**RASC Provider Improvement Plan**

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| **Progress Key** | Red | Timescales have slipped and there is a risk that tasks or outcomes will not be met. |
| Amber | Timescales have slipped but tasks and outcomes remain on course to be met. |
| Green | Tasks and outcomes are completed. |
| Blue | On Track and actions are on target to be successfully completed. |

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| **Provider Name:** |
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| **Local Authority Area:** |
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| **Please list any other local authorities involved with service users supported by the service:** |
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| **RASC provider improvement plan completed By:** |
|  |
| **Date:** |
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| **Area for Improvement** | **Outcome** | **Lead** | **Required Action (RAG Rated)** | **Target Completion date** |
| Standard 1: Record Keeping and Assessments | Personalised care to ensure service users have choice and control to meet their needs and preferences |  |  |  |
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| **Date**  | **Progress Updates** |
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| **Area for Improvement** | **Outcome** | **Lead**  | **Required Action (RAG Rated)** | **Target Completion date** |
| Standard 2; Communication & Information sharing | Effective communication with service users, their relatives and other professionals |  |  |  |
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| **Area for Improvement** | **Outcome** | **Lead**  | **Required Action (RAG Rated)** | **Target Completion date** |
| Standard 3: Nutrition & Hydration | Service users are supported to eat and drink enough, and to enjoy optimum nutrition in accordance with their wishes, preferences and special dietary requirements. |  |  |  |
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| **Area for Improvement** | **Outcome** | **Lead**  | **Required Action (RAG Rated)** | **Target Completion date** |
| Standard 4: Social & Leisure | Service users are supported to develop and maintain relationships to avoid social isolation, they are supported to follow interests and take part in activities that are socially and culturally relevant to them. |  |  |  |
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| **Area for Improvement** | **Outcome** | **Lead person** | **Required Action (RAG Rated)** | **Target Completion date** |
| Standard 5: Safeguarding & DoLS | Systems and processes safeguard service users from the risk of abuse and neglect |  |  |  |
|  | DoL Safeguards are used effectively within the service  |  |  |  |
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| **Area for Improvement** | **Outcome** | **Lead person** | **Required Action (RAG Rated)** | **Target Completion date** |
| Standard 6: Medicine Management | Medicines are used safely and appropriately |  |  |  |
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| **Area for Improvement** | **Outcome** | **Lead person** | **Required Action (RAG Rated)** | **Target Completion date** |
| Standard 7: Staff Management/ recruitment and retention | Appropriate management, supervision and support is provided to staff |  |  |  |
|  | Recruitment systems are effective and make sure the right colleagues are recruited to support people to stay safe.  |  |  |  |
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| **Area for Improvement** | **Outcome** | **Lead person** | **Required Action (RAG Rated)** | **Target Completion date** |
| Standard 8: Training and Development | Colleagues have the skills, knowledge and experience to deliver effective care and support. |  |  |  |
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| **Area for Improvement** | **Outcome** | **Lead person** | **Required Action (RAG Rated)** | **Target Completion date** |
| Standard 9: Health & Safety  | Risks to people are assessed and their safety monitored and managed so they are supported to stay safe and their freedom to choose is respected. |  |  |  |
|  | Appropriate policies and procedures are in place |  |  |  |
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| **Area for Improvement** | **Outcome** | **Lead person** | **Required Action (RAG Rated)** | **Target Completion date** |
| Standard 10: Safe, clean & well maintained Environment | People are protected by the prevention and control of infection. |  |  |  |
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| **Area for Improvement** | **Outcome** | **Lead person** | **Required Action (RAG Rated)** | **Target Completion date** |
| Standard 11: Quality Monitoring | Quality performance and regulatory outcomes are shared and learnt from to ensure the best possible quality of life for people |  |  |  |
|  | The governance arrangements are effective to support the service  |  |  |  |
| **Are additional improvement plans (e.g. CQC) in place? If yes please detail below:** |
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| **Are there improvement plans in place for other services owned by the provider (e.g. in neighbouring authorities). If Yes please detail below:** |
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| **Date**  | **Progress Updates** |
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| **Area for Improvement** | **Outcome** | **Lead person** | **Required Action (RAG Rated)** | **Target Completion date** |
| Standard 12: Any other relevant concerns |  |  |  |  |
| **Date**  | **Progress Updates** |
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