



DRIVING UP QUALITY

SELF ASSESSMENT

APRIL 2015

The Driving Up Quality Code outlines good fundamental practices and behaviour that organisations that support people with learning disabilities need to be committed to. Signing up to the Code is a public commitment from organisations that they believe in these good practices and are achieving or actively working towards them. Signing up to the Code is also a commitment from organisations to be transparent about how they operate.



Pendle Support & Care Services are committed to continually improving the services we provide to the people we support and to being actively involved in the wider community as an organisation. We are committed to the Driving Up Quality Code and good practise for people with Learning Disabilities.

Driving up Quality

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The aim of the Driving Up Quality Code is to avoid what happened at Winterbourne View ever happening again. To achieve this, much change is needed in the care sector if good organisations are to flourish and poor providers be driven out.

The aim of the code is to:

- Drive up quality in services for people with learning disabilities that goes beyond minimum standards
- Create and build a passion in the learning disability sector to provide high quality, values-led services
- Provide a clear message to the sector and the wider population about what is and what is not acceptable practice
- Promote a culture of openness and honesty in organisations
- Promote the celebration and sharing of the good work that is already out there.



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Pendle Support & Care Services are committed to Driving Up Quality as it is an integral part of what we do.

We are fully committed to the people we support and they deserve the best possible outcomes at all times and their lives to be as meaningful and fulfilled as possible.

Driving Up Quality will be an important part of this. Our first self assessment was completed in early April 2015 by consulting service users, families and staff and we are happy to share it with you.



1-Support is focussed on the person

Examples of good practice include:

- A service is built around an individual, or a group of people designed with them in mind
- All staff have training that is centred on the person and everyone supported has a plan that is centred on them
- People choose where they live and who they live with:
- People choose their staff
- Individuals have a network of people in their lives who are not paid
- Training is co-produced with the people being supported and their families



What we do well

Support staff have a good understanding of the people they support and how it their disability affects the person's support needs.

Everyone has a one page profile and personalised support plan and these both provide staff with the tools to provide very specific personalised support.

Staff are mostly consistent and not continually moved around, this allows for strong relationships to be built and better support being delivered.

All new staff have a period of getting to know someone through shadowing another experienced member of staff, this allows for a better introduction and better ongoing support.

Some service users are involved in the interview process.

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Staff have a good understanding and relationship with the people we support, their families and other people involved in their day to day lives.

Support times are flexible and based around the person's needs but there is consistency and structure when needed as well.

Staff have a good understanding of positive risk taking and actively support people to have new opportunities.



Our service user's annual satisfaction survey gives good feedback on how we meet people's individual needs.

Staff are all trained in person centred approaches.

CQC Compliance in all services.

Regular Home Visits with service users and family members present as part of the quality control process check the quality of the service and ensure that it meets the needs of the service users or highlights where areas can be changed/adjusted if required.

What we need to do: Clearer guidance for staff for communication with families, e.g. what information should be shared and when and how, we do some things but can do more.

Improve existing policy & procedure for involving people we support/ families in the design and delivery of training and recruitment.

Improve upon service user forum for the people who use our services and modify the existing self advocacy group.

Develop a better relationship with existing external agencies who already operate forums so that we can offer opportunities for peer support and development.

2-The person is supported to have an ordinary and meaningful life

Examples demonstrating an ordinary and meaningful life:

- people have friends and intimate relationships;
- people don't need to live in hospitals/secure settings to have their needs met;
- people have opportunities for employment
- people contribute to their local communities to the benefit of others. This means mainstream communities, rather than segregated/isolated services designed for people with disabilities; and people are happy and healthy.



What we do well

People are supported to attend activities in the local community such as Bowling afternoons, social clubs (Gannow Club, Gateway, Burnley Boys) and we encourage social activities through the CAMEL Club we run (Come and Meet East Lancs) which will soon be Enable U. This enables friendships to develop and be maintained.

Some of the people we support have joined the gardening group we have under the CAMEL Club. The gardening group has worked at a local business “ Roaming Roosters” helping to grow plants and is currently involved in working with “Colne In Bloom” to make the local town blossom throughout the year and contribute to the local area.

There is also the “Take Home Cookery” Classes at Nelson and Colne College and the dance group at Hodge House Community Centre in Nelson.

Some of the people we support have paid employment or are working within the voluntary sectors (Salvation Army). We actively encourage and support people to become more independent and seek work either paid or unpaid. We also support people into mainstream colleges.

We actively look to teach life skills to people to keep them as independent as possible, this may include travel training, cooking and assistance with personal care tasks.

We ensure flexibility and positive actions regarding the way that people would like their support as we understand things may change from day to day.

Newsletter, involving the people we support.

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What we need to do:

Develop and improve the Service User forum.

More experts by experience involved in Training our staff, and reviewing quality.

Concentrate more on meaningful work placement and better partnerships working with other agencies.

