



## **Confirm & Challenge: 6 C's**

Specialist Learning Disability

in-patient assessment and treatment services

**Short guide**

## Introduction

This is a short guide to the updated Confirm & Challenge model and outcomes framework for specialist in-patient services. It will be followed in the next few months by a more comprehensive guide that will include findings from work we undertook as part of the Valuing People Now programme.

The intention of this document is to give an overview of the tool and how it can be used. We are aware that many people used the previous version of the framework and we are grateful for their comments that we have used to inform this revised edition.

Debra Moore

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## Background

- Specialist learning disability health professionals continue to have an important role to play in supporting the health and wellbeing of people with learning disabilities and their families. They are required to both support mainstream practice and directly serve those with the most complex needs<sup>1</sup>.
- These professionals work in a range of settings and increasingly undertake new and challenging roles in both hospital and community based provision.
- This version of the *Confirm & Challenge* tool is concerned with the work of specialist learning disability health services and specifically, assessment and treatment provision (in-patient). It has been updated from our version first published in 2008<sup>2</sup> and sits alongside our recently published version for Community Learning Disability Teams. The self assessment tool and associated materials are available online and can be downloaded by visiting [www.debramooreassociates.com](http://www.debramooreassociates.com)

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<sup>1</sup> DH 2007 Commissioning Specialist Adult Learning Disability Health Services

<sup>2</sup> Moore D 2008 Confirm & Challenge – a model and self assessment tool for specialist inpatient services

- This short guide is designed to support the use of the online resources and to give some ideas that might be useful to people who want to use the *Confirm and Challenge: 6 C's* tool in their own locality.
- This guide is designed to be used by commissioners and providers to enable them to review and improve services. It sits alongside an easier to read version for people with learning disabilities and families.

