

SERVICE SPECIFICATION (SCHEDULE ONE)

OVERVIEW OF SERVICES

1) BACKGROUND

Hearing loss can ruin lives: people lose jobs, relationships are destroyed; it can cause isolation and depression. It's not just a minor inconvenience, inevitable as we age. Around 575,500 people in Wales are deaf or have hearing loss.

2) SERVICE AIMS AND OBJECTIVES

The Provider shall ensure the Service is aligned with the Health and Care Strategy and the Social Services and Wellbeing Act.

Aims: To support our service users to **Live Well** and **Age Well** by ensuring there is accessible information about detecting hearing loss early and practical support to help them manage their hearing loss, deafness or tinnitus

- **Maximise the quality of Service Users' lives** – Ensuring they receive the most appropriate support and referral if necessary
- **Maintain a normal life pattern** – Supporting them to support themselves and making our services accessible and flexible with regard to home visits
- **To achieve improved levels of health** – Using a no closed-door policy, staff and volunteers can signpost to health organisations, encourage Service Users to seek medical assistance if necessary and ensure that they are being listened to if their health care is in someone else's hands
- **Increased network of community-based services** –a good knowledge within Powys of community-based services and referral networks via volunteers and service staff, Powys People Direct (PPD) and Infoengine, (which is the online directory of services covering Powys, Ceredigion, Pembrokeshire and Carmarthenshire).
- **Collaboration** – ensure that the provider works with all relevant organisations when dealing with a Service Users need.
- to add value to the service by co-production and signposting to other support in the community.

The six aims below underpin the commitment of the provider to promote the commissioner's vision to provide 'truly integrated care, centred on the needs of the individual' and aligned with the 5 key principles of the Health and Care strategy:

- **DO WHAT MATTERS**
- **DO WHAT WORKS**
- **GREATEST NEED**
- **FAIR ACCESS**
- **WELLBEING**

The Provider shall: -

Improving Health & Wellbeing

- Deliver equitable coverage, frequency and opening times of drop-ins across Powys;
- Repair appropriate hearing equipment that can improve the quality of an individual Service User's hearing;
- Reduce social isolation experienced by individual Service Users as a result of their hearing loss;
- Develop the service in areas with identified need;
- Support Service Users and volunteers to maintain their independence and self-confidence through hearing aid maintenance;
- Support people to find independent living solutions via a whole-system approach;
- Easy access to a wide range of support, services and information.

Ensuring the Right Access

- Deliver a consistent hearing aid maintenance service that is accessible to all;
- Develop the service where Service Users can access a range of Third Sector and statutory support services via Staff (including volunteers) local knowledge and technology;
- Create online aid maintenance tutorials for Service Users to access to support self-management;
- Targeted promotion in areas identified by audiology where people are rurally isolated;
- Conduct 1 x Service User satisfaction survey per year;
- Conduct 1 x Staff satisfaction survey per year.

Striving for Excellence

- Provide quarterly statistics for review regarding gaps and issues;
- Work towards achieving Health Care Standards;
- Review the Quality Standards for Adult Audiology;
- Engage with stakeholder groups (e.g. RPB/hearing loss joint working group).

Involving the People of Powys

- Work closely with Third Sector brokers within Powys People Direct to ensure awareness is raised via the provider;
- Review the referral procedure for Service Users to ensure consistency;
- Support the development of volunteering within hearing loss services;
- Develop volunteer awareness training to identify additional Service User support.

Making every pound count

- Review drop-in locations with a view to co-locating in “H&SC HUBS” to ensure integration of services and shared resources.

Always with our staff

- Provide ongoing refresher training programme for Staff;
- Embed a digital first service into all clinics

3) SERVICE STANDARDS, VALUES & PRINCIPLES

The Service will be delivered in accordance with the **Audiology Quality Standards** the Welsh Government Healthcare Standards (April 2015):-

- Staying Healthy;
- Safe & Effective Care;
- Effective Care;
- Dignified Care;
- Timely Care;
- Individual Care;

The Provider shall: -

- Promote choice and control over how Service User’s live their lives;
- Enable Service User’s to obtain the right communication support, equipment and information;
- Promote Service User’s with hearing loss as a valued member of society, treated with dignity and respect;
- Support Service User’s to value their hearing and to protect it;
- Assist Service Users to understand their hearing needs;
- Signpost Service Users on how to manage their hearing loss and know where to go if support is needed;
- Assist Service User’s to access all the information, advice and access to communication and technology that is necessary to meet their needs.

4) SERVICE ACCESS CRITERIA: -

To be eligible for the Service individual Service Users must be: -

- 18+ years of age, have a hearing loss and live within the geographical boundaries of Powys;
- Assessed and referred by an appropriate health and or social care professional.

