

**Driving Up Quality Code**

**POTENS Lancs Action Plan**

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| **1. Support is Focused on the Person** | | |
| **Questions to ask?** | **Response** | **Evidence of ‘good’** |
| What proportion of the people we support are receiving a service that demonstrates the description of ‘good’ above?  What are we going to do about the rest? | Structural changes regarding individual’s needs made within homes so Tenants can experience a more comfortable lifestyle. Helps to maintain their independence and protect from harm.  Planning of Tenants care is based on assessment of needs, with information being gathered from a variety of sources, this information is used to develop person centred plans in consultation with tenants and family  Tenants are involved in regular outings in the community and social gatherings. | * *PCP’s* * *Outcome focused support plans* * *Supervisions* * *Team Meetings* * *Surveys* * *Regular meetings with family* * *Daily activities/leisure & recreation records* |
| What has our organisation done to make people’s lives better? | Supported people to get into paid employment and voluntary work  Implemented Skype for those who have family and friends living a distance away, it encourages them to keep in touch and give them the opportunity to see them whilst speaking.  Bespoke training for Staff to meet individual specific needs of those we support; such as Diabetes, Dementia Awareness, Safe Swallowing, Star Recovery  Tenants have a network of volunteers and friends who are not employed within the company  Sourced grants in order to get Adaptations/wet rooms installed to meet the changing needs of people as required in order to maintain independence and improve on quality of life.  Tenants are supported to consistently maintain their independence and to take risks within a risk management framework and through informed choice.  Areas of risks are identified within the care planning process and strategies recorded.  Tenants are supported to access advocacy services. | * *Sourced Paid employment/* * *Voluntary work* * *Training Matrix and certificates* * *Surveys from friends and family* * *Adaptations* * *Individual risk assessments and Person centred support plans* * *Advocacy* * *Good news stories* |
| How do we measure outcomes for the person and their family? | Individual person centred plans focusing on outcomes.  Daily chats with individuals and family members.  Monthly Tenancy meetings.  Keyworker summaries completed with tenants. | * *Person centred support plans* * *Tenancy meetings* * *Key worker summaries* |
| What has changed as a result of what families have said? | Introduction of skype to keep communications open. | * *Increased communication across time-zones* |
| How are people supported in our organisation to discuss their lives on a daily basis, ie to make those daily choices and changes with flexibility and control? | People have full input in their support plans/risk assessments  Keyworker summaries are completed each month giving people the opportunity to air their views, make their choices known and these are recorded and acted on. | * *Keyworker summaries* |
| How are people we support and families involved in checking quality? | Stakeholder and Tenants questionnaires.  Monthly tenancy meetings  Service Reviews involving family | * *Annual surveys and outcomes* * *Tenancy meetings* |
| What has changed as a result of what people we support have said? | Support plans have been reviewed and more person centred.  Easy formatted information has been made available.  More group outings introduced.  Take away nights | * *Menus* * *Tenants minutes* |
| How are people and their families involved in training for staff? |  | * *Training matrix* |
| What does our organisation do if it’s difficult to support someone? Who do we seek advice and input from? How do we learn what works for them? | Involve and discuss issues with line manager. We look at further specific training that may be required to support the individual. Gain input from our Behavioural Support team and involve Social Worker/family.  We have a “What’s working, What’s not document in place.  By measuring outcomes we can define what works for the individual. | * *What’s working document* |

**Example of ‘good’**

K when she first came to live at her new home appeared very withdrawn and insecure having been moved from her previous placement due to challenging behaviours. K would constantly cling on to people. She also had an imaginary friend. She required a lot of emotional support and support to access the local community and surrounding areas.

Over the years we have seen a great change in K. She has finally got fulfilment in her life and we know this as her challenging behaviours are no longer evident and she no longer talks to her imaginary friend. She now accesses the community independently and is now in part time employment as well as doing voluntary work.

She has built up a wide circle of friends from work who she socialises with in the evenings.

