

EQUASS ASSURANCE AUDIT REPORT

May 6-7, 2021

Kėdainiai Community Social Center

Rasa Laiconienė

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Information of the social service provider

Name of the social service provider	Kėdainiai Community Social Center
Address:	P. Lukšio g. 16, Kėdainiai
Person responsible	Rūta Kaupienė
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Name of Auditor:	Rasa Laiconienė
Dates of audit:	May 6-7, 2021
Clients:	Number of persons served: 16 As of (date): 5/06/2021
Staff:	Number of staff: 20 As of (date): 5/06/2021
Services:	Day care services at the institution
Background information on the social service provider	Kėdainiai Community Social Center is a social services institution established by the municipality, which provides services to the elderly and disabled, as well as to persons at social risk. The center has three units: The Home Help Unit, the Service for Persons in Risk Unit and the Service for the Disabled Unit, whose day care services are sought to be certified by the Equass Quality System Certificate. The Day Center is regularly visited by 16 disabled people and they are provided with the necessary social, leisure activities and health care services on a daily basis.

1. Audit program

May 6,	Day one
Time	Activity
10.00 - 10.30	Initial meeting. Full staff attendance is desirable
10.30 - 11.00	Introduction to services provided, walk around the unit
11.00 – 11.30	Online interview with representative of the founder - the head of Social Support Division
12.00 – 13.00	Lunch break
13.00 – 14.00	Document review
14.30 – 15.00	Interview with persons served (4-5)
15.00 – 15.30	Interview with relatives of the persons served (4-5)
15.00 – 16.00	Interview with social workers, social worker assistants and leisure activities organizers
16.30 –17.00	Auditor's evaluation of compliance to Equass criteria's
17.00	End of the day

May 7	Day two
Time	Activity
09.00 – 10.00	Auditor's evaluation of compliance to Equass criteria's
10.00 – 10.30	Online interview with the partners
11.00 – 12.00	Interview with social workers, social worker assistants and nurse
12.00 – 13.00	Lunch break
13.00 – 14.00	Interview with the head of unit
14.00 – 15.00	Discussion about service delivery results with the head of unit
15.00 – 15.30	Interview with the director
15.30– 16.30	Auditor's evaluation of compliance to Equass criteria's
16.30	Final meeting with all the available employees
17.00	End of the audit

2. Detailed feedback on performance

1. The social service provider defines and implements its vision, its mission and corporate values in the delivered services by establishing ambitious organisation and service goals.					
Remark from the auditor:	1	2	3	4	5
< <i>The services of the social service providers meet this criterion of the EQUASS assessment grid on stage</i> >		x			
Information on performance					
<p>Kėdainiai Community Social Center has defined its vision, mission and values, which are named in the Institutions' Quality Policy and published on the website. The vision, mission and activities of the institution are coordinated with the representative of the founder - the Social Support Department of the Municipality. The institution aims to be a modern institution based on the principles of tolerance and providing quality social services to the residents of Kėdainiai. The staff of the day care center of the institution participated in defining the vision and mission of the institution, and in their daily work they implement them in accordance with the values.</p>					
Suggestions for Improvement & developments					
<p>In order to fully realize the vision, it is recommended to participate more actively in project activities.</p>					

2. The social service provider defines and implements a system for management that promotes a quality culture.					
Remark from the auditor:	1	2	3	4	5
< <i>The services of the social service providers meet this criterion of the EQUASS assessment grid on stage</i> >		x			
Information on performance					
<p>The institution's quality management system consists of a planning, employee involvement and performance evaluation system. The activity plan of the institution</p>					

is coordinated with the representative of the founder - so that it meets the needs of the residents of the municipality. The responsible employees of the department's units participate in the design of the plan. They bring in their insights and expectations of persons served. At the end of the year, the results achieved are evaluated by the entire staff of the institution, and the head of the institution prepares a report with suggestions on what should be improved in the coming years. The Day Center for the disabled hosts meetings every Friday to discuss the week's challenges and plan for next week's activities. During the interview, the employee emphasized that the institution's quality culture is created by coordination of work, teamwork, sharing of knowledge and innovations and ethical behavior.

Suggestions for Improvement & developments

3. The social service provider demonstrates its commitment to a long-term quality goal, continuous learning, innovation and new technologies

Remark from the auditor:

1	2	3	4	5
	x			

<The services of the social service providers meet this criterion of the EQUASS assessment grid on stage>

Information on performance

The institution has an approved Quality Policy, which states that the principles of the Equass quality system are followed. The policy sets out how the quality of the centre's activities is assessed. The Quality Policy identifies the institution's values and quality objectives. Some quality objectives are more of an institution's function. The quality of services is assessed in accordance with the procedure specified in the Quality Policy, the employees are aware of it. The institution focuses on improving the competencies of employees, applying innovative handicraft methods, information technologies were used for communication during quarantine and working online.

Suggestions for Improvement & developments

It is recommended to improve the document by specifying long-term quality objectives, to use them to determine the priorities of the institution's activities.

4. The social service provider defines and implements an annual planning and review process reflecting the organisation's objectives and service activities delivered.					
Remark from the auditor:	1	2	3	4	5
<The services of the social service providers meet this criterion of the EQUASS assessment grid on stage>		x			
Information on performance					
<p>The institution carries out annual activity planning. The plan is approved by the director of the institution, and the heads of the units participate in its design. The plan presents an analysis of last years' service delivery and identifies the current years' service delivery goals, objectives and measures. The institution coordinates the activity plan with the annual tasks set for the director by the Municipality. Tasks are aimed at improving the competencies of employees, efficient use of funds, cooperation and participation in project activities. The 2021 activity plan of the institution includes a section dedicated to the presentation of events / trips / celebrations for the disabled people of the Day Center. This gives the impression that the plan is process-oriented rather than results-oriented.</p>					
Suggestions for Improvement & developments					
<p>It is recommended to supplement the institution's activity plan with the expected service performance indicators achieved under the Equass quality system.</p>					

5. The social service provider demonstrates its commitment to social justice and active inclusion of persons served into the society.					
Remark from the auditor:	1	2	3	4	5
<The services of the social service providers meet this criterion of the EQUASS assessment grid on stage>		x			
Information on performance					
<p>The Day Center demonstrates a positive attitude towards the integration of service users into society. Before the quarantine, the integration took place through events,</p>					

trips and celebrations organized jointly with the partners. Employees introduced that events and excursions not only aim to gain the benefits of knowledge and positive emotions, but also teach certain skills: behavior at performances, concerts, behavior in a cafe or shop. During the interviews, the mothers of the visitors of the Day Center confirmed that during the trips their children acquired knowledge and learned appropriate behavior in the society. Parents were also invited to go on trips together. During the interviews, the persons served named which cities or parks they had gone to and said they missed the excursions.