5) SERVICE REFERRAL PROCESS

Referrals for the Service can be received from:

- Health Professionals (Audiology departments, GP's, nurses, social workers, etc.)
- Third sector e.g. Age Cymru, Care and Repair, Disability Powys, PPD (Community Connectors).
- Self-referral

6) SERVICE KEY DELIVERABLES

The Provider during the Agreement shall: -

- Administer fifteen community drop-in centres where members of the public can have their NHS hearing aids repaired free of charge;
- Undertake home visits/care home visits to repair Service User's hearing aids who are unable to access a community drop-in centre;
- Administer the Drop-in Centres on a monthly basis ensuring that each drop-in centre session is supported by a minimum of two trained and competent Staff (including volunteers);
- Operate a robust Staff recruitment, induction, hearing aid maintenance training programme for Staff who are involved in the delivery of the Service;
- Ensure there is sufficient supply of consumables e.g. tubing, filters, batteries, etc. and hearing aid repair toolkits for delivering the service;
- Work closely with the local Audiology departments and to ensure the Service is in line with the principles of prudent healthcare, Health Care standards and co-production;
- Provide information, support and can assist Service User's with specialist equipment, online training skills and hearing aid repairs.

Units of Service	Service User Group Provided	Geographical Area of Service
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<p>The Provider shall operate:</p> <ul style="list-style-type: none"> • 15 x Drop-in Centres on a monthly basis. Each drop in is open for between 2-3 hours per month • Undertaking regular maintenance visits to 17 care homes across Powys • Undertaking monthly home visits (2023-2024) 	<p>Any Adult aged 18+ years of age with a hearing loss who resides in the geographical area of Powys</p>	<p>Powys wide Service Drop-in centres at: (1) Brecon (2) Llandrindod Wells, (3) Machynlleth (4) Ystradgynlais (5) Knighton (6) Crickhowell (7) Welshpool (8) Builth Wells (9) Hay on Wye (10) Llanidloes (11) Newtown (12) Presteigne (13) Rhayader (14) Llanfyllin (15) Talgarth</p>
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Service Development Plans

The Provider shall commence work with the Commissioner during the Agreement Term (2023/24) to: -

- Undertake ongoing reviews of all venues/times with regard to equitable spacing of Services and co-location with other statutory and Third sector services;
- Use web enabled devices in each drop in to access alternative services and information;
- Develop online tutorials for hearing aid maintenance;
- Create online face to face monthly information sessions for Service Users;
- Work towards Health Care Standards;
- Develop a good relationship with the third sector broker service (community connector service linked with PPD)
- Create a model whereby all Powys based hearing services can link in with each other creating a “one stop shop”

Ensure that all audiology departments; BCU, ABMU and HD are aware of the Agreement regarding co-operation regarding training and consumables.

N°	Area of Operation/Delivery Requiring in Year Development/Discussion	Agreed Actions	Timescale
1.		To align and evidence for 2023/24 the contribution of the service towards the delivery of the Health & Care Strategy objectives	

N°	Area of Operation/Delivery Requiring in Year Development/Discussion	Agreed Actions	Timescale
	To explore options for developing and modernising the service in line with the key objectives of the Health & Care Strategy specified within the SLA 2023/24	To continue to engage with the development of Powys' Health & Care Strategy Where applicable, agree a variation of the SLA to reflect the updated service approach identified and agreed for assisting the delivery of the Health & Care Strategy	31 st March 2024
2.	To explore with health and social care commissioners, including other third sector providers, interim options for collaborating and strengthening Service User pathways and outcomes during 2023/24	To explore the current service model with health and social care commissioners and consider interim options for strengthening service user pathways across the third sector during 2023/24 where applicable	31 st March 2024
3.	To contribute towards the future strategic vision and direction of third sector provision within Powys, moving towards a holistic outcomes approach to service delivery	To engage in a health and social care commissioner and provider workshop to contribute towards the development of the vision and direction of third sector provision in Powys over the next five years.	31 st March 2024
4.	To jointly review the: (i) Service performance data required (ii) Current baseline of the data provided (iii) Development of KPI performance targets to ensure this evidence the delivery of Third Sector key objectives	To review and confirm the performance data required as part of the SLA 2023/24 To provide a consistent baseline of data for 2023/24 (if not already available) To consider the use of relevant targets for KPIs for possible phased implementation in the future (i.e., beyond 2023/24).	31 st March 2024

c) Provision of Service Information

As part of the Service the Provider shall evidence the following: -

- Details of Service Pamphlets/Information Sheets/Web site Material etc. available for Service Users accessing the Service;
- Summary of Service Operational Policy documentation administered as part of the Service;
- Summary of Customer satisfaction processes /quality assurance processes administered as part of the service;
- Summary of staff training programmes, supervision and appraisal systems administered as part of the Service