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| **2. The Person is supported to have an ordinary and meaningful life** | | |
| **Questions to ask?** | **Response** | **Evidence of ‘good’** |
| Is our organisation ambitious for the people it supports?  How is this demonstrated through our standards, involvement in national initiatives in government, staff training and messages to staff, and information sharing? | The organisation holds annual conferences which includes workshops on topics such as DoLS, Competency; KLOE;  Introduced E-learning along with face to face training  Work to achieve Accreditations such as CHAS, Investors in People  Staff have access to shared and company folders to source information, policies etc | * *Monthly cross checks* * *Annual conference; workshops* * *Op’s, Managers & Team meetings* * *E-learning* * *Newsletter* * *Good news stories* * *Service development plans* * *CHAS & Investment in People accreditation* |
| How does our organisation encourage friends and relationships that are nonpaid and don’t live with the person being supported? | Invite friends and family to outings, celebrations, meals etc. | * Volunteers * Community Involvement * Active citizenship * Peer support groups * Advocates * Family & Friends |
| How do the lives of the people we support compare to ours, and what are we doing to raise their ambitions? | Have supported tenants into paid employment, voluntary work. Supported tenants to join groups within the local community.  Keep them informed of what’s on in the area by sourcing information from local papers, flyers etc.  We listen to tenants wants, wishes, ambitions and try to support them to achieve these. | * *Paid employment* |
| How does our organisation work with local communities to better involve people? How do we measure how people are connected  with communities? | We work in partnership with other people, such as a wide range of external professionals, social groups etc. | * Increased community presence of s/u * Increased community participation |
| What is our organisation’s approach to positive risk taking? How do we balance individual dreams vs. organisational risk? | The organisation is not risk aversive. We positively and pro-actively encourage individuals to take risks in line with happiness v achievement | * *Risk assessments* |

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| **3. Care and Support focuses on people being happy and having a good quality of life** | | |
| **Questions to ask?** | **Response** | **Evidence of ‘good’** |
| How does recruitment link to what someone being supported says that they want? How does rota planning link to what people say they want? | Tenants are involved in recruitment and are offered the opportunity to be included in interviews with a set of pre interview questions devised by tenants.  Staff are skill matched to the tenants where possible.  Person specification, Rota’s are planned around tenants appointments, 1:1 support hours, planned activities and optional outings etc. | * *Recruitment policy/*   *procedure*   * *Staff Induction* * *Person Specification* * *Job Descriptions* |
| How are people involved in the probation and appraisal processes for their support  staff? | Tenants can produce their own questions for interviews and attend to ask them.  Discuss in group meetings the type of person they are looking for to support them.  Staff may visit the service (with service users permission and involvement) for an informal chat | * *Tenancy meetings* * *Choosing my support worker document* |
| How do staff know what the organisation wants them to achieve? | We have Company Aims and objectives, code of conduct and as part of staff induction staff complete Skills for Care Common Induction Standards workbooks | * *Company Aims and Objectives* * *Service Development plan* |
| Do we trust staff to make decisions? What happens if they get them wrong? | Support staff, discuss in supervisions where they went wrong.  Review risk assessments. | * *Staff recognition scheme* * *Competency framework* |
| How does the organisation, at all levels, keep in touch with people to ensure they’re happy, beyond the annual ‘user’ satisfaction survey? | Line manager completes a monthly audit which includes speaking with staff and tenants.  Key worker summaries completed each month so issues can be raised and addressed.  Have a complaints procedure in place which is discussed at each monthly tenancy meeting.  Regular meetings with family and friends.  Feedback forms for internal and external visitors.  Daily chats | * *Supervision, appraisals* * *Team meetings* * *Key worker summaries* |
| How does our organisation support people through times of distress? | Support plans include triggers and de-escalation techniques  Provide counselling as required  Sympathetic | * *Support plans* * *De-briefing policy* * *Supervisions* * *1:1 chats* * *Counselling* * *Disciplinary* |
| How do we accurately gauge values, quality and attitude when recruiting? | Clear criteria for shortlisting  Clear Job specifications – essential and desirable qualities  Open transparent and equality based questioning and scenario setting  Use real life examples for answering questions whenever possible. | * *Person specification* * *Job Descriptions* * *Interview question sheets retained.* |
| How do we manage staff sickness/ leave to ensure minimum impact for the individual being supported? | Good well established staff team who all rally round for to cover shortages so agency staff don’t have to be used. | * *Staff rota’s* |

**Example of ‘good’**

We introduced Skype in order to support a tenant who was very hard of hearing, had problems with her speech, making it very difficult for her to communicate with her only living relative in Australia. Her Sister was very important to T, they both had a very close relationship but due to the logistics it was difficult for them both to see each other.

So staff went about looking at ways to support T and her Sister to maintain their links with one another. We looked at different types of technology and broadband options and came up with Skype as it was a free service.

