

Driving up Quality - Wick Rd, Hackney

Present:

People who live at Wick Road, the staff team, senior management, some family members, the local vicar and input from the Hackney LD Health team.

1. Support is focussed on the person

WHAT WE ARE DOING WELL	WHAT WE COULD DO BETTER
<ul style="list-style-type: none"> Wick Road was designed with the needs of the people living there in mind – it is fully equipped to meet their physical needs and continues to do so. All job descriptions are personalised and the people we support are involved in recruiting all members of staff. There is good staff training. Staff felt that they were well supported and received the training necessary to meet the needs of the people we support. Within PCP's, people did come up with some good ideas. PCP's have helped staff learn how to do things in a better way. The people we support have been getting good outcomes from their PCP. Managers check that PCP's are getting outcomes, keyworkers write up monthly reports which help monitor the PCP progression . 	<ul style="list-style-type: none"> There could be more family involvement within the monthly reports by keyworkers. There could be more involvement in recruitment, induction, probation and supervision by the people we support or their families. PCP reviews could be better and focus more on outcomes. The people we support are funded through a block contract, which doesn't recognise the specific needs of the individual.

2. The person is supported to have an ordinary and meaningful life

WHAT WE ARE DOING WELL	WHAT WE COULD DO BETTER
<ul style="list-style-type: none"> There is some good family involvement within the service. The people we support have friends at the day service and the local church. People are known by local shop keepers. One service user has a Turkish background and has made friends from the local Turkish community. Some people's friends are involved in their PCP. The staff felt that there has been some training around community networking but would like more. Staff felt well trained in making risk assessments which helped people learn and 	<ul style="list-style-type: none"> Staff felt that they could do more to help people maintain and develop new friends. But staff would like more training and guidance. If people do more, staffing could be an issue as they are currently block- funded. The service needs to look at how friend and volunteers can get more involved. We do not measure community networking.

try new things.	
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3. Care and support focuses on people being happy and having a good quality of life

WHAT WE ARE DOING WELL	WHAT WE COULD DO BETTER
<ul style="list-style-type: none"> • People are supported to meet religious and cultural needs – attendance at church and synagogue, celebrating important festivals (Hanukah, St. Patrick’s Day). • People are supported to plan and celebrate birthdays, and to attend family events. Everyone who lives at Wick Road was invited to the wedding of one of the support workers. • People are supported to improve their communication by using various means – objects of reference, pictures, multi-media, music – and able to make choices and decisions about their daily lives. • Staff are recruited on a person-centered basis to meet the needs of the people we support - drivers, musicians, swimmers. • People are supported to manage their health in partnership with the local Learning Disability Health Team and the staff feel able to ask questions and request support if not sure about something. • Staff feel trusted to make decisions on behalf of people when needed. • People are supported to do everyday things such as go to the hairdressers, the nail bar, the pub or pop for lunch. They also go to nightclubs, gigs and the theatre. • Staff take lots of photos which show people enjoying their lives and post them on iPlanit. • 	<ul style="list-style-type: none"> • Work with people to increase their ability to make choices and decisions in their daily lives. • Support people to increase their skills.

4. A good culture is important to the organisation

WHAT WE ARE DOING WELL	WHAT WE COULD DO BETTER
<ul style="list-style-type: none"> • Staff meetings take place monthly. As part of the staff meeting the team looks at what is working and what is not working. The focus of service meetings are the people they support. There is some service user 	<ul style="list-style-type: none"> • The service could involve families more in interviews. • The people we support or their families know what each person has in their

WHAT WE ARE DOING WELL	WHAT WE COULD DO BETTER
<p>involvement within the staff meeting.</p> <ul style="list-style-type: none"> • Staff have bi-monthly supervision. The tools of 'what's working and what's not working' is used. Staff felt this helped them reflect on their approaches. There is evidence of this in staff meeting notes and supervision notes. • There are very low sickness levels in the service and a consistent staff team. • The local Manager and Regional Manager do attend staff meetings to give feedback on the service update staff in changes of practice, policy, and changes in Law. • Managers are actively involved in the local providers group and other professional bodies, like Housing and Support Alliance. • The people we support have active, live PCP's and the use of iplanit is evident. • The service has monthly resident meetings and people we support attend the local get connected group. • There is some user involvement in interviewing their staff. 	<p>budgets.</p> <ul style="list-style-type: none"> • None of the staff or service users know any of the Board members or see any of the Heritage Care executive.

ACTION PLAN

1. To work with the local authority to ensure that every person we support has an individual package of support.

Action: By April 2015 – the Regional Manager and the Support Manager.

2. There could be more family involvement within the monthly reports by keyworkers. Keyworkers' reports could be sent to families and develop iPlanit so family have better access.

Action: By March 2015 – the Staff team and Team Leader

3. PCP reviews could be better - The Staff team, service user and families to meet to come up with a plan to improve PCP reviews.

Action: By May 2015 – Team Leader

4. Staff felt that they could do more to help people maintain and develop new friends. But staff would like more training. Training on community networking to be reviewed.

Action: By April 2015 – Regional Manager and the staff team

5. Support people to increase their skills and take more part in day-to-day activities at home

Action: Active Support training to be rolled out during 2015.

6. If people do more staffing could be an issue. The service needs to look at how friends and volunteers can get more involved.

Action: Recruit volunteers by June 2015 – the Support Manager and Team Leader

7. We do not measure community networking.

Action: Regional Manager to discuss during Manager's meetings. By April 2015

8. The service could involve families more in interviews.

Action: The Support Manager to meet with families to review the recruitment process By April 2015

9. The service could involve the people we support and their families in probation, supervision and appraisals.

Action: the Support Manager to meet with families to look for a way to achieve this by April 2015

10. The people we support or their families know what each person has in their budgets.

Action: Families and service users to be told what their individual budgets are by April 2015

11. None of the staff or service users know any of the Board members or see any of the Heritage Care Executive.

Action: The Regional Manager will take this to the Heritage Care Executive by end of Jan 2015