7) SERVICE OUTCOMES AND KEY PERFORMANCE INDICATORS

The Provider shall produce Quarterly Service Performance reports which evidence the delivery of the following Key Objectives: -

Summary of how the Key Objectives will be delivered by the Service	Third Sector Key Performance Indicators	Service Key Performance Indicators	KPI Objective Targets	Suggested Evidence Sources
Focus on Wellbeing				
Summary produced by Provider	<ul style="list-style-type: none"> • % of service users who report an increase in hearing aid use • % of Service Users who are more confident in using their hearing aid ; • % of service users who are more confident in self-management • % of service users who report an improvement to daily life • % of service users who understand their hearing loss better • % of service users who, as a result of the service, feel more confident • % of service users who are less socially isolated • % of service users who feel more independent after using the service because they can hear better • % of service users who have passed on information to family and friends 	To be developed by the end of Quarter Three	To be developed by the end of Quarter Four	<ul style="list-style-type: none"> • Service User Survey Feedback; • Service User Outcomes/Goal Plans • Compliments and Complaints • Case Study
Early Help and Support				
Summary produced by Provider	<ul style="list-style-type: none"> • % of Services provided which reduce the need for onward statutory support for Service User; • % of Service Users who confirmed that that they were supported with dignity and respect; • % of Service users who were able to access 	To be developed by the end of Quarter Three	To be developed by the end of Quarter Four	<ul style="list-style-type: none"> • Service User Survey Feedback • Service User Outcomes/Goal Plans • Compliments and Complaints • Performance Data sets

Summary of how the Key Objectives will be delivered by the Service	Third Sector Key Performance Indicators	Service Key Performance Indicators	KPI Objective Targets	Suggested Evidence Sources
	hearing checks through the service			
Joined Up Care				
Summary produced by Provider	<ul style="list-style-type: none"> • % Service Users who reported they were happy with the overall service • % of Staff (including volunteers) who feel valued for the work they do • %Staff (including volunteers) who feel supported by their manager • % of staff (including volunteers) who feel involved about the service and any developments • % of Staff (including volunteers) who could demonstrate competency and confidence in delivering the service through relevant training undertaken. 	To be developed by the end of Quarter Three	To be developed by the end of Quarter Four	<ul style="list-style-type: none"> • Service User Survey Feedback • Service User Outcomes/Goal Plans • Compliments and Complaints • Case Study

N.B. The remaining objective from Powys' Health & Care Strategy i.e., Tackling the Big Four (Circulatory Diseases, Respiratory Diseases, Cancer and Mental Health problems) is not listed above, but is a theme throughout the work of the service.

8) SERVICE PERFORMANCE REPORTS

The Provider shall produce Quarterly Service Performance reports which details the activity of the Service covering the following data sets: -

N°	METHOD OF MEASUREMENT	REPORTING PERIOD
1	Referral Source	Quarterly
2	Number of Referrals	Quarterly
3	Number of referrals signposted	Quarterly
4	Number of referrals declined reason	Quarterly
8	Referral details – Age, Gender, Living Alone, Geographical area, known to services	Quarterly
9	Number of follow up appointment /contacts/visits	Quarterly
10	Number of services extended due to Service User needs	Quarterly

N°	METHOD OF MEASUREMENT	REPORTING PERIOD
11	Number of face-to-face contacts	Quarterly
12	Type of intervention/support/advice provided for Service Users	Quarterly
13	Number of cancelled services (i) due to Service (ii) due to Service User	Quarterly
14	Number of Service(s) terminated early – reason	Quarterly
15	Number of Service users accessing other services	Quarterly

9) FINANCE

This section provides a breakdown of the Service Level Agreement funding arrangements which includes the following information: -

- The unit cost of Service (in development) which includes all overhead costs;
- The total funding agreed by PTHB for the Service
- The contribution of the Provider to the overall delivery of the Service if applicable. This information will provide evidence of the additional contributions made by the Provider to the delivery of the Service required as part of the SLA (Added Value)

Service Description	Activity	Service Unit Cost	Total	Powys Contribution	Provider Contribution
Repair Service for NHS hearing Aids at 15 Community Drop in centres which includes:	<ul style="list-style-type: none"> • 15 Drop-in centres delivered on a monthly basis • Undertaking regular maintenance visits to 17 care homes across Powys • Undertaking monthly home visits (2023-2024) 	Cost per session			