



THE DRIVING UP QUALITY CODE

ACTION PLAN

WHAT ?	WHO ?	BY WHEN ?
<ul style="list-style-type: none">• What support do staff get when suspended?• How are staff supported back into the work place after suspension?	Mark Hooper	Goal attached a new procedure is in place
<ul style="list-style-type: none">• Training such as PCP, Safeguarding, Deprivation of Liberty, Mental Capacity / Best Interest involving staff should also involve families and outside agencies	Daphne Gayle/ Learning & Development department	Some work has taken place but the task has not been completed Action June 15
<ul style="list-style-type: none">• Change format of staff meetings using SMART GOALS, having clear action plans from meetings	Daphne Gayle	This was completed March 15 please see notes from meetings
<ul style="list-style-type: none">• Send staff meetings minutes to higher management, send only important issues	Daphne to send to Mark	This happened once so still needs to be followed June 15
<ul style="list-style-type: none">• Person Centred Plans and Actions:<ul style="list-style-type: none">- How do we ensure that Actions happen from the planning?	Keyworkers/ Manager	Completed key staff update monthly report with the people they support which recorded out comes from PCP

WHAT ?	WHO ?	BY WHEN ?
<ul style="list-style-type: none"> • 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 	Staff team	Archived please see files
<ul style="list-style-type: none"> • How are we going to involve the families and the people we support in staff Appraisals and supervisions? 	Manager and Senior	This has not been active action to be completed but July 15
<ul style="list-style-type: none"> • Contact and engage family members about the services we provide and about staff performances 	Staff and Management through phone calls, e-mail, letters and face to face discussions.	Not active action to be completed by July 15
<ul style="list-style-type: none"> • Negotiation with unions to do with staff payment when supporting residents on their annual holidays 	Mark Hooper	This has been completed
<ul style="list-style-type: none"> • Getting creative on how we support the residences: Involving families and learning from the people we support 	Staff Team	Families are involved in PCP and reviews please see notes from reviews