

# DRIVING UP QUALITY UPDATE DECEMBER 2016

## What is Driving up quality

Driving up quality is an initiative to support providers improve how they deliver their services to people with learning disabilities they support.

In part it is a response to the recent failings in services supporting those with intellectual disabilities such as Winterbourne View.

## How does it work?

We joined the Driving Up Quality Initiative which is a collection of organisations that have committed to improving their services for the people that use them. They created the Self Assessment Guide which is a guide for providers to look at their own services and see how they are doing. They can then see how they might improve and come up with a plan.



### One of our recent service user forums

In March 2015 Cartref Homes completed a self assessment of our services to identify areas of our service provision we could improve upon. The self assessment guide is divided into five areas. Senior managers from within the company met and considered these and identified aspects of our services that could be improved and have taken some actions.

### Support is focused on the person

- Service users now have individualised, accessible care plans to support their understanding of their person centred plans.
- We hope to trial a service user friendly/accessible risk management plans early in 2017.
- We are looking at involving service users in our recruitment and selection processes.



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## Service User Involvement

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The management team felt that one of the keys in ensuring the quality of services was to involve services users in the organisation.

There are various ways we have tried to do this.

- We have started a in house employment scheme to enable service users to take up work roles within the company. For instance these involve helping with maintenance, cleaning, and editing our newsletter.
- We have started a service user forum to give service users the opportunity to talk about how services are delivered to them.

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## The Person is supported to have an ordinary and meaningful life

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- Forge closer and more effective links with local befriender/voluntary agencies.
- Develop systems that give us meaningful and use information on individuals engagement with their local communities.

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## Care and support focuses on people being happy and having a good quality of life.

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- Participate in staff probation and appraisal processes.

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## A good culture is important.

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- Coordination and rigorous implementation of Quality Assurance processes.

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

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- Managers remain visible to the teams they lead and provide effective role modelling for staff.
- Managers are accessible to staff through visits to services.