Suggestions for Improvement & developments

It is recommended to establish contacts with the nearest (neighboring) community for the purposes of integration of the disabled and formation of a positive opinion.

6. The social service provider demonstrates Corporate Social Responsibility through its commitment to sustainable activities contributing to society.

Remark from the auditor:	1	2	3	4	5
<The services of the social service providers meet this criterion of the EQUASS assessment grid on stage>		x			

Information on performance

The staff of the Day Center knows some areas of social responsibility and named what their institution does in this area: water and paper are saved, some documents are handled in information system, information is shared collegially, public holidays are celebrated. The day center is equipped with sorting boxes for secondary raw materials, employees sort waste and train person served to do so.

Suggestions for Improvement & developments

It is recommended to describe the institution's Social Responsibility activities and to include the current year's SR activities in the institution's activity plan

7. The social service provider defines and implements a staff recruitment and retention policy that promotes the selection of qualified personnel based on

required knowledge, skills and competences.					
Remark from the auditor:	1	2	3	4	5
<The services of the social service providers meet this criterion of the EQUASS assessment grid on stage>		x			
Information on performance					
<p>The institution has an approved Recruitment and Retention Description. The document identifies the procedures for selecting employees for vacancies, forms of professional and social adaptation, and retention measures. Employees are selected for the job after assessing the applicant's professional knowledge, professional and work experience, personal qualities. Retaining of employees includes motivation (financial and moral) and ensuring the development of competencies. Employees know the procedures for hiring and retaining staff.</p>					
Suggestions for Improvement & developments					

8. The social service provider operates its service in compliance with mandatory national legislation for health and safety, providing appropriate working conditions, adequate and agreed staff levels and staff ratios, and measures for rewarding employees and volunteers.					
Remark from the auditor:	1	2	3	4	5
<The services of the social service providers meet this criterion of the EQUASS assessment grid on stage>		x			
Information on performance					
<p>The Day center has suitable working condition for the employees. The number of employees corresponds to the ratio of persons served established in the national legislation. The premises and access of the institution are adapted for wheelchair users, there is an elevator, premises are equipped with fire alarm and air conditioners. Employees have suitable premises for work and leisure, persons served - for day activities. There is a kitchen and dining area for staff and persons served. Employees are provided with all the necessary equipment for the job, including protection against covid-19. Employees are paid on time for their work.</p>					

Suggestions for Improvement & developments

9. The social service provider implements measures for staff development based on a plan for personal growth, continuous learning and development.

Remark from the auditor:	1	2	3	4	5
<The services of the social service providers meet this criterion of the EQUASS assessment grid on stage >		x			
<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >			x		

Information on performance

The institution submitted a Professional Development Plan for the audit. The plan identifies 16 training topics, there are no identified training periods, their participants and therefore the plan reflects the needs for competence development rather than the planned competence development. During the interviews, the employees confirmed that at the beginning of each year their personal competence development needs are collected and an annual competency development plan is drawn up for all employees. Employees confirmed in interviews that their competency development needs are being met.

RESULT The institution has the learning outcomes of its employees and measures them with appropriate indicators. 2020 75% of the interviewed employees received useful knowledge and it was applied in practice, 25% - partially applied. Compared to 2019-2020, there was a 25% increase in the number of employees who benefited from the acquired knowledge and applied it in practice. Employees understand the results of improvement - after comparing the results of two years, employees conclude that such a positive change was determined by personal identification of learning needs.

Suggestions for Improvement & developments

It is recommended to improve the Competence Development Plan and to plan the training periods and their participants.

It is recommended to assess the impact of newly acquired knowledge on the services provided.

10. The social service provider defines and implements requirements for competence in the identified roles and functions of staff and evaluates them on an annual basis.

Remark from the auditor:

1	2	3	4	5
	x			

<The services of the social service providers meet this criterion of the EQUASS assessment grid on stage>

Information on performance

Job descriptions are approved for all employees in the institution. They identify the requirements for education, professional experience, skills and the functions and responsibilities to be performed. Staff job descriptions are newly reviewed and approved. Employees were able to list their main responsibilities and functions during the interviews.

Suggestions for Improvement & developments

It is recommended to review employee job descriptions annually.

11. The social service provider recognises staff as a resource for feedback and engage staff in planning, in the development of services and in quality improvement.

Remark from the auditor:

1	2	3	4	5
	x			

<The services of the social service providers meet this criterion of the EQUASS assessment grid on stage>

Information on performance

During the interviews, the employees of the Day Center stated - they are all involved in the planning of services and in the improvement of their quality: leisure activities specialist, music teacher, social workers and social workers' assistants. The director of the institution organizes meetings of the heads of units every

Monday, during which the proposals of the Day Center staff and the parents of the persons served are forwarded. Every Friday afternoon, a meeting of all staff is organized at the Day Center, suggestions for improvement are discussed and feedback from director is announced.

Suggestions for Improvement & developments

12. The social service provider operates specific measures that enhance the motivation of staff.

Remark from the auditor:	1	2	3	4	5
<The services of the social service providers meet this criterion of the EQUASS assessment grid on stage>		x			

Information on performance

Employee motivation measures are provided in Recruitment and Retention Description. During the interviews, employees mentioned that they can be applied to all employees and are mostly financial incentives and public thanks for successful tasks. Employees are motivated to participate in the development of services, the opportunity to choose holiday time and to combine work and family responsibilities.

Suggestions for Improvement & developments

13. The social service provider guarantees the rights of person served and these rights are outlined in a Charter of Rights that is based on international human rights conventions.

