



Driving up Quality – Plan (October 14-September 15)

The following are the outcomes that will be completed within the next 12 months; we have agreed the milestones to ensure we are achieving our commitment to improve our service delivery in line with the Driving up Quality codes.

The Code	Outcome
<p>Support is focused on the person</p> <p>The person is supported to have an ordinary and meaningful life</p> <p>Care and support focuses on people being happy and having a good quality of life</p>	<p>All staff receive positive risk taking training</p> <p>PCP champion in each 24 hour service A support staff member oversees and co-ordinates the Person Centred Plans with the service manager.</p> <p>Proactive support planning in all services Use of Active Support to develop service users' skills in taking more control over their daily lives.</p> <p>Statement from each service of how they will undertake tenant/residents' meetings Services to ensure meetings are conducted in a way that is appropriate to those living in the service. Ways to give/receive information, including inviting external speakers, is explored to ensure service users are listened to and heard.</p> <p>Quarterly stats of the feedback (including complaints) audit given to services; leading to action plan from service managers To improve the process, increase the amount of feedback we get from service users and ensure actions are timely and service users are satisfied.</p>

The Code	Outcome
A good culture is important to the organisation	<p data-bbox="817 244 2047 308">Service peer reviews Service managers from community and regulated services to review each other; share good practice.</p> <p data-bbox="817 352 2047 416">Support staff secondments, swaps between community and regulated services To share good practice and assist new learning.</p> <p data-bbox="817 493 2047 557">Implement reflection training tool To assess in detail transfer of learning to the work place to be discussed in staffs' supervision.</p> <p data-bbox="817 601 2047 665">Develop a culture of reflective feedback established within teams To improve the teams' practice to achieve better outcomes for service users.</p>
The Code	Outcome
Managers and board members lead and run the organisation well	<p data-bbox="817 758 2047 853">Good practice agenda item in monthly service managers' meetings Share good practice regularly with peers and receive feedback on achievements and ways to further improve.</p> <p data-bbox="817 898 2047 1034">One-page occupational profile Completed by each staff member with the service manager; recorded are staff's preferred ways of learning, receiving information, feedback and how the team can support and optimise that person's practice.</p> <p data-bbox="817 1078 2047 1142">Support staff fully engaged with the support planning for service users Building on their expertise; support staffs' knowledge within the team of service users' daily support.</p> <p data-bbox="817 1187 2047 1214">The Trustee Board and their role become more familiar to staff and service users</p>