Skype was then introduced and this brought a whole new meaning to them both. Staff liaised with T Sister and gave her directions on how to download Skype and came up with a timetable on when to make the calls. T was not only able to talk to her sister but was able to see her in person. It meant a great deal to them both to see one another as the Sister was able to see how well T looked and their communications improved as T was able to see her sister doing actions enabling her to get across what she was saying. Something that she was unable to do with an everyday phone call.

Skype has been made use of for all tenants who have family living a distance away.

We have kept family involved by introducing it into Tenants reviews so family can feel that they are in attendance. And this has proved very beneficial.

When T was admitted to hospital staff were in constant touch with her sister in Australia every day feeding back to her on how T was doing. They were both supported to talk to one another via a mobile phone, we even put the phone on speaker phone with agreement with T, Doctor/consultant, when they were doing their ward rounds so the family member could ask or answer any relevant questions.

This kept them completely up to date with T’s treatment and condition. The sister was then able to make a decision when to fly over to be with T. We supported the Sister by arranging a hotel and car hire etc.

We offered her a lot of emotional support when things became difficult and T deteriorated. We supported her in arranging her Sister’s funeral. We sent photographs over when T’s grave stone had been completed and put in place, as by then she had to return back to Australia. It hasn’t stopped there as she still keeps in touch and will ask us to put flowers on T’s grave on anniversaries.

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| **4. A good culture is important to the organisation** | | |
| **Questions to ask?** | **Response** | **Evidence of ‘good’** |
| How does our organisation discuss its culture and reflect on what’s working/what’s not working? | Debrief session on all incidents  Lessons learnt from safeguarding, serious incidents and accidents.  Monthly Operations Meeting – any such incidents etc are discussed, evaluated and corrective actions put in place which are then discussed with all staff at area and local level. | * *Incident/accident records* * *Monthly managers reports* * *Ops meeting minutes* * *Action plans* |
| How can our organisation evidence that change has happened as a result of feedback from staff, people being supported and their  families? | Service feedback forms given to all visitors including internal staff and professionals.  Annual Quality surveys for all professional contacts, families and significant others.  Survey monkey for on line surveys  New updated website has a feedback link where people can give compliments or make complaints.  Whistle blowing policy and an “open door” management | * *Feedback forms* * *Surveys and action plan* * *Website* * *Compliments and complaints policy and records* * *Whistleblowing policy* |
| What does our organisation do to contribute to society and speak out about bad practice beyond organisational boundaries? | Members of Local carers groups  Members of Local Authority Provider Forums  Full membership of Social Care Commitment  Members of Driving Up Quality  Investors in People and Care Quality Commission | * *Social Care Commitment certificates* * *CQC reports* * *Investors in People* |
| How do we guard against tokenism when involving the people we support in feedback discussions, in meetings and in planning at any level? | Service users are fully consulted re all aspects of their support and he services they receive.  Through regular audits and monitoring we ensure that involvement is not tokenistic  Service user focus groups and advocacy groups provide a service, area and regional forum for service users be have pro-active involvement on organisational decisions on the delivery of services | * Social Care Commitment * Service User Annual Surveys * Service Feedback Forms * Keyworker monthly summaries * Service user focus groups |

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| **5. Manager’s and board members lead and run the organisation well** | | |
| **Questions to ask?** | **Response** | **Evidence of ‘good’** |
| How much time do staff, people being supported, and families spend with senior managers and the board? How accessible are they, and how much time do they spend engaging with people? | Managers work within the services and are available to staff .service users, families and others on daily basis. Managers work a percentage on their week on shift directly delivering services | * *Caresys records* * *Stakeholder feedback forms* * *Compliments / complaints record* * *PCP’s / support plans* |
| Are senior managers and board members trained in safeguarding? | Yes |  |
| What do senior managers and the board do to demonstrate that they live the values of the organisation? | Senior managers and board members pro-actively engage in activities that promote the values and principles of the organisation.   * Best practice * Debriefs * Service reviews * Monthly audits * Service user focus groups   Are just a few examples of this | * *Social Care Commitment* |
| How does the board drive up quality and ensure they have evidence of this? | Company has signed up to:   * Social Care Commitment * Chas accredited * Investors in People accredited * Full training programme for all employees | * *Social care commitment* * *CHAS Accreditation* * *IIP accreditation* * *Training records* |
| How does the board assure itself that it’s achieving its mission? | Monthly board meetings to review business strategies, growth, development and planning | * *Vision, mission statement* |