Remark from the auditor:	1	2	3	4	5
<The services of the social service providers meet this criterion of the EQUASS assessment grid on stage>		x			

Information on performance

A Description of Rights and Responsibilities is approved by the institution. The document is clear and reflects the international human rights instruments. The rights of the residents of the Care home are defined in the Charter of Rights. The institution guarantees for persons served equality and non-discrimination, respectful communication and dignified living conditions, social and health care services according to their needs, free expression of will, participation in decision-making, confidentiality of information, etc. The document is published on the institution's website and on the institution's walls. Rights and obligations were presented to the persons served using pictures. The document also identifies the responsibilities of persons served: not to abuse their rights, to respect employees, to behave safely and so on. A Description of Rights and Responsibilities is known and understood by the employees.

Suggestions for Improvement & developments

14. The social service provider informs and supports persons served in understanding their rights in an accessible way.

Remark from the auditor:

1	2	3	4	5
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<The services of the social service providers meet this criterion of the EQUASS assessment grid on stage>

	x			
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Information on performance

Persons served were presented with their rights in pictures during group sessions. Persons served said they have the right to visit the Day Center, here they feel good, can do what they like – play music, sing, draw, play sports. Persons served could not name more specific rights. During the interviews, the mothers of the visitors of the Day Center confirmed that the rights of their children are guaranteed, nothing is done through coercion, the activities are organized according to the wishes of the persons served.

Suggestions for Improvement & developments

It is recommended to improve the presentation of rights to persons served and to continue the presentation.

15. The social service provider respects that person served freely pursue personal goals and aspirations in line with their choices, needs and abilities.					
Remark from the auditor:	1	2	3	4	5
<The services of the social service providers meet this criterion of the EQUASS assessment grid on stage >		x			
Information on performance					
<p>The Day Center takes the view that the persons served are free to pursue their personal goals. The staff of the institution encourages this, each person served is free to set his own personal goal, which would aim improving the quality of life of service users. The goal set in the individual plan of the Day Center visitors is called "My goal is my dream". The staff of the Day Centre helps the persons served to achieve their personal goals and this includes the help of partner organizations too. All activities of the Day Center are focused on achieving personal goals.</p>					
Suggestions for Improvement & developments					

16. The social service provider evaluates its performance in promoting and respecting the rights of person served in all areas of the organisation.					
Remark from the auditor:	1	2	3	4	5
<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >		x			
Information on performance					
<p>The institution measures the results of ensuring the rights of persons served. A questionnaire survey of Day Center visitors was asked if their rights were guaranteed. The results of the survey showed that in 2019, 85% and in 2020, 86% of persons served answered that their rights in the Day Center are guaranteed.</p>					

During the visit to the institution, it was observed that persons served cannot name their rights, which are named in the Description of Rights and Responsibilities, but confirm they feel safe in the Day Center.

Suggestions for Improvement & developments

It is recommended to continue to acquaint persons served with their rights and to measure the enforcement of each right identified in the Description of Rights and Responsibilities.

17. The social service provider has an accessible complaint management system that registers and responds complaints from persons served, purchasers and other relevant stakeholders.

Remark from the auditor:

1	2	3	4	5
	x			

<The services of the social service providers meet this criterion of the EQUASS assessment grid on stage>

Information on performance

The institution has an approved Procedure for Examining Applications and Complaints. The document sets out the procedures for submitting, registering and dealing with complaints and requests. The procedure does not detail how the institution's response can be appealed. Persons served confirmed during the interview that they could express all their wishes to the staff or leave them in the suggestion box. The representative of the founder - the Municipality - stated during the interview that no complaints have been received regarding the services of the Day Center in the municipality.

Suggestions for Improvement & developments

It is recommended to improve the document by specifying how, to whom and where the institution's response can be appealed. It is recommended to inform the persons served where the complaint can be submitted.

18. The social service provider promotes ethical behaviour and wellbeing for staff, persons served and their families or caregivers.

Remark from the auditor:	1	2	3	4	5
< <i>The services of the social service providers meet this criterion of the EQUASS assessment grid on stage</i> >		x			
Information on performance					
<p>The institution has approved a description of the Ethics and Welfare Policy, which identifies the principles of employee behavior, appropriate employee behavior with service users and their relatives, employee relations, and control over compliance with the description. In the institution, the well-being of employees is promoted through the development of competencies, involving employees in decision-making, and reconciling work and family responsibilities. The staff of the Day Center respects the rights of persons served, their individuality and organizes activities taking into account the needs, wishes and expectations of service users. Persons served and their mothers confirmed in interviews that the staff are polite, friendly, sincere and creative. The atmosphere of the Day Center is supportive, encouraging, motivating.</p>					
Suggestions for Improvement & developments					
It is recommended to improve the document so that it does not duplicate the Code of Ethics.					

19. The social service provider defines and implements its guidelines on ethics, which ensures that the dignity of the persons served is respected.					
Remark from the auditor:	1	2	3	4	5
< <i>The services of the social service providers meet this criterion of the EQUASS assessment grid on stage</i> >		x			
Information on performance					
<p>The institution has an approved Code of Ethics for the employees of the Organization, which is valid for all employees. The document identifies the ethical principles of work, the ethical responsibility of employees to colleagues, persons served, the profession and the employer. During the visit to the institution, polite, ethical, supportive communication between employees and with persons served was observed. Visitors to the Day Center positively described the behavior of the</p>					

employees, confirming that the employees treat them with respect.

Suggestions for Improvement & developments

20. The social service provider facilitates access to services and resources in a non-discriminatory and transparent manner.					
Remark from the auditor:	1	2	3	4	5
<The services of the social service providers meet this criterion of the EQUASS assessment grid on stage>		x			
Information on performance					
<p>The principles of non-discrimination of persons served are described in the institution's Description of Rights and Responsibilities. Persons attend the Day Center by the decision of the Municipality and therefore the institution does not have the possibility to discriminate persons during their admission. People with learning and complex disabilities receive services at the Day Center. The staff of the institution supports the aspirations of the persons served to express their opinions freely and to engage in their favorite activities. Facilities adapted to the needs of the disabled allow the persons served to move freely, without assistance, independently in the Day Center and its yard. The relatives of the persons served confirmed during the interviews that they are always provided with all the requested information about the services, planned activities and achievements.</p>					
Suggestions for Improvement & developments					

21. The social service provider provides and ensures services operate in a safe system of working within a safe environment to ensure the physical security of persons served, their families and caretakers.

