

**Driving Up Quality Code – PossAbilities Self Assessment**

**April 2017 – review June 2018**

PossAbilities is an independent Social Enterprise providing a range of services for both statutory agencies and the general public through the provision of adult/children social care services.

We are experienced in supporting vulnerable individuals with a variety of needs to fulfil their potential and live the life they choose. We provide a range of person centred services which promote independence, choice, control and active citizenship.

Our vision is ***‘to inspire and enable people to live the life they choose through personalised support’***

At the heart of our work lie the following core values:

* **Integrity:**  we communicate openly and honestly and build relationships based on trust, respect and caring
* **Creativity:**  we thrive on innovation and positive risk taking
* **Happy:** we believe that fun is the key to success
* **Person Centred:** we believe that everyone has the right to exercise choice and control in directing their lives and support**.** We inspire people to achieve greater things
* **Passionate:** we are dedicated and enthusiastic to providing exceptional services

**The key principles of the Driving up Quality Code are:**

1. Support is focussed on the person
2. The person is supported to have an ordinary and meaningful life
3. Care and support focuses on people being happy and having a good quality life
4. A good culture is important to the organisation
5. Managers and Board members lead and run the organisation well

PossAbilities have signed up to the Driving up Quality code in order to ensure that the services we provide are of a high standard. We want to continually learn and develop our practice so that the people we support and their families receive good quality services which are responsive, flexible and meet their individual needs.

We have taken the 5 questions and looked at the learning from our existing quality assurance activity and have identified areas of good practice and areas where we are weak and need to improve upon.

1. **Support is focussed on the person**

**Good Practice**

* Everybody we support has a person centred plan which enables people to plan their life and support required in order to increase their personal self- determination and improve their independence
* We are using the Welcome Values to review the quality of our services and the lifestyle outcomes of the people who use our services and have produced an action plan on what we have observed and areas for development
* Based on people’s feedback we are piloting supported holidays for adults with a learning disability. Our aim is to create an active holiday where people can develop their skills, explore interests and build new friendships
* We have begun to involve the people we support in staff recruitment; from developing person specifications right through to the interviewing candidates. This has been piloted in one service area and we reviewing the lessons learnt, refining the process and rolling it out across the organisation

**Areas where we need to improve**

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| **Improvement area** | **Update June 18** | **Comments** |
| We have undertaken a review of how we use communication with all of the people we support and completed a strength and needs analysis to look at what we are doing well, and what communication methods we need to improve upon. Based on this information we are working with a speech and language therapist to develop a communications training strategy which teaches staff a wide range of tools and techniques to enable the people we support to understand and communicate effectively. | We have Communication champions and an active communication group. The members of the group have undertaken training and are starting to roll out different communication methods with users in our day services. We had a Communication Day in April 18 where service users and staff took part in workshops covering;   * Sensory stories * Signalong * Communication Objects | A further idea suggested has been for observations in specific services and how communication can be developed for individuals using an intensive interaction type approach. |
| We want to involve the people we support including family members in staff training and are currently in negotiation with our training provider on how this can be delivered effectively | We have piloted this initiative within our Shared Lives Scheme which has been very positive. It has enabled new carers to have an understanding of the role of a shared lives carer first hand, which has prompted further open and honest discussions about the role.  We have also involved an individual who receives services from PossAbilities in training which has been very powerful as they have been able to talk about some of the issues and barriers they face. It has also raised their self-esteem with the knowledge that their life experiences have helped improve the way services are delivered to others.  We plan to work with our training provider to involve other services. | The service user involvement in training has started to be delivered |
| We are rolling out IPlanit across the organisation which is a person-centred planning and support software system which will help us to improve on how measure and report on outcomes to ensure that we are at the cutting edge of the provision of quality care and support. | Iplanit continues to be rolled out. A large amount of information has been input into the system especially for the Rochdale Supported Living properties and we are at the stage of preparing to roll out tablets for staff use at the properties. When staff at the front line can start reporting on Iplanit about tasks being undertaken we will be able to collect meaningful information about outcomes. This is likely to start to be available around Oct 18. | This is a large project and will continue to be included within our future improvement plans. |

