



## How are we doing?

### Driving up Quality - Self Assessment

Shared Approach has recently signed up to 'Driving Up Quality Code'. The code is voluntary for providers and is a public commitment from organisations that they believe in these good practices and are achieving or actively working towards them and to be transparent about how we operate with the people that use our services, their families and their staff. There are 5 key areas.

- 1. Support is focussed on the person**
- 2. The person is supported to have an ordinary and meaningful life**
- 3. Care and support focuses on people being happy and having a good quality of life**
- 4. A good culture is important to the organisation**
- 5. Managers and board members lead and run the organisation well.**

For each section we will look at things that are working, and things that are not working. All managers were asked to contribute to this feedback.

We then had a coffee and cake open session to seek feedback from service users and staff. An easy read questionnaire was given out to everyone who attended and the different sections discussed with them. They made comments on things we do well and things we could improve upon.



The session ran over 3 hours to give everyone time to express their views and ask questions.



I am happy to be back in Garstang. DB

I don't get enough hours per week. DC

I am happy with my support and life. SH

Managers and Senior Managers are active in BK care and give advice and support when needed based on good knowledge of BK's care needs. AY

I was unhappy last year and action was taken to improve my condition.





Families were also sent questionnaires to enable us to gain a holistic view of our services and respond to Driving Up Quality and the actions we will take to improve on what we do and how to do it to get the best outcomes for people who use are services.

*"My child is very happy living in the care of Shared Approach and is always happy to go home after a stay with us"*

*"I am more than happy with all aspects of #\* care..... I fully trust the carers to make good choices for #\* in every way. The last 5 years have proved this"*

*"I feel things change if my relative wishes them to"*

*I am glad you are constantly checking and seeking to improve.*

*"It would be appreciated if more updates were given on support and activities, as these are not always passed on by my relative."*

*"We are always fully involved in our son's life"*

We have collated all the information and responses and from this will put together and action plan for each section of the Driving Up Quality. This will be published on our website and the DUQ page.

The Driving Up Quality process has been very valuable to Shared Approach, it has opened up communication and motivated us to recognise all the things we are doing well and areas we need to focus and improve upon.

## Support is focused on the person

### Things that are working

- ✓ At interview all candidates complete a Staff Matching tool which is then used to provide service users with like minded people who share common interests.
- ✓ Support hours are utilised to maximise the potential of individuals.
- ✓ We have a Service User forum chaired by an independent person.
- ✓ Service users are part of the interview process in choosing their own staff.
- ✓ We use person centred tools, such as One Page Profiles so all staff can support the service user in all their wishes and choices.
- ✓ People we support take pride in being part of the local community, such as working, education, volunteering, and leisure activities.
- ✓ We ensure that goals people set in their Person Centred Plan are met.
- ✓ We are fully inclusive of the views, experiences and expertise of families' and other people who are important to them, and use these to change for the better.
- ✓ We work closely with others to drive forward new ways of working, such as 'My Life My Support' and 'Welcome/Lancashire Values'.
- ✓ We provide training to all staff around values and working in a person centred way.

### Things that aren't working as well and we could get better at

- ✗ Embracing new assistive technology and utilise it more effectively to aid communication.
- ✗ Involving more family in the running of the organisation.
- ✗ Ensure that all people we support have a quality key worker who knows them well and listens to their views and opinions.
- ✗ We need to build on the work we have achieved in Mencap's 'Staying up Late' campaign
- ✗ Shared support hours means we need to be more creative to allow individual activities



## The person is supported to have an ordinary and meaningful life

### Things that are working

- ✓ We are effective at Community Mapping, providing training both in house and externally.
- ✓ We recruit the majority of our support staff locally who know what opportunities are in the area and ensure community presence.
- ✓ We support people to have friends and relationships and have a 'Friends and Relationship' Champion.
- ✓ We have excellent relations and do joint working with local education providers.
- ✓ We have a track record of supporting people with multiple, profound and complex needs.
- ✓ We run social/leisure events and activities in the local community open to anyone.
- ✓ We support people into voluntary, supported and paid employment or with education to gain the necessary skill to enhance their opportunities.
- ✓ We have created opportunities in the organisation for people to gain experience of paid meaningful employment.
- ✓ We use our weekly reports to look at what is working, what is not working for each service user.
- ✓ We realise that holidays can be important to people and go the extra mile to make this happen.