Remark from the auditor:	1	2	3	4	5
<The services of the social service providers meet this criterion of the EQUASS assessment grid on stage>		X			
Information on performance					
<p>The institution has a safe environment for employees and persons served. Employees have an annual medical examination and are informed about the possibility of vaccination. The premises of the Day Centre are equipped with fire alarms, fire training is organized. Employees are provided with personal protective equipment against covid-19 infection, the premises are equipped with an elevator. Persons served mentioned in the interviews that they feel safe. The institution has approved a Plan for Improving the Safety and Health Employees and Persons Served. The document focuses on measures for the safety and health of the staff, and only a few for persons served. Although measures for the safety and health of persons served are being implemented in practice. Most of the measures in the plan have no specific implementation dates.</p>					
Suggestions for Improvement & developments					
<p>It is recommended to improve the document: to supplement it with measures for persons served, to design a plan for each year, with specific measures for the current year and specified dates for the implementation of measures.</p>					

22. The social service provider operates mechanisms that prevent the physical, mental and financial abuse of the person served.					
Remark from the auditor:	1	2	3	4	5
<The services of the social service providers meet this criterion of the EQUASS assessment grid on stage>		x			
Information on performance					
<p>The institution has approved Procedures for the prevention of physical and psychological violence and financial abuse against persons served. The document identifies the concepts of violence, procedures for the prevention of violence and financial abuse and interventions in the event of violence. In the institution, the persons served participate in activities in small groups or work individually, so the</p>					

situation is constantly monitored to avoid conflicts. The Day Center is equipped with relaxation rooms if there is a need for persons served to relax. Employees improve their competencies to be able to handle potential conflict situations as well. During the visit to the institution, both the staff and the persons served and their mothers confirmed that there had been no cases of violence at the Day Center. Persons served stated during the interviews that they are trained to behave properly, not to be angry, and if there is any misunderstanding between the service users, the staff calmly disciplines them.

Suggestions for Improvement & developments

23. The social service provider defines, monitors and evaluates a set of principles, values and procedures that govern behaviour in service delivery containing aspects of confidentiality, accuracy, privacy and integrity.

Remark from the auditor:

1	2	3	4	5
	x			

<The services of the social service providers meet this criterion of the EQUASS assessment grid on stage>

Information on performance

The institution has approved a Description of the procedure for ensuring the confidentiality, privacy, the accuracy of the data and the integrity of persons served. The document identifies what information is considered confidential, how information is stored and provided and what constitutes the right to personal dignity, privacy, and physical integrity. The document also defines the interventions that are carried out in violation of a person's confidentiality, privacy and dignity. The document is mainly intended to ensure the confidentiality of the data and the accuracy of the records. Personal hygiene services are provided in the institution, therefore it would be expedient to define the observance of the principles of personal privacy, dignity and physical integrity in this document. Persons served confirmed in interviews that their privacy is not compromised and dignity is respected. Documents with persons served data are stored in lockers.

Suggestions for Improvement & developments

It is recommended to improve the document and describe the procedures in place to ensure the privacy, dignity and physical integrity of persons served.

24. The social service provider works in partnership with relevant stakeholders to ensure a continuum of comprehensive services and inclusion of person served.					
Remark from the auditor:	1	2	3	4	5
<The services of the social service providers meet this criterion of the EQUASS assessment grid on stage>		x			
Information on performance					
The Day Center develops partnerships with other public sector organizations. In cooperation with partners, the Day Center provides leisure activities, learning of new skills, education and cultural events for persons served. Competence development services are provided to employees. Day Center accept social work students for internships. There is a clear positive attitude of employees and managers towards the partnership and it is planned to expand it through joint projects. The partners confirmed during the interviews that the partnership is mutually beneficial and intends to continue the partnership.					
Suggestions for Improvement & developments					

25. The social service provider evaluates the results and benefits of its partnership for the person served and for the organisation.					
Remark from the auditor:	1	2	3	4	5
<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >		x			
Information on performance					
RESULT The institution has the results of the partnership for the persons served - the survey measured that the service users received new knowledge from the					

cooperation. Three partners were evaluated and 33-75% of persons served received useful knowledge from the partnership in 2019, and 29-86% of them in 2020.

Suggestions for Improvement & developments

It is recommended to assess the benefits of the partnership for the integration of persons served or ensuring the continuity of services.

26. The social service provider is responsive to and supports the person served in expressing individual contributions, opinions and views.

Remark from the auditor:	1	2	3	4	5
<The services of the social service providers meet this criterion of the EQUASS assessment grid on stage>		x			

Information on performance

The focus of the Day Centre is on the view that persons served can express their opinion and that expression is encouraged. Every morning, when the visitor arrives at the Day Center, he/she announces his mood with the help of pictures and freely chooses which activities he/she will participate in that day. Visitors of the Day Center are encouraged to express their expectations and the activities offered to them accordingly. Newly arrived persons served are given the opportunity to choose leisure activities without rushing. In order to take into account the opinion of the persons served more, the Council of Persons Served was established in addition to the Day Center Council in the implementation of the Equass quality system. The staff of the Day Center also encourages the involvement of the parents/guardians of the persons served in the planning and evaluation of activities.

Suggestions for Improvement & developments

27. The social service provider includes persons served as active participants in service planning, service delivery and evaluation of the services.

Remark from the auditor:	1	2	3	4	5

<The services of the social service providers meet this criterion of the EQUASS assessment grid on stage>		x			
<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >		x			
Information on performance					
<p>The institution has approved a Description of policies and procedures for the involvement of persons served in the planning, delivery, evaluation of services. The document sets out how persons served are involved in the planning and evaluation of annual, weekly and daily activities. The annual activity plan of the Day Center is drawn up after evaluating the proposals of the Day Center Council and is discussed at the institution's community meeting at the beginning of the year. Every day, after the sessions in the Day Center, the activity, behavior, emotions and communication of the persons served are evaluated. Once every 6 months the parents/guardians of the persons served are introduced to the achieved group and individual results.</p> <p>RESULT The institution has the results of involving persons served in service planning. The institution registers the suggestions of persons served, their parents and guardians for the improvement of services. In 2019, 6 proposals were received and 5 were implemented, in 2020, 12 proposals were received and 8 were implemented.</p>					
Suggestions for Improvement & developments					
It is recommended to evaluate how the services have improved after the implementation of the proposals.					

