

EDS specification

The commissioner needs to develop and agree a detailed service specification that must contain the following:

- Service objectives
- Service standards and policies
- Staff standards and key personnel allocations
- Relationships with the day service
- Referral responsibilities and formal handshakes
- Referral criteria
- Day time alert process two way
- Resource and organisational obligations (leave/sickness/rota arrangements etc.)
- Management cover
- Quality Assurance including monitoring and KPI expectations.
- The provider must then recognise and price these expectations in the service specification and understand its need to adhere to its obligations.
- The service needs to develop a succession planning policy, with a focus on the induction of new staff to generic working.
- The EDS requires a performance management framework for the team, and specific service standards. The lack of performance management arrangements means that the effectiveness of the team cannot be measured and the quality of the service provided cannot be assured. There is an available EDT Access Database which records call profile, call categories, lengths of calls, times of calls etc. that could produce quality management information for workforce and capacity planning. This database has been used by the review to evidence the recommendations in this report.
- It is recommended that the EDS carries out regular self-evaluation of how well the service is meeting the needs of service users and other agencies, including an evaluation of how well the needs of families and carers were met.
- The EDS needs to be clear in its policy statement about the level of service they are providing. This message needs to be emphasised to other agencies which may refer cases.
- The service requires a radical change on operation just on the basis that it continuously relies on the goodwill of the personnel working in EDS. There is no flexibility or surplus capacity in its existing form. Only a move to a more dynamic approach will achieve this, especially in the light of continuous recruitment problems.