

## Driving up Quality Self-Assessment

On Wednesday 9th July 2014 Fylde Community Link held a fully inclusive event to inform our plan for Driving up Quality (DUQ). We invited all people we supported along with staff, relatives and carers and Board members to a local hotel. The event was in two sessions, morning and afternoon, to allow the “larks” and “owls” to come at the time which suited them best.

At the event the organisation’s lead DUQ manager, Karen Armstrong, gave a presentation about the scheme, and senior staff facilitated information sessions on each aspect of the initiative with easy read information on the tables which individuals could use as a way in to discussion. We used colour coordinated tables to present the themes of each of the 5 key areas of the code. Each table had a mix of supported individuals, their staff, managers, parents and carers and Board representatives. Examples of good and bad practice within the organisation were discussed with plenty of time for everyone to express their views. This gave us time to be open and honest, to include everyone and to reflect on what we already do. We had a timekeeper who ensured we all took turns and had enough time at each table.



When this was done, Karen summarised the session and there was time for people to feedback or ask any questions. There were also evaluation forms for everyone to complete.

The aim of the day was to enable us to look at our organisation and clarify what we were doing well, what we weren’t doing so well, how we could improve the service and what we could start doing differently. We used prompts like “What should we start doing?” “What should we continue doing?” and “What should we stop doing?” These same questions were explored further in our Quality Surveys for customers and carers published in October 2014 and in our Staff Satisfaction Survey conducted in November. They also inform our organisation’s corporate aims and objectives for the year.

Our Driving up Quality self-assessment action plan was put together directly from the responses received on the day and published both on our website and the DUQ page in February 2015.

The DUQ process has been an immensely valuable one for Fylde Community Link as it gave a context for inclusive communication, honest sharing and gathering perspectives from everyone involved in the service. We will be using this format again.

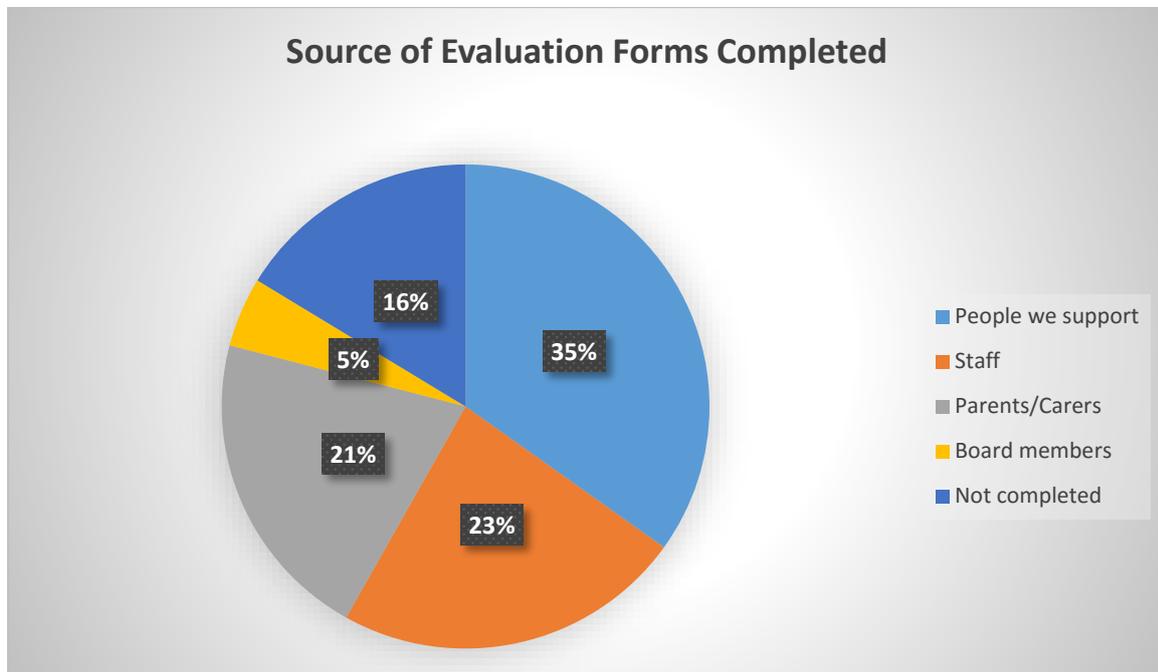
**Driving up Quality Action Plan**  
**Revised May 2016**