28. The social service provider reviews and reflects annually on the participation of persons served, based on their input.					
Remark from the auditor:	1	2	3	4	5
<The services of the social service providers meet this criterion of the EQUASS assessment grid on stage>		x			
Information on performance					
During the day, the persons served are monitored and at the end of the day, the					

employee performs an evaluation of the persons served, which also includes them. Using the colours, the activity, behavior, emotions, communication, activity of the persons served are assessed (different emotions and different activity are assessed in different colours). According to the colour of the day, the person served sees what he/she was like that day and discusses it with the employee. The staff of the Day Center also measures the participation of the persons served and evaluates the results of the participation of the persons served and their parents/guardians regarding the improvement of the services. The newly established Council of Persons Served is designed to increase the participation of persons served and increase their contribution.

Suggestions for Improvement & developments

29. The social service provider implements specific measures for staff and service users to understand, to enhance and to improve the empowerment of person served,

Remark from the auditor:	1	2	3	4	5
<The services of the social service providers meet this criterion of the EQUASS assessment grid on stage >		x			
<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >			x		

Information on performance

The institution has approved the Concept of Empowerment, which states that the empowerment of people with disabilities takes place at three levels - individual, group and community. The document is clear and describes the essence of empowerment at each level. Employees understand the essence of empowerment, create conditions for the development of persons served skills, encourage group activities and participation in community life. There is a special method of empowering of persons served in the Day Center - each of them performs certain duties in the Day Center. Individual empowerment takes place by giving the persons served the duties of "responsible watchmen": for the cleanliness of shoes, clothes, windowsills, birthday celebrations, food orders, coffee breaks, lockers, etc.

RESULT The institution has the results of persons served empowerment and measures them with appropriate indicators. From 2019, self-care skills and the ability to express wishes / needs are measured. The method of measuring the result is a questionnaire survey of service users / guardians, after which it was established that the methods of empowerment give results: in 2020, the self-care skills and ability to express wishes / needs of all service users improved. The visit revealed that employees understand the results of empowerment - the positive change was influenced by the greater involvement of persons served in service planning and the “responsible watchmen” method.

Suggestions for Improvement & developments

It is recommended to measure the development of skills of persons served from individual plans as well.

30. The social service provider implements specific measures for staff and person served to understand and to establish an empowering environment.

Remark from the auditor:	1	2	3	4	5
<The services of the social service providers meet this criterion of the EQUASS assessment grid on stage>		x			

Information on performance

An empowering environment is created in the institution. The Day Care building is adapted to the needs of the disabled, persons served have access to all the premises and the yard without the help of employees. To maintain the independence of the persons served, Day Centre is equipped with kitchen where they can learn how to cook simple dishes with the help. Information important to the persons served is provided in both written and visual form. Persons served confirmed during the interviews that their participation is encouraged by the support, encouragement, awards, listening to suggestions and implementation of the staff. Visitors of the Day Center can choose which employee’s studio they will spend time on each day - freedom of choice motivates them to become more actively involved in activities.

Suggestions for Improvement & developments

31. The social service provider delivers services that are responsive to individual choices, needs and abilities of the person served in line with the organisation's mission, vision and values.					
Remark from the auditor:	1	2	3	4	5
< <i>The services of the social service providers meet this criterion of the EQUASS assessment grid on stage</i> >		x			
Information on performance					
The institution has an approved document - the Procedure for the provision of day social care services in the institution/home. It stipulates that needs are identified for each person wishing to visit the center. There is also an approved form by which those needs are identified. Employees identify individual needs for each person after one month by interacting with the individual, their parents/guardians. Needs are also adjusted by observing persons served. According to the identified needs, an individual plan is drawn up for each person. Employees understand that services must be provided on an individual basis.					
Suggestions for Improvement & developments					

32. The social service provider has a clear concept of Quality of Life for Person Served and implements activities, which are based on a needs assessment of the person served, with the aim of improving their quality of life.					
Remark from the auditor:	1	2	3	4	5
< <i>The services of the social service providers meet this criterion of the EQUASS assessment grid on stage</i> >		x			
<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >			x		
Information on performance					
The institution has approved the Concept of Quality of Life of persons served, according to which the quality of life of persons served is assessed in the areas of					

social, emotional and physical well-being. Two methods are used in the Day Center to assess the quality of life - questionnaires and observation. The observation method is used for persons with severe disabilities who are unable to understand either written or visual information. During the interviews, the visitors of the Day Center mentioned that they like to visit the Day Center and that makes life happier.

RESULT The institution from 2019 measures the results of the improvement of the quality of life of persons served. Satisfaction with quality of life in the areas of social, physical and emotional well-being is measured by means of a questionnaire. Comparing the satisfaction of service users in the field of social welfare in 2019 and 2020, the employees of the institution found that in 2020 there was a 15% decrease in highly satisfied / satisfied family relationships, but the same number of satisfied service users remained in relations with employees and the community. In the area of physical well-being, there was an 8% increase in those who were very satisfied / satisfied with physical activity at the center and nutrition information. In the field of emotional well-being, the number of persons served satisfied with the microclimate in the center and participation in the development of an individual plan increased to 100%. Employees understand the results and the factors influencing their dynamics.

Suggestions for Improvement & developments

It is recommended to combine the assessments “very satisfied” and “satisfied” when assessing the change in indicators, in order to see the change trend more clearly. It is recommended to assess the trends of change in the quality of life and to improve activities accordingly.

33. The social service provider documents and reviews the planning and delivery of services based on the identification of individual needs, expectations and changing circumstances of persons served in an Individual Plan.

