



## **Spire (Preston) Ltd Driving Up Quality Self Assessment Report on 2015 /16 Action Plan**

### **Introduction**

Spire (Preston) Ltd signed up to the Driving Up Quality code on 13<sup>th</sup> January 2015. We made a commitment to drive up the quality for people who use our services that is beyond minimum standards. We are committed to listening to people and supporting them to have meaningful lives.

**We produced an Action plan for 2015 /16 in May 2015 and below we have published our review of progress made to date.**

We have used a “Traffic Light” system to indicate how successful we have been, with Green for “successful”, Amber for, “more work needed”, and Red for “areas which have fallen behind in their implementation.”

We will use the progress report to inform our 2016 Driving Up Quality Review which will take place in Spring 2016 and will be published by May 2016

## 2015 /16 ACTION PLAN REVIEW

What do we want to achieve	When by	Who will be responsible	Progress Report
Documents and plans such as support plans, person centred reviews to be presented in more accessible format.	Oct 2016	Service Manager and management team, people we support and family members	We have consulted with the people we support and agreed that each person's support plan will be presented in the way they choose.
Actively encourage family involvement in different ways:  At person centred planning meetings Quality monitoring Training and events Organisational updates Recruitment	Jan 2016	Service Manager and management team	We are actively encouraging this by: <ul style="list-style-type: none"> <li>• Inviting family members (where the person we support wishes it) to PCP's</li> <li>• New audit tools</li> <li>• Providing training Newsletter &amp; new website</li> <li>• We need to do more to involve family members (as appropriate) in recruitment</li> </ul>
Increase volunteer numbers so that everyone can access a befriender if they wish to	October 2016	Volunteer Coordinator	We have made progress on this and now have 8 volunteers

<p>To provide sexuality and relationship training and guidance to the people we support, family members and staff</p>	<p>September 2015</p>	<p>Service Manager</p>	<p>This has been delayed due to organisational and management changes but is scheduled for Spring 2016</p>
<p>Increase involvement from the people we support with the following:</p> <ul style="list-style-type: none"> <li>• Policies and guidance</li> <li>• Quality measures</li> <li>• Recruitment</li> <li>• Training</li> </ul>	<p>Jan 2016</p>	<p>Service Manager and Project coordinators</p>	<p>New opportunities for the people we support to be involved in policy reviews from Jan 2016</p> <p>New compliments, complaints and comments system introduced Nov 2015</p> <p>We need to do more to involve the people we support in recruitment, beginning with interview and recruitment training in spring 2016</p>
<p>Provide training to all staff about approaches to positive risk taking</p>	<p>Jan 2016</p>	<p>Service Manager and Training Admin</p>	<p>Delayed because of management training. Scheduled for Feb and March 2016</p>
<p>To review internal processes to ensure that are working and meeting people's needs</p>	<p>Sept 2015</p>	<p>The people we support Interim CEO Service Manager, Project coordinators,</p>	<p>Carried out a major restructure of senior management of Spire in July 2015 Next stage of restructure is underway</p>

		Admin team and staff	Overhaul of policies and procedures in process and will be completed by April 2016
Hold two membership events this year	Dec 2015	Trustees and Managing Director	We held 2 well attended membership events in 2015.
Continue to develop trustee board with ongoing training and recruitment	Jan 2016	Trustees and Managing Director	Provided training on MCA & DOLS& safeguarding in 2015 Advertised for new trustees to help renew the Board Jan 2016
Increase attendance at local provider meetings	Sept 2016	Managing Director and Project Coordinators	We have increased our attendance at LLDC and LCC provider forums and are committed to maintain this
Develop and implement a more creative audit process that includes the people we support and family members.	Oct 2016	Managing Director	We have begun to develop new audit tools, to involve the people we support more, but after discussion with the CQC, feel it is inappropriate for family members to be involved in audit other than in their role as Board members.



The Driving Up Quality code was developed in response to the shocking abuse of people with learning disabilities at Winterbourne View. The government and many other organisations that support people with learning disabilities are taking to make sure that this never happens again.

### **The Driving Up Quality Code**

The aim of the code is to avoid what happened at Winterbourne View ever happening again. To do this we must create a culture of openness and honesty within organisations and provide high quality, values-led services.

The code sets out five areas that indicate the practices of a good organisation:

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



## Self Assessment

By completing the self assessment Spire (Preston) Ltd are able to assess themselves against the five areas set out in the code. This allows Spire to be reflective, honest, open and inclusive.

In 2014 Spire's board of trustees and senior management team started work on Spire's purpose, vision and values as part of the business strategy for 2014-2016.

We ran a number of workshops and were able to gain feedback from the people we support, family members and staff. We also used information from surveys, team meetings, house meetings, Spire community meetings and person centred reviews and other assessments we had recently completed.

During this we recognised that there is lots of excellent practice happening in Spire and things that are working really well but we also recognised there were areas in which we could make improvements.



