



Llywodraeth Cynulliad Cymru
Welsh Assembly Government

Framework of Services for Older People

Template for Examples of Good Practice

Introduction

The purpose of this template is to provide some consistent structure for collecting information about examples of good practice in terms of existing services. Where you can use the template in full or in part this would be greatly appreciated. You may not be able to answer all the questions but complete what you can.

Remember that this is not a test but a means to learn more about services that are valued by older people.

The important point is that we want to hear and read about examples of good practice across the statutory, private and Third sectors. So if you find the template unhelpful we would still like to hear from you. Please forward what information you can to supplement the questionnaire or in place of it.

Please read the template before starting to answer questions then forward the completed template to:

**Sarah Austin via Sarah.Austin@wales.gsi.gov.uk or
Office of the Director of Social Services Wales,
Welsh Assembly Government,
Cathays Park,
Cardiff,
CF10 3NQ.**

If you would like to provide other information which you think would be helpful, feel free to do so.

Please return examples by Wednesday 31st March 2010.

1. Name of Person completing this form:

Organisation:

Position:

Email Address:

Tel Number:

Date of completion:

Are you happy for this form to go on website: Yes / No

**Are you happy for your contact details to go on website should readers require further details:
Yes / No**

You may also be contacted during the development of the Framework to explore the information you have provided in more detail where this is necessary.

2. Name of service:

Aims of the Service / Outcomes to be achieved

Is there a statement of purpose? Yes___ No___ If yes, please enclose a copy

3. Describe how the service operates from referral to delivery (read other questions first)

4. Geographical area served

5. Target Client Group e.g. older people or older people with mental health problems or older people with a visual impairment

6. Number of service users over the past 12 months

7. Average number of service users per day or week

8. Time of service availability e.g. hours of opening and days of the week available

9. Description of workforce e.g. paid staff, volunteers, numbers, qualifications

10. (a) Management arrangements:

(b) Are there examples of management reports?

11. Describe any partnership arrangements. Is the service supplied by more than one agency or joint funded?

12. How is the service funded? Who pays for what?

13. Describe service costs

14. How long has the service been in operation?

15. Has the service ever been evaluated?

Yes_____ NO_____

If yes provide details of evaluation

If no, have there been any other attempts to get feedback from service users?

Yes ___ No ___

If yes, please provide results

Some ideas about evaluation questions are included at the end of this template.

16. Describe how service users and carers have been involved in the development of the service

17. What makes it a good service? How does it benefit older people and their carers? What do users/ carers say about the service? How does it benefit Local Authorities and the NHS?

18 a) Describe if there are any further plans to improve or extend the service

18 b) What extra support or partnership linkages are needed to take this service to its next level?

19. Describe any problems or challenges experienced in the development of the service and how these have been overcome

20. Provide, in bullet point form, any key advice/lessons learned which would be useful to others wishing to build upon your experience to develop their own services.

Examples of questions for evaluation

How many people were maintained at home as a result of this service?

How many inappropriate admissions to hospital were avoided?

How many people were helped to return home from hospital?

How many premature admissions to residential care were avoided?

How responsive was the service to initial referral and to changes in need?

Did the service lead to a demonstrable reduction in need for higher level care services?