Remark from the auditor:	1	2	3	4	5
<The services of the social service providers meet this criterion of the EQUASS assessment grid on stage>		x			

Information on performance

Needs are assessed for each visitor to the Day Center. The assessment is performed by talking to the persons served, his/her parents/guardians, analyzing

the documents transmitted by other institutions and observing the persons. After assessing the needs of persons served, an individual plan is drawn up for each person. The plans are reviewed after 6 months, their implementation and achievements are discussed individually with the persons served and their parents/guardians. The plan is also reviewed by the entire team of employees. At each stage, both in the design of the individual plan and in the review, the wishes and preferences of the persons served are taken into account.

Suggestions for Improvement & developments

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34. The social service provider takes into account the physical and social environment of the person served¹ in the development, the delivery and evaluation of the services provided to the persons served.

Remark from the auditor:	1	2	3	4	5
<i><The services of the social service providers meet this criterion of the EQUASS assessment grid on stage></i>		x			

Information on performance

The services of the Day Center are provided after assessing the needs of the persons served and creating an individual plan for them. After assessing the needs, skills development activities are organized, medicines are provided, physiotherapist, health care, transport services are provided and physical activity is organized. According to the needs of persons served, a relaxation and rest rooms were newly opened in the Day Center. Following the announcement of quarantine in the country, some of the persons served and their family members were provided with services online. The newly established Council of Persons Served is being involved in the improvement of services at the Day Center. Compliance with social care norms and the results of service provision are assessed annually in the institution.

Suggestions for Improvement & developments

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¹ Social environment also includes family, advocates and supporting persons of person served

35. The social service provider involves the persons served in the design and the review of the Individual Plan to ensure his / her individual contribution is part of the plan.					
Remark from the auditor:	1	2	3	4	5
<The services of the social service providers meet this criterion of the EQUASS assessment grid on stage >		x			
<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >			x		
Information on performance					
<p>The institution has approved the Description of the involvement of the persons served in the individual planning. Involvement of persons served aims to improve their quality of life and achieve a personal goal that is named "my dream". In accordance with the established procedure, the individual plan is concluded by March 1 of each year, and it is reviewed twice a year. When concluding an individual plan, the person served/relatives, with the help of a social worker, set a personal goal "My goal is my dream" and discuss areas for improving the quality of life. Persons served evaluate the achieved personal goals and performance results using the symbol method - "Face".</p> <p>RESULT The institution has the results of the involvement of persons served in the design of the individual social care plan and measures them with appropriate indicators. In 2019, 36% of plans were designed by employees, 28% - by talking with persons served, and 36% - by talking with parents/guardians. In 2020, these proportions changed and all plans were made with the participation: 36% by talking with persons served and 64% - by talking with their parents/guardians. Employees understand the results and trends in the meanings of the results.</p>					
Suggestions for Improvement & developments					
It is recommended to assess the impact of the involvement of persons served in the design of the individual plan.					

36. The social service provider ensures that the person served can access a continuum of services that span from early intervention to support and follow up, responding to changing requirements over time.					
Remark from the auditor:	1	2	3	4	5
<The services of the social service providers meet this criterion of the EQUASS assessment grid on stage>		x			
<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >		x			
Information on performance					
<p>The Day Center takes the view that continuity of service should be ensured for all persons served. Not all visitors visit the Day Center every day, so those who do not come every day are contacted by phone, they are consulted online.</p> <p>RESULT The institution has service continuity results and measures them with appropriate indicators. With the introduction of covid-19 virus quarantine in the country in 2020 and the closure of the Day Center, all 100% of persons served were provided with counseling, support and training services online, using information technology.</p>					
Suggestions for Improvement & developments					

37. The social service provider operates services from a holistic approach based on the needs and expectations of the person served, family or care givers.					
Remark from the auditor:	1	2	3	4	5
<The services of the social service providers meet this criterion of the EQUASS assessment grid on stage>		x			
Information on performance					
<p>The institution takes the view that the relatives of persons served need to be involved in the planning, delivery and evaluation of services. Employees maintain constant contact with relatives, communicate on the identification of personal</p>					

needs, drawing up and reviewing an individual plan. Parents are invited to go on excursions and cultural events organized by the institution. The frequency of visits to the center and transport services are organized in accordance with the work schedule and needs of the parents/guardians of the persons served. Parents/guardians of service users are involved in the evaluation of the results of service provision - they participate in surveys.

Suggestions for Improvement & developments

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38. The social service provider identifies and reviews the service delivery activities, and monitors and maintains control over their quality.

Remark from the auditor:	1	2	3	4	5
< <i>The services of the social service providers meet this criterion of the EQUASS assessment grid on stage</i> >		x			

Information on performance

The process of providing services is described in the Procedure of providing day social care services in the institution/home. The document sets out how the need for day social care services is determined, how services are provided and what documents are completed when providing services. The Day Center has an individual plan for each visitor, and the Day Center activities are discussed in a weekly meeting of all staff. The quality of services is assessed by talking to persons served, through surveys of persons served and their parents/guardians. Managers evaluate the work of employees during the annual interview.

Suggestions for Improvement & developments

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39. The social service provider delivers services to the persons served in a community based setting and in line with the provider's vision and mission.

Remark from the auditor:	1	2	3	4	5
< <i>The services of the social service providers meet this criterion of the EQUASS assessment grid on stage</i> >		x			

Information on performance

The services of the Day Center are provided in a community environment - the persons served live in their own homes and come to the institution to receive social services. The activities of the Day Center are aimed to develop the skills of persons served and to promote their integration. For the visitors of the Day Center, joint events are organized with school students and preschool children. Persons served go on excursions, shop in stores, participate in city celebrations. The Day Center has a Facebook account, publicizes its events. The community activities of the institution are carried out in accordance with its vision and mission.

