



Driving Up Quality Code – Self Assessment: - PossAbilities

April 2017

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



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www.possabilities.org.uk

Chief Executive: Rachel Law Company Registration Number: 8837981



Driving up Quality

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 has 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



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Areas where we need to improve

- 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 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 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.

2. 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



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- 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

- 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 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 are devising a pathway for individuals seeking work opportunities which identifies who needs to be involved, the benefits and the steps to gaining employment
- We are putting a whistleblowing feature on our website so people are able to whistleblow in confidence

3. 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.



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Areas where we need to improve

- 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 would like to involve the people we support in staff appraisals. We will develop a questionnaire that will help initiate discussions between the manager and the person receiving support regarding quality of practice and conduct in relation to support staff

4. 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

- 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.



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- 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
- 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 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

5. 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

- 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 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



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- 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.
- 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.
- 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.



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