

Driving up Quality Action Plan
Revised November 2017



Key Area	Objective	Action	Timescales	Outcome
Support is focused on the person	The Quality Review process feeds into continuous improvement	<ul style="list-style-type: none"> Review the current process, implement changes if required 	Achieved	Quality Review process which feeds back into service delivery and improvement
The person is supported to have an ordinary and meaningful life	Improve the choice of activities on offer for the people whom we support	<ul style="list-style-type: none"> Create a dedicated, full-time activities co-ordinator post Review the activities service Develop the choice of activities that promote independence and life skills 	Achieved December 2018 December 2019	Activities co-ordinator in post Undertake a review Develop a minimum of 3 new community based activities
Care and support focuses on people being happy and having a good quality of life	Review the recruitment process to provide tools to recruit the right person for each role	<ul style="list-style-type: none"> Proactively identify specific training needs for staff around the individuals whom we support Establish a process to allow family members/carers to inform staff of personal information relating to their relative 	December 2018 December 2017	Training needs analysis based on the needs of the individuals whom we support Proforma developed to enable information to be gathered and disseminated
A good culture is important to the organisation	Improve communication between stakeholders	<ul style="list-style-type: none"> Establish a carers forum Organise IT training for staff members identified as having gaps in knowledge and skill Identify and utilise staff's non-work related skills. Knowledge and experience 	April 2018 Achieved Achieved	1 carers forum meeting held Relevant staff trained in IT skills 1 page profiles created for all members of staff
Managers and board members lead and run the organisation well	Review policies and procedures	<ul style="list-style-type: none"> Put in place a policy and procedure review schedule 	April 2018	Policies and procedures in line with current legislation and a policy review schedule in place. Process currently underway.
	All board members are trained in safeguarding and governance and are aware of their responsibilities	<ul style="list-style-type: none"> Organise safeguarding training for board members Organise governance training for board members 	Achieved Achieved	Board members trained in safeguarding Board members trained in governance