 Care Plan Development and Delivery</p> <ul style="list-style-type: none"> • Timeliness of the care/service plan development following assessment • Completeness of the care/service plans • Care/service planning the promotes functional and social independence and quality of life • Coordination of care and services with other service providers for service users with complex care needs 	<p>Do your service providers pay attention to your correct use of medicines? (That you take the prescribed medicine at the correct time in the correct way)</p> <p>Are your complaints about your health taken seriously by your service providers?</p> <p>7.1 Experiences in the field of mental well-being</p> <p>Do you feel at home in your own apartment?</p> <p>How often do you worry about things?</p> <p>Do you feel lonely?</p> <p>Do your service providers pay sufficient attention to how you are doing?</p> <p>Do your service providers offer enough emotional support in conversations and is s/he a good listener?</p>
<p>Q4c: Did the help you were provided contribute to your ability to Stay at Home (the ability to live within one's home with or without some assistance.)</p>	<p>Outcome 2.4 Service User Reassessment</p> <p>Processes for monitoring clients and the need for out of period reviews</p> <ul style="list-style-type: none"> • A change in physical or cognitive ability • Discharge home from hospital treatment including day procedures • Changed support from carer(s) and/or changed support arrangements 	<p>6.1 Experiences with day-time activities and participation</p> <p>Is there any support from service providers, volunteers or relatives if you want to go somewhere? (Outside, visiting others, outings, activities, etc.)</p> <p>Does your service providers offer you enough support in finding ways to spend the day, social contacts and activities?</p> <p>Do your service providers offer you enough practical support in arranging practical matters as making phone calls, filling in forms, arranging aids or financial matters, etc.)</p> <p>8.1 Experienced safety residential environment</p> <p>Do service providers pay enough attention to your safety and the prevention of accidents in and around the home? (E.g. by watching out for loose mats/rugs on slippery floors?)</p> <p>Do your service providers point out to you the possibilities of adapting your home or the existence of certain aids?</p> <p>Do your service providers pay attention to the sell-by date of food? (to prevent food poisoning)</p> <p>Has the care institution discussed with you what you should do in case of emergency? (Which tel. number you</p>

		can dial, when and how you can raise the alarm, etc.) 9.1 Experienced availability staff Is home care flexible in adapting the moments of care giving to your wishes? (Different time, another day)
Q5: Did you receive enough information from this agency about how they could help you?	Outcome 3.1 Information Provision <ul style="list-style-type: none"> Information provided to clients Processes to ensure that every client receives relevant information and a verbal explanation about service arrangements The availability of information in a variety of formats to meet clients' requirements Processes for reinforcing information for clients and/or their representatives 	2.2 Experienced information Have you received enough information from the service provider about what it can do for you? (Possibilities in home care, the package of services, etc) Are the letters, brochures and flyers understandable to you? Do you know to whom you should go in the service provider with your questions, problems and complaints, if any?
Q6: Did you have any difficulties arranging or getting help from this agency?	Outcome 2.3 Care Plan Development and Delivery <ul style="list-style-type: none"> Timeliness of the care/service plan development following assessment Completeness of the care/service plans Arrangements for people with special needs Time frames for the review of the care/service plan Circumstances under which the type, duration or frequency of service delivery may be changed, refused, suspended or withdrawn Outcome 3.3 Complaints and Service User Feedback <ul style="list-style-type: none"> Complaints and service user feedback are dealt with fairly, promptly, confidentially and without retribution Process for managing complaints, including feedback to the complainant and timeliness of responses Complaints register (if available) and completed complaints forms 	10.1 Do service providers from different disciplines cooperate well with one another (GP, PT Dietician)? 1.1 Do you have a regular contact person you can call at the provider organization? 2.3 If you leave a message by phone, will you be called back within one working day?
Q7: If you paid this agency for the help you received, did you find the price affordable?	N/A	N/A
Q8: Would you recommend this agency to another family member or friend needing this type of assistance?	N/A	N/A