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

**Good Practice**

* We have introduced person centred risk assessments across the organisation to ensure that the people we support are enabled to live a life as full as possible through positive risk taking whilst maintain safety
* We have undertaken an audit across the organisation on restrictive practices and we ensure that we monitor and review this practice to ensure that it is appropriate and least restrictive
* We have registered Cherwell as a hate crime reporting centre as we want to ensure that all victims of hate crime receive appropriate support and access to justice. In addition to this, we commissioned BAFTA nominated screenwriter and filmmaker Eleanor Yule, to write a play especially for us on hate crime. The play, *Animals,* tells the story of a young man with a learning disability who works in a pet shop, and is bullied and humiliated by a local gang. A local theatre company produced the play to a packed audience at Rochdale town hall delivering a powerful message. We are seeking funding in order to roll this play out across the Northwest.
* We have a service user policy forum where we work in collaboration with the people we support developing easy read policies and consulting on national policy
* We have a number of projects which are run by the people we support with the aim of generating income and supporting people to gain the necessary skills to move on into employment

**Areas where we need to improve**

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| **Improvement area** | **Update June 18** | **Comments** |
| We are developing a pilot programme to roll out active support training across the organisation. We want to make sure that the people we support are engaged and participating in all areas of their life | We have done a basic roll out of Active Support. Some staff and all Champions have received training and more training is being undertaken. The policy and paperwork is in place and is slowly being utilised in the houses. We have easy read information for service users about Active Support. | We are continuing to enbed the programme, and this work will be on our new list of improvements. |
| We are in the process of producing a community map of the resources, skills and talents of individuals, associations and organisations to enable local people to take an active role in the place they live | We have a visual community map in Cherwell which is regularly updated. We have a plan to improve this by using a tablet which contains the information. This is likely to be in place by the end of June 2018.  This will cover the Rochdale area but we need to look how we can replicate this for other areas we work in. |  |
| We a devising a pathway for individuals seeking work opportunities which identifies who needs to be involved, the benefits and the steps to gaining employment | We have devised a pathway for individuals seeking employment opportunities, so they have a greater understanding of what getting a job actually entails.  This includes:   * Pre-employment support * Transition into employment * In-employment support |  |
| We are putting a whistleblowing feature on our website so people are able to whistleblow in confidence | We have this in place on our website and the submissions are regularly monitored by Director of Operations. | The Whistleblowing feature is a real positive. This gives people the opportunity to contact us in a different way/format. |

1. **Care and support focuses on people being happy and having a good quality life**

**Good Practice**

* We offer an Employee Assistance Programme which is intended to help employees deal with personal problems that might impact on their work performance and health and wellbeing
* We hand out WOW cards to staff by the Chief Executive which includes a gift of some sort, wine or chocolates. This is a spontaneous celebration to reward staff who have gone ‘the extra mile’
* We encourage staff to be involved in developing the business through the ‘Big Idea’ initiative and encourage people to forward on any thoughts or ideas to the senior management team. Ideas may then be piloted for a number of weeks to see if they are cost effective and if there is a demand
* We hold an awards ceremony every year where staff can nominate colleagues as a recognition for all their hard work and commitment to the organisation and the people they support
* We offer a Duvet Day for staff with 100% attendance in the year.

**Areas where we need to improve**

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| **Improvement area** | **Update June 18** | **Comments** |
| We need to review our recruitment process to ensure that we recruit staff for attitudes and behaviours aligned to our company values. We want our recruitment process to really get the best out of candidates. | We have a Value Based Interview process. The interview questions have been designed to assess an individual’s values in relation to those of PossAbilities, this allows us to identify those people that will care for our service users in line with the values we hold.  We have also designed and implemented a training and experienced based programme that allows individuals to see if Social Care is for them and if they are right for Social Care prior to attending an interview. |  |
| We would like to involve the people we support in staff supervisions. We have a dedicated section within the supervision help initiate discussions between the manager and the person receiving support regarding quality of practice and conduct in relation to support staff | Seniors ask service users for their views about staff and this is then discussed in supervision. |  |

1. **A good culture is important to the organisation**

**Good Practice**

* We have a Staff Director who sits on our Board and who was elected following a staff vote. The Staff Director chairs the Staff Advisory Group with any issues being fed through to the Board
* We have an easy read complaints and safeguarding procedure for the people who use our services
* We have arranged safeguarding training for service users to raise awareness about what abuse is and how to recognise it, how to report abuse and keep safe
* We have introduced peer review audits within our services in order to offer a different perspective and a fresh pair of eyes to identify areas of weakness and share good practice
* We send out a yearly staff questionnaire to analyse how employees feel about their job. Information collated is used to improve the working environment and increase employee satisfaction
* We want to ensure there is a person centred culture across the organisation and so every staff member through to Board members has a one page profile. This helps us to understand what is important to people and how to respect and support one another
* We have a service user advisory group which gives greater connectivity between the people we support and the Board.