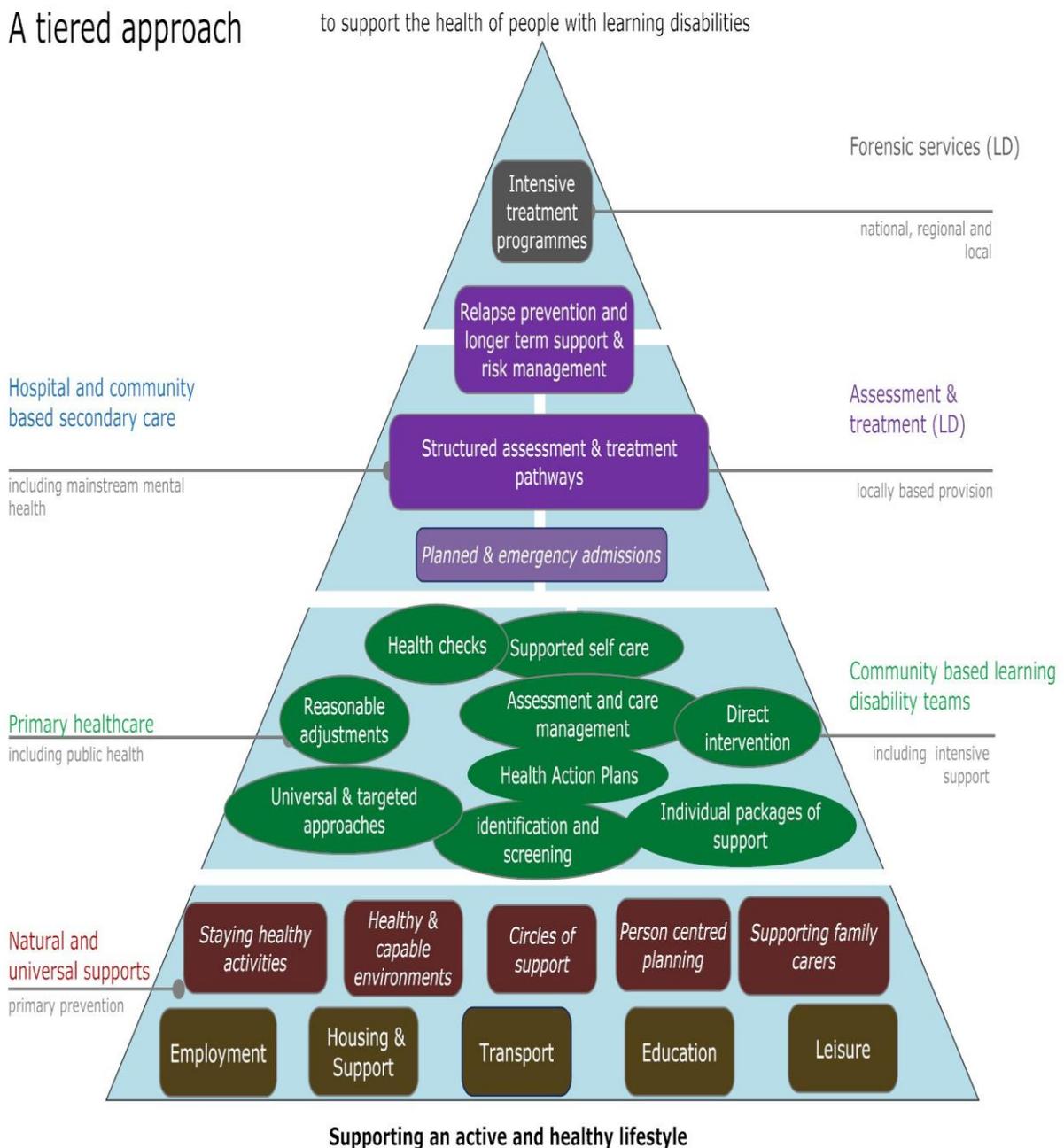
## Key message

*Put simply, specialist learning disability health services should be delivering **person centred** services, within the **community** that respect and promote the rights of people with learning disabilities as full **citizens**. To do this, there needs to be in place, good **commissioning**, a **competent** workforce and a robust system to **check** quality and outcomes.*

## A whole systems approach

Diagram 1 maps out some of the natural and formal relationships within a locality that can work together to support better health for people with learning disabilities. Whilst not forgetting the primary relationship with people and families, it is clear that any change to the commissioning or provision of any part of the system, including inpatient services, has potential to affect the capacity, efficiency and effectiveness of the rest.

### A tiered approach



## Confirm & Challenge Model & Outcomes Framework (6C's)

The Confirm & Challenge model and framework was developed to support the commissioning and delivery of specialist learning disability health services.

The first version for specialist learning disability in-patient services was published in 2008<sup>3</sup> and has been updated and improved for this guide.

The model and outcomes framework assimilates key policy and good practice guidance across health and social care and translates this into a structure and process for localities to work with. The outcomes framework reflects the objectives and recommendations contained within a range of government, independent, regulatory and professional publications. This includes those representing the voice of people with learning disabilities and their families.

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<sup>3</sup> Moore D (2008) Confirm & Challenge Model and Outcomes Framework (6C's) for Specialist Learning Disability Health (In-Patient) Services.

The model and outcomes framework is designed to help specialist learning disability health services to:

- Confirm national and local objectives as identified in key policy such as Valuing People Now.
- Clarify what their role is in relation to achieving better health and wellbeing for people with learning disabilities.
- Think about the work of specialist learning disability health professionals within the 'whole system' of services and support.
- Identify how they can improve outcomes for people and families.
- Have a process for demonstrating they are working towards meeting the objectives within relevant policy and guidance.
- Consider their contribution to the wider health and social care agenda. In particular, the NHS, Public Health and Social Care Domains.

1. The Confirm & Challenge (6C's) model and outcomes framework is based on 6 Key Principles or assumptions that emerge from policy and practice. These are 3 Principles that guide the design and delivery of services and support

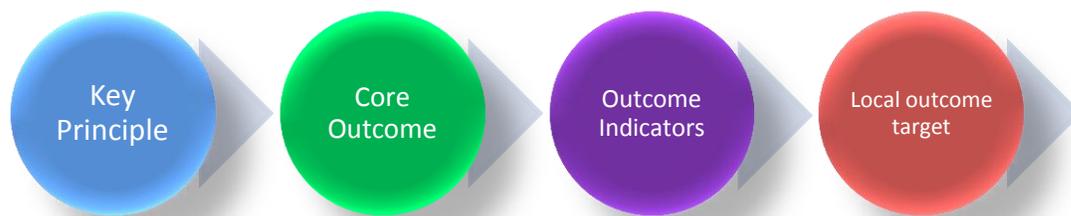


Underpinned by 3 Principles that drive the way we work to make this happen



Put simply, we should be delivering **person centred** services, within the **community** that respect and promote the rights of people with learning disabilities as full **citizens**. To do this, there needs to be in place, good **commissioning**, a **competent** workforce and a robust system to **check** quality and outcomes.

2. Beneath these 6 **Key Principles** are a set of **Core Outcomes** which each have a brief set of **Outcome indicators**. These have been developed to help services to decide if they have achieved, or are working towards achieving, the outcomes. Local areas are encouraged to set their own measurable milestones or **Local Outcome Targets** to help them to move along the continuum towards achievement.