Suggestions for Improvement & developments

40. The social service provider delivers services to the persons served in a coordinated way.

Remark from the auditor:

1	2	3	4	5
	x			

<The services of the social service providers meet this criterion of the EQUASS assessment grid on stage>

Information on performance

The services of the Day Center are provided in a coordinated manner, they are coordinated by the head of the Unit of Social Services for the Disabled. The daily activities of the Day Center are carried out by social workers and an leisure activities specialist, they are assisted by social workers' assistants and classes are led by an music teacher and a physiotherapist as needed. The head of the unit also coordinates the nurse's involvement in the provision of services and the provision of services online. For the purpose of coordinating services, the head of the Department of Social Services for the Disabled organizes meetings of the staff of the Day Center every Friday, during which the previous week is discussed and the activities of the next week are coordinated. The head of the unit also coordinates the design of the report on the activities of the Day Center and the discussion of the results of the provision of services.

Suggestions for Improvement & developments

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41. The social service provider delivers services to the persons served in a multi-disciplinary or multi-agency setting.					
Remark from the auditor:	1	2	3	4	5
<The services of the social service providers meet this criterion of the EQUASS assessment grid on stage>		x			
Information on performance					
<p>Day Center services are provided in a multidisciplinary environment. Social workers, social workers' assistants, leisure activities specialist, music teacher a massagist and a physiotherapist provide services for the visitors of the Day Center. The work of the staff is coordinated by the Head of unit of Social Services for the Disabled. All employees are involved in identifying the needs of persons served and developing an individual plan. Also, the employees of the unit plan the activities of the Day Center, discuss the results of activities and services.</p>					
Suggestions for Improvement & developments					

42. The social service provider identifies its business and service results and has formal periodic and independent reviews.					
Remark from the auditor:	1	2	3	4	5
<The services of the social service providers meet this criterion of the EQUASS assessment grid on stage>		x			
Information on performance					
<p>The Day Center systematically records the results of activities and service provision. The head of the institution annually prepares a report, which she submits to the founder - the Municipality and presents it to the employees during the meeting. The institution's activity reports are published on its website. To the parents/guardians of the persons served, the results of the activities of the Day Center in 2020 were presented during the meeting. During the interviews the</p>					

mothers emphasized that the service provision indicators showed an improvement in 2020 compared to 2019. The Day Center partners are notified of the results of the institution's activities by e-mail, the partners found it on the institution's website. The financial statements of the institution are submitted to the Municipality and their accuracy is checked in the Budget and Finance Department. In 2019, the Control and Audit Department of Kédainiai Municipality performed the financial audit of the institution. The submitted audit report states that no significant errors and violations of legal acts have been identified in the Kédainiai Community Social Center.

Suggestions for Improvement & developments

43. The social service provider records results, outcomes and benefits for person served of the received services on individual and collective bases.					
Remark from the auditor:	1	2	3	4	5
<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >			x		
Information on performance					
<p>The institution measures the impact (benefits) of the provided services on the skills development of the persons served. The aim of the questionnaire survey of the persons served and their relatives was to find out whether the services of the Day Center were useful in developing communication (behavioral culture), personal hygiene and cooking skills. The description of the results includes 2019 - 2020 data. In 2020 86% of the respondents mentioned that the services were useful in developing communication (behavioral culture) skills, 57% - in developing personal hygiene skills and 50% - in cooking. Comparing the results of the two years, the staff found that the benefits of developing personal hygiene skills increased most significantly, and this was related to the fact that in 2019 a very strong focus was placed on the prevention of corona virus infection.</p>					
Suggestions for Improvement & developments					
It is recommended to measure the results of service benefits for persons served					

from an individual point of view as well.

44. The social service provider evaluates results, outcomes and benefits for person served, in line with its mission, in order to determine actions for improvement and best value for persons served, funders and other relevant stakeholders.

Remark from the auditor:

1	2	3	4	5
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<The services of the social service providers meet this criterion of the EQUASS assessment grid on stage >

	x			
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Information on performance

The Director of the Kėdainiai Community Social Centre prepares an annual activity report and evaluates the achievement of the goals set in the activity plan. The results of the Day Centre's activities are discussed with the employees, presented to the persons served/their relatives and the partners are informed about them. The report of the institution is presented to the Social Support Department of the Municipality and submitted to the Municipal Council for approval. During the interview, the head of the Municipal Social Support Department stated that the perspective of the development of institution's services is also being discussed during the evaluation of the report. During the discussion of the results with the employees, the improvement of the results is planned.

Suggestions for Improvement & developments

It is recommended to include in the plan for the next year measures for the improvement of services, the result indicators to be achieved.

45. The social service provider measures the satisfaction of persons served and all relevant stakeholders by internal and/or external evaluation.

Remark from the auditor:

1	2	3	4	5
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<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >

	x			
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Information on performance

RESULT From 2019, the institution measures the results of service satisfaction with

appropriate indicators. The institution presents the survey of persons served satisfaction with occupation/leisure services in 2019-2020. In 2020, satisfaction with handicrafts increased by 14%, music - by 7%, physical activity - by 14%, and relaxation organization - by 29%. Satisfaction with board games remained the same - 57%.

A questionnaire survey of the parents/guardians of the persons served is used to ask whether they are satisfied with the services provided. In 2019, 93% of parents/guardians of persons served were satisfied with the services, and in 2020. - 100%

Suggestions for Improvement & developments

46. The social service provider provides accessible and easily understandable information on records on results, outcomes, including results of surveys.

Remark from the auditor:	1	2	3	4	5
<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >		x			

Information on performance

The institution has results that show an understanding of the performance of services in 2019-2020. Descriptions of the results in 2020 were emailed for the employees and requested for reference. Later, during the meeting in March 2020, the results were discussed and asked to rate their understanding. The results were sent to the parents/guardians of the persons served by e-mail, without e-mail - it was suggested to view them on the institution's website. Parents/guardians were interviewed by telephone about their understanding of performance. 100% parents/guardians and staff - understood the performance in both 2019 and 2020. In 2019, 9% of persons served understood the performance results, and in 2020 - 46%.

Suggestions for Improvement & developments

It is recommended to improve the presentation of performance results to persons served in way they understand.

47. The social service provider actively disseminates organisation performance on business and service results among its staff, person served and all relevant stakeholders.

