Table of Quality & Key Performance Indicators (KPIs) for Care Home

KPI Number	KPI Description	Target	Theme	Frequency asked	Date Source for Provider	Data Source for LA
KPI 1	Percentage of care plans reviewed and updated, (recent month)	95%	**Quality of Care** *Primary Goal is to provide good care that meets the physical, emotional, and social needs of the residents. Part of the contract , part of regulation , reduces risk of adverse events*	Quarterly	Care quality audit reports, review compliance data	Provider return
KP2	Percentage of care staff having completed or currently undertaking their induction with the first 12 weeks of starting.	100%	**Staffing and Workforce** *Adequate staffing levels and skilled personnel are critical for delivering personalised and timely care.* *Investing in staff development and well-being leads to higher job satisfaction, reducing turnover and associated recruitment costs.* *Stable staffing promotes consistency in care, building stronger relationships between staff and residents.*	Quarterly	Staff training records, HR systems	Provider return
KPI 3	Percentage of staff up to date with mandatory training	100%	**Staffing and Workforce** *Adequate staffing levels and skilled personnel are critical for delivering personalised and timely care.* *Investing in staff development and well-being leads to higher job satisfaction, reducing turnover and associated recruitment costs.* *Stable staffing promotes consistency in care, building stronger relationships between staff and residents.*	Quarterly	Training records, staff HR files	Provider Return
KPI 4	Percentage of complaints investigated and resolved to within 28 days	95%	**Leadership** Leadership pays a pivotal role in achieving excellence and delivering good care	Yearly	Complaint management system, internal reporting	Provider return
KPI 5	Percentage of business continuity plans that have been reviewed, updated, and tested within the last 12 months.	100%	**Leadership** *Leadership pays a pivotal role in achieving excellence and delivering good care*	Yearly	Provider BCP documentation and test records	Provider return
KPI 6	Percentage of managers enrolled in or completed a leadership or management training programme at level 5 or above at the end of the quarterly reporting period	100% of managers to be enrolled or completed	**Leadership** *Leadership pays a pivotal role in achieving excellence and delivering good care*	Quarterly	Training records, staff professional development logs	Provider return
KPI 7	Completion of Mandatory monthly Reporting on Capacity Tracker	100%	**Leadership** *Leadership pays a pivotal role in achieving excellence and delivering good care*	Quarterly		CT Data

Table of Quality & Key Performance Indicators (KPIs) for Care Home

Indicator Number	Quality Indicator Description	Target	Theme		Frequency requested	Data Source for the Provider	Data Source for LA
QI 1	Resident Satisfaction Rate	90% or higher satisfaction rate	**Quality of Care**	*Primary Goal is to provide good care that meets the physical, emotional, and social needs of the residents. Part of the contract , part of regulation , reduces risk of adverse events*	Quarterly	Resident satisfaction surveys	Provider return
QI 2	Regularity of Comprehensive Quality Assurance Audits	100% of scheduled audits completed quarterly	**Leadership**	*Leadership pays a pivotal role in achieving excellence and delivering good care*	Quarterly	Audit schedules, completed audit reports	Provider return
QI 3	Rate of notice issued to end a placement	Less than 5% per quarter	**Quality of Care**	*Primary Goal is to provide good care that meets the physical, emotional, and social needs of the residents. Part of the contract , part of regulation , reduces risk of adverse events*	Quarterly	Placement records, termination notices	Internal
QI 4	Rate of Complaints	Fewer than 2 complaints per 10 residents per quarter	**Quality of Care**	*Primary Goal is to provide good care that meets the physical, emotional, and social needs of the residents. Part of the contract , part of regulation , reduces risk of adverse events*	Quarterly	Complaints log, resident feedback	Provider return
QI 5	Rate of Notifiable Incidents	Aim for zero; Monitor and Analyse Trends	**Safety**	*Safety within a care home is important, as it directly impacts the health and well-being of both residents and staff. Reportable incidents—such as falls, medication errors, safeguarding concerns , or any unexpected events that could cause harm—require immediate attention and action.*	Quarterly	Incident reports submitted to regulators	Provider return
QI 6	Agency Staff Usage Rate (Percentage of care hours provided by agency staff)	Less than 10%	**Staffing and Workforce**	*Adequate staffing levels and skilled personnel are critical for delivering personalised and timely care. Investing in staff development and well-being leads to higher job satisfaction, reducing turnover and associated recruitment costs. Stable staffing promotes consistency in care, building stronger relationships between staff and residents.*	Quarterly	HR systems, staff rotas	Capacity Tracker
QI 7	Staff Turnover Rate (Percentage of leavers to total staff at end of period)	Less than 29% turnover rate per year	**Staffing and Workforce**	*Adequate staffing levels and skilled personnel are critical for delivering personalised and timely care. Investing in staff development and well-being leads to higher job satisfaction, reducing turnover and associated recruitment costs. Stable staffing promotes consistency in care, building stronger relationships between staff and residents.*	Quarterly	HR records, exit interviews	Capacity Tracker
QI 8	Staff Sickness Rate (Percentage of total staff absent due to sickness over the last 3 months)	Below 5% quarterly sickness absence rate	**Staffing and Workforce**	*Adequate staffing levels and skilled personnel are critical for delivering personalised and timely care. Investing in staff development and well-being leads to higher job satisfaction, reducing turnover and associated recruitment costs. Stable staffing promotes consistency in care, building stronger relationships between staff and residents.*	Quarterly	HR systems, attendance records	Provider Return

Table of Quality & Key Performance Indicators (KPIs) for Care Home

QI 9	Acceptance Rates of Service Descriptors	95% or higher acceptance of service descriptors for referrals	**Leadership** Leadership pays a pivotal role in achieving excellence and delivering good care	Quarterly	Referral records, service descriptor logs	Internal
Q10	Medication Error Rate	Aim for Zero Errors; Monitor Trends	**Safety** *Safety within a care home is important, as it directly impacts the health and well-being of both residents and staff. Reportable incidents—such as falls, medication errors, safeguarding concerns , or any unexpected events that could cause harm—require immediate attention and action.*	Quarterly	Medication administration records, incident reports	Provider Return
Q11	Safeguarding Alert Rate	A rate below 1 per 20 residents concerns	**Safety** *Safety within a care home is important, as it directly impacts the health and well-being of both residents and staff. Reportable incidents—such as falls, medication errors, safeguarding concerns , or any unexpected events that could cause harm—require immediate attention and action*	Quarterly	Internal safeguarding logs, incident reports	Provider Return