## **Mapping the Confirm & Challenge Outcomes against the Care Quality Commission (CQC) Essential Standards of Quality and Safety**

If you click on the link below you will be taken to a document that illustrates how these essential standards are reflected within the Confirm & Challenge framework.

[http://www.debramooreassociates.com/images/stories/Mapping\\_the\\_Self\\_Assessment\\_Tool\\_to\\_CQC\\_Standards\\_v2.pdf](http://www.debramooreassociates.com/images/stories/Mapping_the_Self_Assessment_Tool_to_CQC_Standards_v2.pdf)

## Getting started with the Confirm & Challenge Outcomes Framework

This section contains ideas and suggestions for using the Confirm and Challenge framework and self assessment tool locally. None of this is prescriptive and each service should feel able to shape the process to reflect local structures, resources and restrictions.

For example, services that cover large rural areas may have to think differently about how they get user views compared to a small urban borough. The important issue is that people who use your services, their families and other key stakeholders are able to contribute to the process of checking progress against the 14 Core Indicators. You can do this in lots of ways including face to face interviews, surveys and workshops and you may wish to use different methods for different groups.

However, it is important to remember that the framework and self assessment tool (SAT) have been designed in a way that aims to minimise 'form filling' and free up time for discussion. Accompanying this paper will be a number of resources to help local areas to use the framework including an electronic version of the self assessment tool which will allow single or team responses to be collected and returned to a single point of contact.

Completion of the SAT by as many individuals or groups of stakeholders as possible will help in getting a '360' degree view of progress against the outcome indicators. It will also allow services to look at similar or different views about specific outcome indicators held by different groups such as people with learning disabilities, family carers, health & social care professionals etc.

In addition to getting individual and team views we advise that you try and have a 'Confirm and Challenge' event to involve as many stakeholders as possible. The initial interpretation of the SAT from interviews, online and posted responses can be shared and stakeholders can 'Confirm and Challenge' the findings.

We advise that people make use of the approaches that are good at getting people to talk freely such as setting up a 'world café. In your area you may also wish to enhance the process of involving people and families by engaging in activities such as 'mystery shopper'. Peer review can also be a useful way for services to check and monitor progress. Depending on priorities and capacity, it may be that individual services or regions may wish to use the Confirm & Challenge Framework as a peer review tool.

However, as a minimum it would be advisable for services to undertake the basic process as outlined in the following section. This assumes collection of views online, however it is recognised that other methods may be more preferable or convenient for some stakeholders. For example, it may be easier in some localities to make use of existing local forums or networks to meet and gather responses such as self advocate or family carers groups. A key message is that this does not have to be an 'either/or' situation. Using existing groups, tools and technologies can maximize participation and enrich the process.

## Process overview



## Questions to think about



### Stage 1. Identify key stakeholders

People who use services and family carers

#### Some questions to think about at this stage

- *Do we have good representation from people with learning disabilities?*
- *Have we included people with profound and multiple learning disabilities?*
- *How are we going to get the views of people who may be placed out of area?*
- *Have we included people from minority ethnic communities?*
- *How are we going to include people whose behaviour may be described as 'challenging' or people who may be in trouble with the law?*
- *Do we have good representation from family carers?*
- *Have we made sure that we hear from family carers of different ages and backgrounds?*
- *How have we included representatives of local advocacy or family carer networks?*

Partners from other agencies

- *Do we have good representation from colleagues in health, social care and the criminal justice system?*
- *Have we included people from mainstream NHS as well as specialist health services? Does this include representatives from mental health provision?*
- *Have we included local commissioners?*
- *Do we have representation from other local agencies we work with; such as those who provide housing and support or employment services?*

## **Stage 2.Undertake initial analysis of the responses from the self assessment tool**

It is advisable to get together a smaller group of the stakeholders to look at the responses together. This group can also help you to think about the design of the *Confirm & Challenge* event and help with planning.

### **Some questions to think about at this stage**

- *Are there any themes that are emerging from the responses?*
- *Are their areas of the framework where we feel we are really working well?*
- *Are there areas of the framework where we feel we are finding it hard to achieve the outcomes?*
- *Do different groups of stakeholders have different views about our progress in a particular area?*
- *What stories do we have that might illustrate some of the emergent themes?*
- *How will we make sure we focus on the ‘big issues’ at the Confirm & Challenge Event?*
- *Where and how will we facilitate the Confirm & Challenge event to make sure all participants are included and able to contribute?*

The main task in this stage is to begin to make sense of the responses and to draw out areas that need highlighting and how you will take them forward at the *Confirm & Challenge* event.

