

Driving Up Quality Workshop- Newham- 9/4/14

Important to:

- Listen to each other (talking stick)
- Communication
- Mobiles on silent
- Introductions – name badges
- Have fun
- A debate
- Positive outcomes

Positive Thoughts

Good lunch

Relaxed atmosphere

Good unity

Great conversations

Time and patience of all

Meeting new people

Fun

To be as one with managers, families, staff and service users

Honesty

Working together

Seeing old faces

Good company

Equal level from all openly

Openness

Everyone's contributions

Everyone attended

HC – invited and offered opportunity for families to contribute

Family being involved

Positive Action Plan



WORKING	NOT WORKING
Good training	
Able to choose what's for dinner – go shopping with staff / families	Support not understanding what Service Users want to eat and decide for them
Support staff keeping on track with regular health checks	Health professionals talking / asking questions to support staff and not Service Users
Those who communicate well are able to get involved within the community	Those with less communication skills are unable to get involved in community activities as much
Being able to have some opportunity to live the same life as others (you and me)	
Help is there for Service Users to change their lives – regular review meetings	

1. Support is focused on the person

WHAT'S WORKING	WHAT'S NOT WORKING
Families getting involved in supporting Service Users choosing who to live with	Choosing someone to live with – Service Users not able to understand
Transitions – when time is there. Being able to try the accommodation before deciding	In an emergency being placed in a home not of personal choice.
Being comfortable and able to call their home “home”	Developing the rota around the person – time for personal interests
Built the home around the Service Users – giving them choice	Improve communication system with those who are unable to communicate verbally
Families/Service Users to sit on panel for interviews	Not enough socialising – friendships/ networking. Encouragement from support staff to start relationships.
Service Users are happy with the support they receive	
Service Users who can speak, support workers will listen to what is being said, and will act on it.	
Able to do what they want, when and with who they want to do it.	



A Good Life



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

GOOD	NOT GOOD
Value – creative staff	Funds not used flexibly
Individual staff 	Give scope / boundaries to staff
Training Plan PCP	It's OK to make mistakes
Quality Checkers	Iplanit
PCP, Support plans	Raise profile of Quality Checkers
Person centred Job descriptions	Involve family in Quality Checkers
Audits	Staff not being appreciated
Staff do hard / good jobs	Football matches- can't get to away games
Excellent home, good rapport	Social workers changing all the time
We are having DUQ days & always explore new tools	Involvement of families in interviews, appraisals, training
Trust staff	S.W. not communicative or supportive
Planning	More powers
Speaking to families	Volunteers / Unpaid support

4



Training – Specialist Trainers

People are at the centre

It's the little things

Supporting people with complex health issues

Hold events like “Driving Up Quality”, “Get connected”, “Quality Checkers”



Holding Celebrations

Using jargon

5 Managers & Board Member lead well

Good

- * Go to events- is good to meet Board members
- * Celebration of services
- * Families are included & feel welcome when visiting
- * Flexible visiting
- * Fair – tenants
- * Very good hard workers
- * Get Connected → everyone involved- people supported, staff, Board members

Change

- * Communication → with all important people in the individual's life (family, staff,) Being informed. Using: emails, letters, texts, phones
- * Social Networking, Media
→ Helping people to keep touch
- * Newsletter: which informs the individual and staff
- * Support workers to connect together. Pass on information as soon as is possible
→ Making decisions without worrying staff
- * Informal meeting / gatherings to meet together (seasonal, quarterly)
- * Getting the balance right, coaching or mentoring of the person
- * Council representation, member of council should reflect why they are taking action & how it's affecting family & tenant
- * Praise and recognition
- * Benefit changes, affecting tenants and employees
- * Red tape

Driving Up Quality Action Plan- Newham

Review this in 6 months and then in 1 year

What?	Who?	By When?
Create a plan Communication: <ul style="list-style-type: none"> • Think about different ways we can communicate with everyone? • Circle of support` • People we support • Families – Get Connected? • Staff • Commissioners • Social networking • Health professionals • Board members • Local Authority • Better understanding 	All Mark Hooper (RM London) Team meetings: Managers Team Leaders Staff Service User Meetings	Every day Team meeting – every 4/6 weeks
Policy <ul style="list-style-type: none"> • Re-write / make more simple • How do we support people to go on holiday? 	Alison Thompson (Director of Operational Services) (let her know which part of the ‘Supporting People to go on holiday Policy’ not happy with).	6 months
Family Involvement <ul style="list-style-type: none"> • Training • Interviews • Cuts – why? • Paid work • Feedback forms 	“GET CONNECTED LONDON” – meetings to take place 4 times a year Alison / Lori (Board member) to come along Get Connected Team	
Community <ul style="list-style-type: none"> • Natural support with community • Things to do: raise money • One page plans • PC reviews 		
Friendships & Relationships		
iPlanit <ul style="list-style-type: none"> • Keep alive • Update training 	People we support with staff Phillipa Jones (Support Manager)– team day – training	Links in with Business Plan Supported living – before end of May
Supervision and Appraisals, Interviews <ul style="list-style-type: none"> • Appreciations! • Staff! 	Managers, Team Leaders, People we Support, Families Kim Foo (CEO)– Letters of thanks	Linked to Business Plan
Quality Checkers <ul style="list-style-type: none"> • Getting families involved • Promoting QC 	Pauline Grainger (PCP Co-Ordinator)– Mohan Kotta (Short breaks Manager) to	Next Get connected meeting (in 4 months)

<ul style="list-style-type: none"> • More QC 	invite QC team to Get Connected	
More organisation celebrations/parties		Yearly or Quarterly
Newsletter <ul style="list-style-type: none"> • Not only via e-mails (See Communication) 		Look at Communication
Holidays <ul style="list-style-type: none"> • Timing of booking/organising (See Policy) 	People we support → Staff → Team Leader → Manager	Look at Policy