## Our Vision

For local People who have a learning disability to be empowered to live the life they choose and achieve their goals and dreams



## Our Values

- Dedicated individualised high quality support
- Enthusiastic and motivated with positive attitudes
- Promoting peoples strengths and creativity
- Always ready and willing to listen and learn
- Demonstrating respect for everyone
- We will never compromise our integrity

### 1. Support is focussed on the person

What's working or what's good	What's not working or what can we improve
People have services that are built round them. They have choice and control about what they do	Although everyone has a support plan we feel that we can make them more accessible
People are involved in recruitment and really enjoy the Spire meet and greets	We need to encourage more family, friends and other supporters to the person centred reviews
People are encouraged to see their family if they want to and we support people to have regular	We need to ensure that we are measuring outcomes for people in a meaningful way to them



<p>telephone contact and to send cards and to remember special occasions.</p>	
<p>Staff have training appropriate to the role they are carrying out and receive specialist training when needed</p>	<p>To increase the number of volunteers we have so that everyone can have access to a befriender if they want to</p>
<p>Everyone has a person centred plan and this is reviewed regularly. Everyone plans their own person centred review.</p>	<p>To encourage more family involvement where appropriate and to provide training</p>
<p>People have choice about who they live with and where they live</p>	
<p>People are sent information about different events, activities, courses that they may be interested in based on their likes and interests.</p>	
<p>People are involved in inducting their own staff</p>	

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

What's working or what's good	What's not working or what can we improve
<p>People are supported to have their own tenancies and have choice about where they live. People are supported to decorate their homes in a way they choose</p>	<p>Supporting staff and family members in their approach to positive risk taking</p>
<p>People are supported to make and maintain friendships and relationships</p>	<p>To provide training and guidance around sexuality and relationships to people who use our service, family members and staff</p>
<p>People are supported to meaningful activities – such as paid and voluntary roles, college and leisure activities</p>	<p>Ensuring that everyone is aware of what is available to them</p>
<p>People are supported to go on holiday and weekends away</p>	<p>Encouraging others to think creatively about how support can be delivered and what is achievable for people</p>
<p>We support people to get to know their neighbours and local community</p>	

People are able to take positive risks and have open discussions with people	
People are able to call their friends and family when they want	
People decide what time they are going to get up and go to bed	

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

What's working or what's good	What's not working or what can we improve
All rota's are person centred –outreach rota's include photo's/ There individualised staff boards as each supported living service	To offer more training to family members so that they can be involved in the interview process

<p>Staff have access to all person centred plans, support plans etc and these are updates with the individuals on a regular basis</p>	<p>To offer two membership events a year and encourage more family members and friends of Spire to become involved to ensure Spire keeps its family led roots.</p>
<p>Staff have the appropriate training to support individuals</p>	<p>To provide more information to family members about local events, news etc on a more frequent basis</p>
<p>All staff have a thorough induction and get to know the individuals they are supporting</p>	<p>People we support are more involved in policy and guidance we produce</p>
<p>We measure our staff using our values at all stages of their service. If there are any concerns we deal with them in the appropriate way</p>	<p>To encourage staff to be more involved in the Spire activity meetings and help achieve the actions set</p>
<p>We have staff matching profiles in place for the people we support</p>	
<p>People are involved in the recruitment process through meet and greets</p>	
<p>People are given an accessible compliments/complaints guide and different ways in which they can comment or complain</p>	
<p>We hold Bi-monthly Spire community meetings and Bi monthly Spire activity meetings</p>	

## 4. A culture is important to the organisation

What's working or what's good	What's not working or what can we improve
Staff developed through professional training as well as mentorship	To improve and be more creative about the quality checking process to include family members and the people we support
We have structured supervisions and team meetings for each project	Communicate our structure to all family members
Management visit services on a regular basis to talk with people and staff	To encourage staff to have more of an active role in organisational development through feedback at team meetings, supervisions and through comments and suggestions
We have a clear organisational structure with photos that is shared with all staff and people we support. This includes the purpose vision and values	To continue to strengthen the link between all staff and peoples we support and trustees

Clear process in place for dealing with concerns, complaints or suggestions	
Our staff and the people we support have 'signed' up to our values and made a commitment to these.	
Trustees produce quarterly letters to the people we support and staff	
We hold Bi-monthly Spire community meetings	
We take part in learning disability awareness week and lead on a number of activities	

## 5. **Managers and board members lead and run the organisation well**

<b>What's working or what's good</b>	<b>What's not working or what can we improve</b>
Decision making is based on ' how will this benefit the people we support'	To review our internal processes to ensure that they are working in the best possible way

<p>We are externally monitored by a number of different agencies/bodies such as CQC, Investors in People , Local Authority</p>	<p>Improve attendance and contributions at local provider meetings</p>
<p>Managers received leadership and management training for their roles</p>	<p>Review our guidance and information for the people we support and family members</p>
<p>The management work closely with their teams and the people they support.</p>	<p>Increase the amount of time that managers spend at the projects</p>
<p>We celebrate success as a team and share good news with everyone</p>	<p>Increase the skills and experience of the board of trustees</p>