Remark from the auditor:	1	2	3	4	5
< <i>The services of the social service providers meet this criterion of the EQUASS assessment grid on stage</i> >		x			
Information on performance					
<p>Employees are introduced to the institution's activity report at a meeting each year, and the results of service delivery are introduced during the discussion. Employees are also reminded that activity report is available on the institution's website. Persons served were presented results of service delivery orally in small meetings. The partners of the institution were informed about the results of the activity by informing them by e-mail. According to the established procedure, the activity report is submitted to the founder - the Municipality - annually, and the Municipal Council considers and approves it.</p>					
Suggestions for Improvement & developments					

48. The social service provider defines and implements a system of continuous improvement of results of services, way of working and learning.

Remark from the auditor:	1	2	3	4	5
< <i>The services of the social service providers meet this criterion of the EQUASS assessment grid on stage</i> >		x			
Information on performance					
<p>A system of Continuous Improvement and Learning is approved in the institution, where it is stated that the system consists of cyclical identification and planning of needs, provision of services, analysis and improvement of results. The named system is used by managers and employees, however, the institution's plans do not reflect the indicators to be improved. The whole team of the institution is involved in the planning of activities and services, their provision, evaluation of results and</p>					

setting of priorities for the coming period, persons served, partners are included, summary information from individual plans and service quality assessments are used. Individual actions to improve the quality of life and empowerment of persons served are provided for in the individual plans of persons served.

Suggestions for Improvement & developments

It is recommended to supplement the annual plan of the institution with improvement activities that would improve the results of service provision in the previous year.

49 The social service provider operates mechanisms, which provide information to understand of future needs of persons served, staff, funders and stakeholders.

Remark from the auditor:

1	2	3	4	5
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<The services of the social service providers meet this criterion of the EQUASS assessment grid on stage>

	x			
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Information on performance

Employees understand the needs of persons served: by examining documents received from other institutions, monitoring persons served, talking to persons served and their parents/guardians, filling in needs assessment forms. The parents/guardians of the visitors confirmed during the interviews that the employees ask them about their expectations, wishes are usually expressed orally. There is a possibility to submit proposals in the proposal box and by e-mail. Staff expectations are expressed during meetings every Friday and during annual interviews with the head of the unit. The financier's/founder's expectations for the director of the institution are expressed during the annual interview and by coordinating the institution's plan for the coming year. Also, the Municipality's expectations for the institution are expressed during the preparation of the municipal Social Services Plan - the place of the services provided by the institution in the context of the social services provided by the whole municipality is discussed.

Suggestions for Improvement & developments

It is recommended to establish a procedure for obtaining and meeting the expectations of the parents/guardians of the persons served on a regular basis.

50. The social service provider initiates improvement initiatives by comparing and exchanging performances on approaches, results of services, activities and outcomes of person served.

Remark from the auditor:	1	2	3	4	5
<The results of the social service provider meet this criteria of the EQUASS assessment grid on stage >		x			
Information on performance					
<p>In 2020, the institution compared its activities with the Day Center of another municipality, also for people with disabilities. Comparisons were made of ensuring the rights of persons served, their involvement in the planning, provision and evaluation of services, continuity of services and social responsibility activities. Out of comparing, the Day Center has implemented the following improvements: in order to save paper from the 2021 reports and individual plans are filled in and stored in computer information systems, the institution's environmental management campaign was organized for the first time, physical activity services for persons served were launched with partner organizations, Kédainiai Day Center visitors communicate with other municipality Day Center visitors via messenger and plans joint events in the future.</p>					
Suggestions for Improvement & developments					
<p>It is recommended to compare activities with other social service institutions annually and to improve the organization and provision of services.</p>					

3. Overview audit results

The scores reflect Kėdainiai Community Social Center current position in the Social Services in Lithuania.

The scores are based on the assessment of the social service provider in the EQUASS system.

EQUASS Principle for Quality	Score
Leadership	4,00
Staff	4,29
Rights	4,00
Ethics	4,00
Partnership	4,00
Participation	4,29
Persons Centred Approach	4,57
Comprehensiveness	4,00
Result Orientation	4,33
Continuous Improvement	4,00
Total	41,48

4. Closing remarks

The Equass quality system was implemented in the Day Center of the Social Services for the Disabled Unit of Kėdainiai Community Social Center. The Day Center is visited by people with intellectual and complex disabilities, most of them with severe disabilities. For the implementation of the service quality system, a formal implementation group was formed, which was responsible for the preparation of documents and their delivery to employees and persons served.

At the Day Center were newly developed documents describing an approach of improving the quality of life of persons served, their empowerment, involvement in service planning and evaluation. The need to measure service results has sparked a debate about what real service outcomes are. During the implementation of the Equass quality system, the employees evaluated their previously applied hyper-care approach - discovered and evaluated powers and abilities of persons served.

The services of the Day Center for the disabled comply with the principles of the Equass quality system, and the application of the principles of Person-centred Approach and Participation has been clearly demonstrated. During the implementation of the Equass quality system, new methods of needs assessment, inclusion in service planning and service evaluation were introduced, adapted for persons served who cannot speak and read. The Day Center has been measuring the qualitative results of service delivery since 2019 and it has done well, with staff understanding the factors that influence the dynamics of most outcomes.

During the visit, the Day Center gave the impression of an open, cooperative institution. Persons served actively shared the results of activities they enjoyed - they showed their handicrafts and demonstrated their skills. The employees were proud to present the applied methods of empowerment and involvement of persons served, discussed the ways and means of providing services, and demonstrated creativity in the organized leisure activities. During the visit, it felt like working on the principle of teamwork.

After evaluating the approach set out in the Day Center documents, service provision practice and achieved results in 2019-2020, the institution is provided with recommendations to improve the documents - Quality Policy, Competence Development and Safety and Health Plans, Complaints Procedure, and privacy and dignity measures in the Day Center. In order to complete the cycle of continuous improvement and learning, it is recommended to include in the institution's plan for the coming year measures for the improvement, results indicators to be achieved.

In the practice of providing services, it is recommended to continue acquainting persons served with their rights in a way acceptable to them, to organize counseling services for parents/guardians of persons served, to participate more actively in project activities and to establish contacts with the nearest community.

Kėdainiai Community social Center scored 41,48 during the audit of day care social services compliance with the principles of Equass 2018; approach, performance and results comply with EQUASS assessment on stage 2.

Rasa Laiconienė

May 11, 2021 Vilnius