



# THE DRIVING UP QUALITY CODE

## 65 CHARLTON ROAD, HARROW

### 1. Support is focussed on the person

WHAT WE ARE DOING WELL	WHAT WE COULD DO BETTER
<ul style="list-style-type: none"> <li>• <i>Regular meetings</i> <ul style="list-style-type: none"> <li>- supervision</li> <li>- hand-over</li> <li>- communication book</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Developing Newsletter for the home so that the family are aware of what goes on in the home</li> </ul>
<ul style="list-style-type: none"> <li>• <i>Regular outings in community</i></li> </ul>	<ul style="list-style-type: none"> <li>• Involving families and advocates in specific training:           <ul style="list-style-type: none"> <li>- Safeguarding and care planning</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• <i>Assessments / surveys</i> <ul style="list-style-type: none"> <li>- resident meeting</li> <li>- CQC inspection</li> <li>- Reports / Harrow</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Need to obtain better funding for transport and providing enough staffing to participate in some chosen activities</li> </ul>
<ul style="list-style-type: none"> <li>• <i>Respecting the views of people we support / Travelling independently.</i></li> </ul>	<ul style="list-style-type: none"> <li>• DOLS assessments for all the people will support</li> </ul>
<ul style="list-style-type: none"> <li>• <i>E-mails, telephone and letters</i></li> </ul>	<ul style="list-style-type: none"> <li>• Improve level of communication with families</li> </ul>
<ul style="list-style-type: none"> <li>• <i>Support is focussed on the individual</i></li> </ul>	<ul style="list-style-type: none"> <li>• Having control of own finances. (DOLS assessment)</li> </ul>
<ul style="list-style-type: none"> <li>• <i>Communication with families</i></li> </ul>	<ul style="list-style-type: none"> <li>• Regular meetings with families to promote good communication</li> </ul>
<ul style="list-style-type: none"> <li>• <i>Staff Training</i></li> </ul>	<ul style="list-style-type: none"> <li>• Adequate training provided for all staff</li> </ul>
<ul style="list-style-type: none"> <li>• <i>Individual choices</i></li> </ul>	<ul style="list-style-type: none"> <li>• Offering various choices to meet individual needs</li> </ul>
<ul style="list-style-type: none"> <li>• <i>Other agencies involved</i> <ul style="list-style-type: none"> <li>- doctor</li> <li>- nurses</li> <li>- OT/ PT</li> <li>- Managers/Regional Manager</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Improving working relationships with other agencies by encouraging better communication system</li> </ul>

WHAT WE ARE DOING WELL	WHAT WE COULD DO BETTER
<ul style="list-style-type: none"> <li>• <i>Monthly residents' meeting and key workers' meeting to discuss relevant issues</i></li> </ul>	<ul style="list-style-type: none"> <li>• Outcomes from resident meetings/key worker meetings to be actioned and recorded</li> </ul>
<ul style="list-style-type: none"> <li>• <i>Introducing new opportunities and experiencing new things</i></li> </ul>	<ul style="list-style-type: none"> <li>• Discuss with the people we are supporting if they would want to experience new things, then staff to support them to achieve this</li> </ul>
<ul style="list-style-type: none"> <li>• <i>Giving / offering choices</i></li> <li>• <i>Everyone has an individual tailored care plan (PCP)</i></li> </ul>	<ul style="list-style-type: none"> <li>• Ensure all care plans are updated regularly to meet the individual needs / choices</li> </ul>
<ul style="list-style-type: none"> <li>• <i>Treat people with respect</i></li> </ul>	
<ul style="list-style-type: none"> <li>• <i>Family knows best</i></li> <li>- positive feedback</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure families are all involve in all decision making processes to do with their relatives.</li> </ul>
<ul style="list-style-type: none"> <li>• <i>Being treated as an individual</i></li> </ul>	<ul style="list-style-type: none"> <li>• By recognising that the people that we support all have various individual needs</li> </ul>
<ul style="list-style-type: none"> <li>• <i>'D' and 'I' chose to live together</i></li> </ul>	<ul style="list-style-type: none"> <li>• Have settled well in their new placement with support from the team which is improving all the time</li> </ul>