**Areas where we need to improve**

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| **Improvement area** | **Update June 18** | **Comments** |
| We are updating our service user/family/carer annual questionnaire in order to seek people’s opinions about the services we provide, to let us know what we are getting right and wrong and develop and enhance our provision based on the feedback provided. | We took advice from Staff advisory group, Service User advisory group and Family Carer advisory group when producing this year’s questionnaires. This involvement was recorded within meeting minutes and questionnaires were distributed to staff, service users and families in Dec 17/Jan 18. We had 234 questionnaire responses in total and feedback and comments were collated. The findings have been sent out to all with summary of “you said, we did” actions. | We are going to look into how we can improve the response rates for our questionnaires. This may be by collecting it in different ways or using an incentive. |
| We are in the process of setting up the family advisory group that feeds directly to the Board. This will ensure that views and opinions are used to help determine the strategic direction of PossAbilities and drive service delivery and change | The Family Carers Advisory Group is in place and has been meeting for over a year. The meeting is chaired by the Chair of the PossAbilities Board and the minutes and feedback from this group (and staff advisory group and Service user advisory group) are shared within Board meetings. Attendance is currently low and we are always looking for new members to join. |  |
| We need to devise an easy read whistleblowing procedure for service users so they are clear on how to raise concerns and who they should be reported to | We have Easy read information on display about how to spot abuse and report it. We also have lots of Easy read information about complaints and how to complain. | We will continue to develop new policies and share information |
| We want service users and family members to contribute to our quality checking processes as we believe that they are ‘experts by experience’ and will bring a different perspective on how to improve the quality of care and support provided. They will be able to provide a clear picture on what changes are needed to help us to ensure services are delivered in the way people want them and what makes sense to them | We launched our Quality Checkers process in 2017. Service users and staff received training and the paperwork was agreed. Quality checks have been taking place and some great work has been done. However, we are looking to improve this to ensure that we are collecting more consistent information and we can better use this to feed back about service improvements. | We are in the process for putting a revised plan in place for Quality Checkers and this will be on our new list of improvements. We also still need to investigate how best family members can contribute. |

1. **Managers and board members lead and run the organisation well**

**Good Practice**

* Senior managers are visible across the organisation as they have a schedule of monthly visits to different services areas. This gives staff and service users the opportunity to engage with the leadership team and for senior managers to understand the work which is being undertaken across the organisation
* We have a Quality Assurance Policy which details all our quality assurance processes. Quality is an agenda item at Board level where we report on outcomes from inspections, satisfaction surveys, sickness absence and complaints/compliments
* We have people trained in positive behaviour management which is a modern approach to challenging behaviour. It encompasses strategies and methods that aim to assist a person to reduce challenging behaviour and increase their quality of life through promoting positive behaviour changes

**Areas where we need to improve**

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| **Improvement area** | **Update June 18** | **Comments** |
| We need a more effective way of capturing, storing and presenting data on the people we support and the outcomes it achieves for them. We are in the process of developing a dashboard which presents our KPI’s and sits alongside IPlanit | We have had a new performance reporting system in place. since Sept 2017. The Board performance report covers 13 areas and the Management report covers a further 8. Our KPI targets are included and performance is measured against this. The information is presented quarterly to Board and monthly to management team. The information is also shared with FCAG and Staff Advisory group.  We have presented Easy read information about the important aspects of the performance report to the Service user advisory group in July 17, March 18 and May 18. | Information continues to be shared with Board and all advisory groups in suitable formats. Feedback is regularly sought to ensure that information and reporting is fit for purpose. |
| We need to set some clear performance indicators and agree them at Board level. This will help us to measure performance and enable us to shine a light on key aspects of performance and highlight areas that need attention | We set 24 new performance indicators in April/May 2017. These have been really useful to measure performance and also learn how best we can use the information we collect.  We have recently set 30 new performance indicators for Jan to Dec 2018. | We continue to report against these indicators. |
| We recognise that many of our good ideas and initiatives take place at our Head Office in Heywood. We need to ensure that this activity covers all of our geographical areas. | We are developing a calendar which identifies celebration days so that we can plan activities in all of our geographical locations. |  |
| As our organisation has grown so has our staffing. In view of this we need to develop a comprehensive people strategy to ensure that we have a top-class workforce. | We have a People Strategy that has introduced a new Recruitment Process, Induction Process, Leadership and Succession Plan, Absence Management, and Performance Review Process. |  |
| Our mission is to be the best in everything that we do, and we want all of our services to be rated as Outstanding by CQC. We have therefore developed an ‘Aiming for Outstanding’ action plan and review. | We have had a plan in place and the work has been able to support us when producing recent PIR (Provider Information Returns) for the CQC prior to our recent inspections. This needs to be regularly revised. | We are in the process of setting a new improvement task list for 2018-2020. |