### Things that aren't working as well and we could get better at

- ✗ Supporting more people into paid employment.
- ✗ Setting up meaningful community social enterprises, run by the people we support.
- ✗ Being more open to positive risk taking, to enable the people we support to have more experiences good or bad.

## Care and support focuses on people being happy

### and having a good quality of life

#### Things that are working

- ✓ We have a superb induction and mentoring process for all our staff.
- ✓ We offer excellent staff training beyond minimum standards to all and have the ability to devise and implement bespoke training to teams and individuals.
- ✓ All service users have person centred tools in place to assist staff, such as 'What a good day looks like', and 'Things that make me happy'.
- ✓ We have a robust probationary period for all staff which is fully inclusive of company's high values.
- ✓ We run a Drop In session every week for the service users that a senior manager attends to keep in touch with people we support.
- ✓ Rotas and person centred activity support plans are effective to ensure the support is focused on the person life and what they want to do.
- ✓ People feel supported by people they know and trust and have told us this.
- ✓ Our support planning is completed with the person, is person centred and written in the first person.
- ✓ Senior managers carry out regular network checks and regularly visit people we support to stay in touch and seek their views.
- ✓ People we support or Key workers advocate at team meetings during a dedicated section to ensure the team remain focused on key issues and ideas to improve quality of life.
- ✓ All people we support have annual person centred review meetings, including their Social Worker, family and friends. Goals and outcomes are agreed for the next 12 months.

#### Things that aren't working as well and we could get better at

- ✗ Looking at alternative ways feedback can be given for everyone to make it more accessible.
- ✗ Producing Individual job descriptions around the person being supported rather than generic ones.
- ✗ Providing cover elsewhere on occasions, has meant people losing the person of their choice through staff movement.
- ✗ We need to share training with other providers to minimise budget constraints and increase bespoke training opportunities.
- ✗ Improving communication from the service user forum, so that issues raised and changes they have put forward are acted upon by the organisation.
- ✗ People have access to their finances, but the information could be produced in a way that is easier for them to understand

## A good culture is important to the organisation

### Things that are working

- ✓ We have an excellent company ethos, which is communicated continuously at all levels.
- ✓ We have a Staff Council (Joint Staff Group) which gives all a voice that is listened to and their views contribute to the company business plan.
- ✓ Senior Managers operate an open door culture for people we support, staff and family.
- ✓ We welcome feedback, both positive & negative, from all stakeholders and use this to drive up quality.
- ✓ The organisation advocates and speaks out about bad practice and operates a robust and effective whistle blowing and safeguarding policy.
- ✓ Senior Managers regularly visit people we support, including supporting them in their daily lives to seek their views and lead by example.
- ✓ Our office is used by self advocates for activities, meetings and training.
- ✓ We have positive working relationships with other providers and agencies. This ensures that we share good practice and keep up to date on changes within the sector.
- ✓ We have good staff retention rates and this allows people to build up good relationships and trust.

### Things that aren't working as well and we could get better at

- ✗ Holding more joint events for the people we support, their families, people important to them and our staff to share ideas and opinions.
- ✗ Informing families more regularly about what is going on in the organisation.
- ✗ All our services are sharing good practice to ensure that they are continually improving.

## Managers and board members lead and run the organisation well

### Things that are working

- ✓ The senior Management is highly committed to running the organisation for the benefit of the people we support.
- ✓ Family members are on the Board of Directors.
- ✓ The Managing Director and Board Members attend family feedback evenings and events.
- ✓ All the Senior Management team have worked at all levels within the organisation so have a full understanding of every aspect of what we do.
- ✓ Senior Managers are present at all key meeting within the organisation, such as team meetings, reviews etc.
- ✓ We have in house trainers for example; a BILD accredited Positive Behaviour Management Trainer within the organisation.
- ✓ We are a 'Not for Profit' organisation.
- ✓ We have an experienced management team & Managers hold a variety of relevant qualifications, Care, Nursing, Registered Manager, training & Accountancy.

### Things that aren't working as well and we could get better at

- ✗ Expanding family representation of the Board.
- ✗ Having a service user representative on the Board.
- ✗ Sharing all relevant information on local and national issues concerning learning disabilities and imbedding them into the running of the company to enable us to action these.