



**ORANGA
TAMARIKI**
Ministry for Children

GUIDANCE

**CARE STANDARDS PARTNER SELF ASSESSMENT AND
DEVELOPMENT PLANNING**

SELF ASSESSMENT TOOL

The Care Partner Self-Assessment tool has been designed to support you:

- to understand how well your organisation is placed to deliver on the new Care Standards Regulations (the Care Standards) from 1 July 2019
- to identify your areas of strength and areas requiring focused improvement
- in the development of a *Care Standards Development Plan* (or *Quality Improvement Plan*) to address any gaps in capability, capacity and quality and support your continuous improvement, and
- to identify elements in your organisation's wider operating environment that could either support or hinder effective practice for tamariki in your care.

Likewise, Oranga Tamariki will be conducting its own internal site assessments and working on plans for the significant work we need to do to prepare for the Care Standards coming into effect.

As outlined in our approach to working with our Care Partners, we'll be asking you to develop a *Care Standards Development Plan* which will underpin your Outcome Agreement from 1 July 2019. To support this process, we need you to examine your current readiness and identify potential gaps or barriers to success.

Completion of the self-assessment tool

Your leadership team will need to work out a plan to prepare, assess and then develop an action plan arising from your assessment. Think about how you might:

- familiarise yourself and your staff with the Care Standards
- brief your staff and let them know what is taking place, who is leading the work, and what role they'll play. What ideas and information could they contribute?
- identify your sources of evidence to inform your assessment, and
- identify key timeframes and work with others across your region(s) if applicable.

There are a variety of ways you could undertake a detailed Care Standards self-assessment. If you have more than one site or service you may find it useful to complete the assessment on a site by site or service by service basis, as some sites and services may have greater readiness than others.

One way to complete the readiness assessment may be for a few people in your organisation to individually complete the assessment and then come together to agree on a shared rating for each section. This may help you develop a better understanding of the different perspectives in your organisation.

Within the assessment tool there six sections that reflect the six parts of the Care Standards Regulations and then a further two sections on areas which support the achievement of the Care Standards, but not specifically linked to the regulations.

Undertaking an assessment within each section will assist you to determine your readiness. A six point scale is being used to establish a baseline of current practice or readiness. Simply select the description from the drop down box that best describes your readiness.

- **'Not at all'** reflects a significant area for improvement within practice.
- **'Rarely'** reflects an area for improvement within practice.
- **'Some of the time'** describes pockets of practice within team(s) which meet the Care Standard, or practice which reflects intentional effort to reach the Care Standard.
- **'Most of the time'** reflects practice that is mostly meeting the level of practice described by the Standard.
- **'Always'** reflects practice that is consistently meeting the level of practice described by the Standard.
- **'Not Applicable'** reflects great, innovative practice, over and above the Standard.

You'll need to consult the [Care Standards Regulations](#) as you move through the tool.

The last section is on the wider operating environment which will support the implementation of the Care Standards. This section has a different rating scale from **strongly agree** to **strongly disagree**.

At the end of the tool there's an opportunity to write a brief summary that describes why you have ranked your readiness at this level. We'd like you to reflect on your assessment and in particular highlight the areas where there are gaps in readiness. These gaps might be related to skills, resources, systems, or processes.

Think about the **sources of evidence** you'll use to inform your assessment such as:

- asking your practice leaders or somebody else to review a sample of cases against the Care Standards
- having your practitioners undertake individual self-assessments against the standards
- feedback from tamariki, whānau, caregivers and others
- feedback from your staff and stakeholders
- management information, data, findings of case reviews, recent reviews of practise
- anything else that might assist you to understand your current levels of practise.

Space is provided in the template for you to summarise your key sources of evidence and any areas of strength and/or areas for improvement you have identified.

In order to think about potential gaps in readiness you may wish to consider:

- What needs to be done over and above what you are already doing i.e. are there any practise changes required?
- What time or capacity is needed to meet the standards (current and future)?
- What new skills are required? (what staff or other roles are required)
- What additional resources might be required? (material, financial, technological, communication)
- What training or design development is required?
- What access to services might be required?
- Are there any system gaps that need to be addressed?
- What is currently in place that will really help the transition?

At the end of the tool, you will be able to see a pictorial view of the results of your self-assessment in the 'results' tab. You can print this to share with your teams and with your Partnering for Outcomes Advisor.

We will not be asking for the completed self-assessments at a National level, although you should be prepared to share your findings with your Partnering for Outcomes Advisor to form a joint understanding of what needs to be in your Improvement Plan.

The self-assessment process is not mandatory, although we strongly recommend you complete the exercise. It's a highly valuable approach for understanding your organisational readiness for change and areas for improvement. A completed *Care Standards Development Plan* **will be required** with all Oranga Tamariki Care Contracts from 1 July 2019.

We recommend you complete your self-assessment process by the **middle of March** so that you can begin your development action planning and have your plan agreed with your Partnering for Outcomes Advisor by the **31st of May**.

DEVELOPMENT PLAN

The next step is to develop a SMART *Care Standards Development Plan* to focus on the areas of development identified in your self-assessment process.

The self-assessment will provide you with information about your areas of strength and those areas where a priority focus is needed. Based on this, you and your team can develop a plan that sets out the specific actions you'll take to ensure your care responses meet the quality of care envisaged in the Care Standards. You'll also need to think about the capacity and capability you have internally, and where you'll need external support.

We have developed a *Care Standards Development Plan Template* to help you in that planning. Use this template to record the key actions your organisation will focus on to implement and embed the Care Standards.

Think about how you will build on the identified strengths from your self-assessment, and address your key improvement needs. You can identify a range of actions, or pick two or three key areas where you want to focus your efforts. Consider what actions you need to take to achieve the desired outcomes.

These should be specific, measurable, achievable, realistic and time-specific. You can also use this template to track your progress.

DELETE sections not relevant to your organisation's Care Responses (Services). You may choose to group actions in each section relevant to the particular services, if the actions differ across your care services.

This plan will be required to underpin the delivery of your Care Contract with Oranga Tamariki **from 1 July 2019**. Your *Development Plan* should be developed and agreed with your Partnering for Outcomes Advisor by **31 May 2019**.

You can start acting on your plan, addressing areas identified for development and building internal capability and capacity at any time before 1 July 2019.