### **Stage3. Hold a *Confirm & Challenge* Event; confirm findings and priorities and set Outcome Targets.**

This stage is about sharing and discussing the findings with the wider stakeholder group and letting everyone have chance to ask questions and agree priorities for action. One of the main purposes of the Confirm & Challenge event is to create a forum for all representatives of all the different stakeholders to be together at the same time.

However, you don't have to see this as the only opportunity to talk about the findings but rather one of a number of activities. For example, you might like to talk about the findings at local groups as part of their regular meeting; for example at the family carers network.

Similarly, you may find that some of the priorities discussed at the Confirm & Challenge event are things that other groups or services are also working on or have some responsibility for. In this instance you might decide not to start a new 'action' but rather discuss with them how you might work together on shared goals. An example of such a shared objective might be around bringing people back from out of area placements where a number of different agencies and teams will have a contribution to make.

Before the event you may find it useful to prepare a brief summary of the findings that can be sent to participants a few weeks before.

#### Some questions to think about at this stage

- *What were the things that people were most energized or wanted to talk most about at the Confirm & Challenge event?*
- *What were the good stories that we heard about the work of the service, how will we capture and share them?*

- *What did we agree as priorities? Who is best placed to take these forward after the event?*
- *What did we think would be good local outcome targets and who will take the development of these forward after the event?*
- *Are any of the things identified as priorities for further action shared by other local groups and could they be worked on together?*



#### **Stage 4. Action Plan**

This is the stage where you will focus on the things that are going to help you to move forward on the areas that you agreed as priorities. It is advisable to focus on a few areas rather than try to do everything at once.

It is important to be clear about what the role of the service is in achieving the outcome and in turn what their action should be.

Some questions to think about at this stage

- *Is our action plan clear and concise?*
- *Have we shared our plan with our key stakeholders?*

Action required	By whom	When	Comments

## **Stage 5. Implement and monitor action plan and feed actions and progress into related local frameworks and strategies**

You will need some way to make sure that the actions that have been agreed are taken forward and monitored. You might choose to do this by setting up a small representative group to meet regularly and check progress. You might also think about how you could use existing groups to report into; for example your local health task group. You might also want someone to be a time limited member of another group that is responsible for a particular issue such as workforce.

Some questions to think about at this stage

- *Have you agreed how you will monitor the action plan and share progress?*
- *How will you find out about the work of other local groups and processes that might be able to help you or to offer information such as local health and wellbeing boards?*

## Completing the Self Assessment Tool (SAT)

In this section we will look at the Self Assessment Tool provided to help services to get a sense of progress against the Core Outcomes within the Confirm & Challenge Model.

The tool is available in 2 versions:

- For staff who work in specialist learning disability in-patient services and other health and social care professionals who work with them.
- For people who use services and their family carers.

The tool requires you to decide whether you agree that the indicator for the relevant outcome is being currently achieved. Here is an illustration of an indicator:

*C.2:2 Documentation detailing care and support and personal correspondence is provided in a format useful to the individual and their family*

You will be asked to choose the option that best sums up your view.

- ✓ Strongly agree
- ✓ Agree
- ✓ Not sure
- ✓ Disagree
- ✓ Strongly disagree

Clearly this will represent your own view but to help you decide you should think about the types of evidence that you know of that would help you to decide. Here are some suggestions for the indicator we are using as an example:

Some questions to consider.....

- Do we know what the person's preferred communication style is? And is this recorded somewhere that everyone who needs to can see it?
- Do we make sure that key documents such as care plans are provided in a format useful to the person or are they all 'standardised'?
- Have we informed other key people such as the GP that the person has a particular need or preference regarding communication? For example if the person prefers correspondence in a particular font size or on paper of a particular colour to aid reading?



Whilst the SAT will capture your own opinion it does not mean you cannot discuss it with other people. In fact, it can be really useful to have a discussion with other people before you complete it. You should also remember that there will already be local tools and mechanisms where evidence is collected that could help you to decide.

Holding a local *Confirm & Challenge* Event will also give you an opportunity to discuss and interpret the findings. You may find that locally you have little way of knowing how something is doing because there is no data collection. However, this should not happen often as most of the framework is concerned with things that should be known either by the service, people and families, other provider agencies or local health and social care commissioners. Inviting a wide group of stakeholders to contribute will really help to create a rich picture of how things are now.

Finally, an important action will be to ensure that the information that came out of the event and other stakeholder meetings is available to everyone locally. You might choose to do this in a range of ways including utilising local websites, newsletters and forums. This includes identifying and celebrating progress and good practice.