## THE DRIVING UP QUALITY CODE

### 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"> <li>• <i>Monthly residents' meeting and key workers' meeting to discuss relevant issues</i></li> </ul>	<ul style="list-style-type: none"> <li>• 1:1 support is maintained regularly</li> </ul>
<ul style="list-style-type: none"> <li>• <i>Introducing new opportunities and experiencing new things</i></li> </ul>	<ul style="list-style-type: none"> <li>• Communication with family could be better</li> </ul>
<ul style="list-style-type: none"> <li>• <i>Using my own voice</i></li> </ul>	<ul style="list-style-type: none"> <li>• Maintaining friendly/professional relationship</li> </ul>
<ul style="list-style-type: none"> <li>• <i>To be immersed in community activities not only meant for disabled people</i></li> </ul>	<ul style="list-style-type: none"> <li>• Right to take calculated risk.</li> </ul>
<ul style="list-style-type: none"> <li>• <i>Celebrate events that are important to people</i></li> </ul>	<ul style="list-style-type: none"> <li>• Consider other people's views</li> </ul>
<ul style="list-style-type: none"> <li>• <i>Families and friends are involved in their every life</i></li> </ul>	<ul style="list-style-type: none"> <li>• Staff shortages or inadequate staffing</li> </ul>
<ul style="list-style-type: none"> <li>• <i>Listening to the residents</i></li> </ul>	<ul style="list-style-type: none"> <li>• Problem with transport and funding</li> </ul>
<ul style="list-style-type: none"> <li>• <i>Taking chances</i></li> </ul>	
<ul style="list-style-type: none"> <li>• <i>Taking family views into consideration</i></li> </ul>	
<ul style="list-style-type: none"> <li>• <i>Spontaneity</i></li> </ul>	

## THE DRIVING UP QUALITY CODE

### 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"> <li>• <i>Staff help at hand in case of an accident</i></li> </ul>	<ul style="list-style-type: none"> <li>• Emotional understanding can be better assessed than theoretical learning</li> </ul>
<ul style="list-style-type: none"> <li>• <i>Support with people's social life</i></li> </ul>	<ul style="list-style-type: none"> <li>• Service users to be involved in recruitment of staff</li> </ul>
<ul style="list-style-type: none"> <li>• <i>Integration in community</i></li> </ul>	<ul style="list-style-type: none"> <li>• Service users should know which individual staff are on duty</li> </ul>
<ul style="list-style-type: none"> <li>• <i>Organisation help staff to integrate with clients and improve on professionalism through adequate training in understanding service users</i></li> </ul>	<ul style="list-style-type: none"> <li>• Questions regarding needs to service users should be taken into account when staff is recruited</li> <li>• Good induction, training, supervision, appraisal</li> </ul>
<ul style="list-style-type: none"> <li>• <i>Clients participate in their quality of care</i></li> </ul>	<ul style="list-style-type: none"> <li>• Involve families in staff appraisal process</li> </ul>
<ul style="list-style-type: none"> <li>• <i>Clients needs are met/fulfilled by staff</i></li> </ul>	<ul style="list-style-type: none"> <li>• Talking to people and supporting a particular thing they want to do</li> </ul>
<ul style="list-style-type: none"> <li>• <i>Service users have a say on how the service programmes are run</i></li> </ul>	<ul style="list-style-type: none"> <li>• Rota planning on how to involve people we support</li> </ul>
<ul style="list-style-type: none"> <li>• <i>Service users are more confident since living in the care home</i></li> </ul>	<ul style="list-style-type: none"> <li>• Involve people we support in the appraisal process</li> </ul>
<ul style="list-style-type: none"> <li>• <i>Activity boards on show for staff and service users to know what is happening</i></li> </ul>	<ul style="list-style-type: none"> <li>• All staff taking the responsibility to ensure that the activity board is regularly updated</li> </ul>
<ul style="list-style-type: none"> <li>• <i>Staff encourage service users on hobbies they want to pursue</i></li> </ul>	<ul style="list-style-type: none"> <li>• Staff to encourage and participate in hobbies that the people we support like</li> </ul>

## THE DRIVING UP QUALITY CODE

### 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"> <li>• <i>Staff love their job</i></li> </ul>	<ul style="list-style-type: none"> <li>• By not accepting any form of abuse from anyone at work.               <ul style="list-style-type: none"> <li>- physical</li> <li>- verbal</li> <li>- emotional</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• <i>Counselling for staff</i></li> </ul>	<ul style="list-style-type: none"> <li>• Support system for staff should be promoted</li> </ul>
<ul style="list-style-type: none"> <li>• <i>Staff doing more with less resources</i></li> </ul>	<ul style="list-style-type: none"> <li>• Support from management</li> </ul>
<ul style="list-style-type: none"> <li>• <i>Creating a positive environment</i></li> </ul>	<ul style="list-style-type: none"> <li>• Deflation               <ul style="list-style-type: none"> <li>- suffocating in paperwork</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• <i>People we support</i></li> </ul>	<ul style="list-style-type: none"> <li>• Action needed not just words</li> </ul>
<ul style="list-style-type: none"> <li>• <i>Meetings</i></li> </ul>	<b>NOT SURE</b>
<ul style="list-style-type: none"> <li>• <i>Respect from others</i></li> </ul>	<ul style="list-style-type: none"> <li>• Sharing information               <ul style="list-style-type: none"> <li>- emotions</li> <li>- workload</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• <i>Personal centred plan to people we support and not staff</i></li> </ul>	<ul style="list-style-type: none"> <li>• Relationship between ground staff and management levels should be improved</li> </ul>
<ul style="list-style-type: none"> <li>• <i>Contact for the staff suspended</i></li> </ul>	<ul style="list-style-type: none"> <li>• Appropriate support system should be put in place for the suspended staff member and regular contact maintained</li> </ul>
<ul style="list-style-type: none"> <li>• <i>Report incidents of bad practice without fear</i></li> </ul>	<ul style="list-style-type: none"> <li>• Empathy and retraining staff</li> </ul>
<ul style="list-style-type: none"> <li>• <i>Contacting / other working agencies</i></li> </ul>	<ul style="list-style-type: none"> <li>• Speaking the truth</li> </ul>
<ul style="list-style-type: none"> <li>• <i>Own self worth</i></li> </ul>	<ul style="list-style-type: none"> <li>• Staff should be working without fear</li> <li>• Supporting one another from the staff team to management</li> </ul>