Shared working practices across the organisation.

Review newsletter format and social media to see how we can reach more people in way that suits them.



3. Care and support focuses on people being happy and having a good quality of life

Examples demonstrating when care and support focuses on people being happy and having a good quality of life:

- people are in control of their lives
- people are happy for much of their lives
- staff feel valued and the organisation quickly deals with staff who are not living up to organisational values
- support plans truly reflect an individual's preferences, fears, and dreams
- staff are recruited, trained, and developed to understand the value of getting to know the person being supported and recognise that small things are important
- staff creativity is valued and encouraged
- staff have the confidence, skills and authority to make decisions, and
- there is evidence that individual staff make a big difference.



What we do well

Train staff in person centred thinking and empower them to be able to make a difference to the people they support. This allows choices for people on how they live their lives.

Try to match people with people so that good relationships are established.

Supporting choice / decision making for the future and the here and now, this is done through person centred approaches and support.

Good understanding of positive risk taking, to support people to develop new skills.

Support that enables people to develop strategies to help them increase their independence and develop close personal relationships with other people.

Services are working with services users to encourage/ support meaningful friendships.

Positive feedback back from Social Services, annual reviews, CQC regarding positive outcomes for the people we support, stated within the content of reports.

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Take on board specialist training where this will enhance the support and improve the service delivered.

Regular home visit reviews to establish how the service is meeting people's needs and to assess the quality of the service being delivered.

Safeguarding policies and procedures in place and used appropriately to ensure people we support are safe and happy.

Joint working with agencies to improve on services offered such as Annual Healthchecks, nutrition and fitness opportunities.

What we need to do:

More supporting engagement in the local community to compliment existing practises and relationships.

Continue to working in matching skills & interests between staff and people we support, develop staff profiles further.

Expand easy read/other communication tools.

Improve upon networking groups for the people we support.

Look at more ways to involve the people support and their families in the interview process, where appropriate.

Increasing partnerships working with local supported employment and colleges.

More work on overcoming inequalities and raising awareness of disabilities and what can be done to improve outcomes for people.

Work on promoting personal relationships more and giving people the opportunity to meet new people.



4. A good culture is important to the organisation

Examples demonstrating when good culture is important to the organisation:

- people with disabilities and their family have involvement in checking the quality of support
- all levels throughout the organisation consider and involve people being supported and families
- the organisation can evidence how change has resulted from the voice of people being supported and their families at all levels
- staff feel respected and able to voice their thoughts and contribute to organisational development; and,
- the organisation speaks out about bad practice.



What we do well

Good relationships with the families of the people we support and social workers / other stakeholders.

Managers regularly work in the community who have a good understanding of the people we support, and their support workers.

Strong leadership and management throughout the organisation.

Not afraid to raise concerns about standards or safety when required to and in the interests of the people we support.

Annual Satisfaction Survey which asks for feedback from the people we support from which an action plan and responses are generated to see what improvements are required.

Regular Home Visit reviews and other quality control mechanisms highlight any improvements required or changes to be made.

Annual reviews (or sooner if required) to look at how the service is delivered and seek to improve upon it.

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Safeguarding concerns are raised when required and all staff are fully aware of their roles and responsibilities to this.

What we need to do:

Get better at celebrating success, and staff achievements.

Trainers to have a good understanding of the needs of the services that we provide.

More accessible formats for the people we support.

Website should offer different communication systems, the people we support involvement for website design.



5. Managers and board members lead and run the organisation well

Examples of when managers and board members lead and run the organisation well:

- leadership utilises the skills within the organisation and inspires those around them
- leaders encourage open and honest conversations about what is and is not working
- decision making is based on the principle of 'how will this benefit those we support? and
- there is transparency where there are areas of improvement required and these are shared internally and externally to benefit others.



What we do well

Good understanding of the people we support.

Open door policy to the management team.

Managers regularly work in the community and undertake quality visits in services, and attend meetings e.g. MDT, Reviews, MAPPA, assessments, visiting SEN schools.

The organisation has strong governance with ongoing monitoring.

Managers lead by example and reward good practise.

Staff are actively encouraged to use their skills/interests in promoting new ideas/activities i.e Arts and Crafts



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What we need to do:

Website, intranet, and newsletter review with the people we support.

Annual satisfaction survey needs to be reviewed put into a new format.

Increased number of communications aids.

People who use services are trained to support quality monitoring.

People we support are more involved in the developing and design staff training.



Thank you for reading our first driving up quality assessment which we completed in April 2015

As part of Driving Up Quality we are committed to the Lancashire Values which are :

- Being Loved
- Being Healthy
- Feeling Safe
- Having Choices
- Having Friends

We feel that the care and support we offer reflects these values.

Please feel free to offer any feedback on our service by contacting us on:

Telephone: **01282 504504**

or

Emailing: **admin@pendlesupport.co.uk**

