

6th June 2014

To

RE : DRIVING UP QUALITY

Organisations that provide support for people with learning disabilities are being asked to sign up to a new initiative called the Driving Up Quality Code to ensure they aim for beyond minimum standards and improve the lives of people in their care. The Driving Up Quality Alliance, which is provider led has taken action and developed a new code in response to the abuse of people with learning disabilities at Winterbourne View care home in 2011, to ensure this never happens again.

The Driving Up Quality Code outlines good fundamental practices and behaviour that organisations which support people with learning disabilities need to be committed to. Signing up to the Code is a public commitment from organisations that they believe in these good practices and are achieving or actively working towards them. Signing up to the Code is also a commitment from organisations to be transparent about how they operate.

The Driving Up Quality Code lists 5 key areas that indicate the practices of a good organisation –

1. **Support is focused 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 of life**
4. **A good culture is important to the organisation**
5. **Managers and board members lead and run the organisation well**

The code provides guidance to organisations on how to assess themselves against these 5 areas. The purpose of the self assessment process is to allow providers to be reflective, honest, open and inclusive.

Currently, we are in the process of self assessment; please see the link below for full details -

<https://www.drivingupquality.org.uk/provider-details?userid=143>

HIGHFIELD SCHEME LTD

The Base
Queen Street
Gt Harwood
Lancashire
BB6 7AT

Tel : 01254 885 016
Email : a.wilkinson@highfieldservices.net
Website : www.highfieldservices.net



INVESTOR IN PEOPLE



As part of the self assessment process we want to get constructive feedback from all angles –

- The service users in our care – via questionnaire
- Their close family members – via consultation
- Our staff, team leaders and management – via consultation in team meetings
- External partners – social workers etc – via feedback

We would appreciate constructive feedback from the whole team – both positive and negative. This will help us know what we are doing well (so we can keep doing it that way) and where we should look to review and make improvements.

The focus of the consultation is the 5 key areas. Please go through these questions and provide feedback –

1 – Support is focused on the person –

- A - Do we go 'above' to deliver a good service and what examples do we have to show this?
Where could we improve?
- B - What has the team/Highfield done to make people's lives better?
What more could we do?
- C - How are people supported to discuss their lives and make daily choices and changes, allowing them flexibility and control over their lives and the support they receive?
What could we do better?
- D - When it may be difficult to support someone, how do we learn what works for them – give examples?
How could we improve this?
- E - What does the team do when funding restrictions make it difficult to provide a good level of service?
What more could we do to alleviate the impact of funding cuts?

2 – The person is supported to have an ordinary and meaningful life

- A - Is Highfield ambitious for the people it supports? Please give examples
What more could we do to promote independence, skills and ambitions?
- B - How is this demonstrated in staff training/memos/information sharing?
Could we do anything better to promote this ethos to staff?
- C - Does Highfield promote friendships and relationships between service users and others?
What more could we do to support service users make meaningful relationships with others and broaden their social network?
- D - What do the teams do to promote and raise service user ambitions – please give examples?
Should the teams be doing any more to promote this?

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

- A - Do staff know what the organisation expects of them in regards to working ethos, requirements of the job and achievements in regards to training and service user satisfaction?
Could Highfield provide any further information or training to make this more apparent?

- B - Does Management trust you to make decisions on a day to day basis? Please give examples.
Do you think management could/should give staff more responsibility for decision making?
- C - Do you feel that when introducing new staff members, the company makes enough effort to employ people who a) are suitable for the service user/s and their needs b) have good values and attitude to the sector?
What more could we do to improve our recruitment process to ensure the appropriate people are employed?

4 - A good culture is important to the organisation

- A - Have any changes (in the team or a company as a whole) been made as a result of your feedback in meetings/supervisions/appraisals/questionnaires – give examples.
What do you think the company could do better to encourage staff views when proposing changes or reviewing things?
- B - Do you feel the company invest enough time/resources on you and your development during the recruitment, induction and training process?
Is there any areas in which we could/should do more to invest in individual staff or teams as a whole?
- C - When asked to contribute and meetings or provide feedback, do you feel the company does this as a token gesture (tokenism) or do you feel like you are given the opportunity to make a valued contribution?
What more could we do to allow staff active participation/contribution in meetings or during reviews?

5 - Managers lead and run the organisation well

- A - Do you feel that the management team and/or higher management (Alan and Peter) are accessible to you?
Should managers/higher management spend more time with you as an individual or the team as a whole?
- B - Do you feel that the managers/higher management actively display that they believe in the values of Highfield?
Which areas do they need to demonstrate this further?
- C - Do you feel like managers/higher management do enough to drive up the quality or staff/support/organisational policies – please give examples?
What more do you think managers could do to improve quality of its services?

Please note that all responses will be treated as feedback to be used as part of self assessment and viewed as constructive criticism, nothing else.

No names or confidential information will be used during the self assessment review or write up.

Many thanks

Lorraine Sharples
Registered manager