



# DRIVING UP QUALITY ASSESSMENTS

## SUMMARY OF INDIVIDUAL SERVICE ASSESSMENTS IN THE REGIONS

### West Midlands / East Anglia

WHAT ARE WE DOING WELL?	WHAT CAN WE DO BETTER?
<ul style="list-style-type: none"> <li>• Individuals have PCPs.</li> <li>• Personalised Recruitment (staff profiles shared with people who use services who then choose who supported them).</li> <li>• Consultation with people we support: menus, surveys, activities, PCP reviews, feedback, accessible letters asking about the service.</li> <li>• Supporting people to seek work.</li> <li>• Promoting friendships ('Cakes &amp; Mates').</li> <li>• Encouraging individuals to support each other.</li> <li>• Pooling hours to support groups of friends where needed.</li> <li>• A plan for the implementation of IPlanit.</li> <li>• People we support have high quality care.</li> <li>• We empower people we support and staff at the very beginning.</li> <li>• We are a fair organisation.</li> <li>• We challenge poor practice.</li> <li>• There is a friendly, honest &amp; open culture.</li> <li>• Excellent induction package &amp; training.</li> </ul>	<ul style="list-style-type: none"> <li>• More MCA assessments are required.</li> <li>• We need to introduce Active Support.</li> <li>• We need to challenge routine activities.</li> <li>• We need to evidence the good stuff.</li> <li>• Could be more creative with hours.</li> <li>• Few houses with wi-fi access.</li> <li>• Budgets not very clear, so individuals don't always understand their support hours.</li> <li>• Should reward our staff at a local level (e.g. enhancement for extra responsibilities, 0% sickness etc.)</li> <li>• Due to cuts, staff starting to feel less valued.</li> <li>• We could be more pro-active.</li> </ul>

### London

WHAT ARE WE DOING WELL?	WHAT CAN WE DO BETTER?
<ul style="list-style-type: none"> <li>• Everyone has a 1 page plan.</li> <li>• IPlanit being used.</li> <li>• PCP &amp; PCPP updated &amp; live.</li> <li>• Assessment process is holistic and person-centred.</li> <li>• Rotas reflect the needs and wishes of the people we support.</li> <li>• Job descriptions are personalised.</li> <li>• People we support are involved in</li> </ul>	<ul style="list-style-type: none"> <li>• 4 people without a PCP to be completed by end of December.</li> <li>• Develop iPlanit (technology improved, staff trained).</li> </ul>

<p>interviews.</p> <ul style="list-style-type: none"> <li>• Person Centred reviews take place.</li> <li>• Training reflects the needs of people we support.</li> </ul>	
<ul style="list-style-type: none"> <li>• Everyone uses community resources – public transport, theatre, swimming, clubs, beach, cinema, shopping, colleges, football, pubs, family, holidays, jobs, voluntary work, hospitals, doctors, dentist, optician, gym, park, etc.</li> </ul> <p>* People may choose to do nothing in their spare time.</p>	<ul style="list-style-type: none"> <li>• Develop friendships.</li> <li>• Develop/explore resources outside local area.</li> </ul>
<ul style="list-style-type: none"> <li>• People are supported to make choices about what to do/where to go etc. Feedback from families – Short breaks service does a questionnaire after each visit.</li> </ul>	
<ul style="list-style-type: none"> <li>• Annual user survey, short break questionnaires.</li> <li>• Person-centred supervision (5 person-centred questions used as a basis for these).</li> <li>• Values training.</li> <li>• User involvement in staff meetings.</li> <li>• Whistleblowing, complaints procedure.</li> <li>• Developing communication.</li> </ul>	
<ul style="list-style-type: none"> <li>• Staff, people we support &amp; reps involved in revising &amp; reviewing policies.</li> </ul>	
<ul style="list-style-type: none"> <li>• More templates/guidance for audits etc.</li> </ul>	