## THE DRIVING UP QUALITY CODE

### 5. Managers and Board members lead and run the organisation well

WHAT WE ARE DOING WELL	WHAT WE COULD DO BETTER
<ul style="list-style-type: none"> <li>• <i>Encourage staff improvement</i></li> </ul>	<ul style="list-style-type: none"> <li>• More resources to be made available for staff</li> </ul>
<ul style="list-style-type: none"> <li>• <i>Training supervision appraisals</i></li> </ul>	<ul style="list-style-type: none"> <li>• Board member jobs               <ul style="list-style-type: none"> <li>- what do they do to our services</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• <i>Implementing policies and procedures and sharing updated information</i></li> </ul>	<ul style="list-style-type: none"> <li>• Pay rise review for staff in light of inflation and high cost of living in the capital</li> <li>• Direct access to the internet / Wi-Fi and up-to-date computer</li> </ul>
<ul style="list-style-type: none"> <li>• <i>What trainings are available</i></li> </ul>	<ul style="list-style-type: none"> <li>• Listening to staff views</li> </ul>
<ul style="list-style-type: none"> <li>• <i>Actioning staff requests</i></li> </ul>	<ul style="list-style-type: none"> <li>• Direct communication wanted</li> </ul>
<ul style="list-style-type: none"> <li>• <i>Encourage training</i></li> </ul>	<ul style="list-style-type: none"> <li>• Unrealistic views of what happens on the ground</li> </ul>

# THE DRIVING UP QUALITY CODE

## ACTION PLAN

WHAT ?	WHO ?	BY WHEN ?
<ul style="list-style-type: none"> <li>• What support do staff get when suspended?</li> <li>• How are staff supported back into the work place after suspension?</li> </ul>	Mark Hooper	December 2014
<ul style="list-style-type: none"> <li>• Training such as PCP, Safeguarding, Deprivation of Liberty, Mental Capacity / Best Interest involving staff should also involve families and outside agencies</li> </ul>	Daphne Gayle/ Learning & Development department	January 2015
<ul style="list-style-type: none"> <li>• Change format of staff meetings using SMART GOALS, having clear action plans from meetings</li> </ul>	Daphne Gayle	September 2014
<ul style="list-style-type: none"> <li>• Send staff meetings minutes to higher management, send only important issues</li> </ul>	Daphne to send to Mark	December 2014
<ul style="list-style-type: none"> <li>• Person Centred Plans and Actions:               <ul style="list-style-type: none"> <li>- How do we ensure that Actions happen from the planning?</li> </ul> </li> </ul>	Keyworkers/ Manager	Every month
<ul style="list-style-type: none"> <li>• What paperwork do we need when working with the people we support for them to capture / understand, e.g. Care Plans, PCP, Health Action Plans etc to be done in accessible format</li> </ul>	Staff team	

<b>WHAT ?</b>	<b>WHO ?</b>	<b>BY WHEN ?</b>
<ul style="list-style-type: none"> <li>• How are we going to involve the families and the people we support in staff Appraisals and supervisions?</li> </ul>	Manager and Senior	March 2015
<ul style="list-style-type: none"> <li>• Contact and engage family members about the services we provide and about staff performances</li> </ul>	Staff and Management through phone calls, e-mail, letters and face to face discussions.	Feb 2015
<ul style="list-style-type: none"> <li>• Negotiation with unions to do with staff payment when supporting residents on their annual holidays</li> </ul>	Mark Hooper	November 2014
<ul style="list-style-type: none"> <li>• Getting creative on how we support the residences: Involving families and learning from the people we support</li> </ul>	Staff Team	March 2015



## **SUMMARY OF THE DAY'S WORKSHOP AND CLOSING WORDS FROM ALL THOSE IN ATTENDANCE**

1. Enjoyed the training
2. Value everyone's contribution
3. Warm hearted
4. Good company
5. Great day
6. Nice team work
7. Positive day
8. Aired views
9. Open/Honesty
10. Everyone participated
11. Important to air our views