

# Driving Up Quality

## Introduction

Across Heritage Care we have 87 supported living services (under 5 domiciliary care branches) and 7 residential homes. We are very anxious to make sure that every single service looks at how they can drive up quality. When the 'Driving up Quality' Code was launched we talked to people we support, their families and staff about how we could assess where we are up to across the organisation in relation to meeting the Code and agreeing our action plan. We agreed that it was difficult to produce an assessment of where we are as an organisation as our services are at different stages, depending on how they were set up, how long they have been running and the approach of the staff team. Some services are further on than others but what is important is that every single service commits to 'Driving up Quality' and identifies how they will move forward in achieving the outcomes. In addition we wanted to make sure that every individual we support had the opportunity to participate, giving their views on how we can improve our services.

We agreed that we should be person-centred and support teams (individuals and their support staff) to decide for themselves how to undertake this work. As a consequence our regions have taken this forward in different ways. In Newham we arranged a day facilitated by our PCP Co-Ordinator and someone we support for individuals, families, support staff, directors, Board members and commissioners to come together. In Hackney and Haringey similar sessions took place with individuals we support and their families. In other areas each team (support staff and people supported) met to look at the 'Driving up Quality' Code and how they wanted to take this forward setting a number of achievable goals.

## Assessment

Our annual customer survey to the people we support and their families told people about the 'Driving up Quality' Code. We tried to ask questions that would help us to understand how we are doing in relation to the Code:-

- *Is your support planned on the basis of your needs and wishes?*  
85% of individuals and families said that it was.
- *Are you being supported to have the same opportunities as anyone else living in your area?*  
88% of people said they are being supported to do the same things as other people in their area.
- *Have we got the right staff who have been trained to support you well?*  
86% felt that their staff were appropriately trained.
- *Do we listen to you and your family and try to change things when you are not happy?*  
89% felt that we did listen to them and try to change things when they are not happy.

- *Is Heritage Care open about how it is run and do we encourage people supported and their families to be involved in things?*

80% of families said that we are open in how we run the organisation.

Clearly these results show that there is work for us to do. In addition, we recognise that not every individual and their family respond to our questionnaires so these can only feed in to our assessment of how we are doing.

### **Heritage Care's Board**

In addition to individual Board members attending local 'Driving up Quality' days a workshop was held for all Board members to explain about the Code and agree their assessment and an action plan going forward.

### **Regional Plans**

Each of our regions is producing its own assessment and action plan based on work undertaken with individuals, families, staff and commissioners and the results of the customer survey. These will be uploaded as they are completed.