Key Area	Objective	Action	Timescales	Outcome
<b>Support is focused on the person</b>	The Quality Review process feeds into continuous improvement	<ul style="list-style-type: none"> <li>Review the current process, implement changes if required</li> </ul>	<b>Achieved</b>	Quality Review process which feeds back into service delivery and improvement
<b>The person is supported to have an ordinary and meaningful life</b>	Improve the choice of activities on offer for the people whom we support	<ul style="list-style-type: none"> <li>Create a dedicated activities co-ordinator post</li> <li>Review the activities service</li> <li>Develop the choice of activities that promote independence and life skills</li> <li>Promote activities</li> </ul>	<b>Achieved</b> December 2016 December 2016 September 2016	Activities co-ordinator in post Review completed Develop a minimum of 3 new community based activities Promotional leaflet created and distributed to the people we support and their families/carers
<b>Care and support focuses on people being happy and having a good quality of life</b>	Review the recruitment process to provide tools to recruit the right person for each role	<ul style="list-style-type: none"> <li>Create project specific person specifications</li> <li>Identify specific training needs for staff around the individuals whom we support</li> <li>Establish a process to allow family members/carers to inform staff of personal information relating to their relative</li> </ul>	December 2016 December 2016 December 2016	Person specifications completed Training commissioned specific to the needs of the individuals whom we support Proforma developed to enable information to be gathered and disseminated
<b>A good culture is important to the organisation</b>	Improve communication between stakeholders	<ul style="list-style-type: none"> <li>Establish a carers forum</li> <li>Organise IT training for staff members identified as having gaps in knowledge and skill</li> <li>Identify and utilise staffs' non-work related skills, knowledge and experience</li> </ul>	April 2017 December 2016 December 2016	1 carers forum meeting held Relevant staff trained in IT skills 1 page profiles created for all members of staff
<b>Managers and board members lead and run the organisation well</b>	Review policies and procedures	<ul style="list-style-type: none"> <li>Put in place a policy and procedure review schedule</li> </ul>	August 2016	Policies and procedures in line with current legislation and a policy review schedule in place
	All board members are trained in safeguarding and governance and are aware of their responsibilities	<ul style="list-style-type: none"> <li>Organise safeguarding training for board members</li> <li>Organise governance training for board members</li> </ul>	December 2016 December 2016	Board members trained in safeguarding Board members trained in governance

## Driving up Quality Day 9<sup>th</sup> July 2014 Evaluation Form Feedback

A user friendly evaluation form was used with the people we support. Out of 43 attendees on the day 36 of these completed evaluation forms.



### User friendly form feedback

All **15** people said that it was made clear about what the day was all about and that the information covered was relevant to them.

**8** people stated that they felt the length of the workshop was just right, **2** thought it was too long and **4** thought it was too short.

**12** people thought the activities were helpful while **3** didn't answer

### We asked people what people what they would do after the event



10 people said they would use the internet to find out more



4 people said they would telephone a friend and tell them about it



9 people said they would talk to other people about it

### We asked people what they liked about the session



12 people said they liked the presentation



13 people said they liked the group discussion



13 people said they liked the venue

### We asked people what you didn't like about the session



2 person said they didn't like the presentation



1 person said they didn't like the venue

### We asked "If Fylde Community Link were to hold another event would you like to attend?"



11 people said Yes



1 person said No



1 person said not sure

### **We asked people for suggestions, comments, and observations - examples**

- One person said he had felt vulnerable having talked about personal things
- People enjoyed taking part in the group sessions
- I enjoyed today as I have got to know people I didn't know
- The hand-outs outlining the sessions were easy to follow
- It was hard to follow the presentation which had no pictures [Note : pictorial handouts were available, but we didn't point this out clearly enough]

### Evaluation form feedback

All **21** people said that they were informed of the objectives and outcomes at the start of the session and all said that they felt the exercises and activities were helpful and that they would attend another event if we were to hold one.



This chart is based upon the questions asked on the evaluation form.

1. Did the session fulfil the objective and outcomes?
2. Did you find the information covered, relevant to you?
3. Was the length of the workshops adequate?
4. The amount of information covered in the session was.....

### “What action you will take following this event?”

- 3 people said they would use the internet to check out the Driving up Quality website
- 2 people said they would check the post
- 1 person said reflect
- 1 parent said they would like to have more contact with the project
- 1 staff said they would communicate more with relatives
- 3 staff said they would look at how they work with individuals
- 1 parent would enable her son to speak out and report a problem
- 1 staff was going to discuss DUQ further at a staff team meeting
- 1 board member was going to thank staff for all their hard work
- 1 board member was going to try to attend more events

**“What was the most useful part of the session?”**

- Giving input, hearing other peoples’ views and experiences (x4)
- Listening to people we support
- Thinking about the way I contribute to the company
- Group discussions (x3)
- Everything (x4)
- Speaking the truth
- Moving around to different tables
- Overview of the organisation and family feedback
- Meeting various personnel
- Being listened to (x2)

**“What was the least useful part of the session?”**

- A little bit repetitive
- Not long enough
- Group photo

**Comments, observations and suggestions**

- It was very useful and lovely to hear other people’s views
- More forums
- It would have been better to have more clients in my group
- It will make me go away and look at ideas brought up
- Very well presented course
- More of the same say every 6 months 😊 😊
- A really useful opportunity to meet staff and tenants in an informal setting. A good learning experience