

The Driving Up Quality Code

New Prospects Association



Despite taking a while to publish our self assessment on the Driving up Quality Code Website, we **have** been busy working on the code.



Moveable Feast performing at our 2014 Driving Up Quality day

Like all of the important things at New Prospects we believe the only way to tackle things is *together* – so at our Annual General Meeting in 2013 we began the work of self assessment and gained permission from everyone involved to sign up to the code. Our AGMs always involve the people we support, their families, staff, managers and the board – as well as other people who know of New Prospects and their work in the community.

From our first attempt at the AGM in late 2013 we knew we had to dedicate much more time to our self assessment – but we did gather some great information to get us started - we used this to plan our Driving up Quality Day in July 2014.



The unforgettable Ralph having his say at our 2014 day.



New Prospects Choir performing on the day.



More than 100 people attended our July 2014 Driving up Quality Day – we invited people we support, families, staff, the board, and some critical friends like Inclusion North and Local Authority Commissioners.

We had six facilitated groups who looked at the first three elements of the code – we looked at the final 2 elements of the code as a large group.



Two teams looking at 'Support is Focused on the Person'

“I’ve never known an organisation so keen to accept criticism and so committed to improve”
- Family member

You can see examples of what we found at the end of this document. At the end of the day we asked for volunteers to be involved in a smaller group to create our action plan – the Driving up Quality Team.

We created a lot of materials to support our day – from flyers to presentations and guidance notes for group facilitators - other organisations could use these – contact Tim Keilty tim.keilty@new-prospects.org

Slow But Inclusive Progress

We collected all of the information from the day (and from our AGM in 2013) and typed it all up for the Driving up Quality team to get together and create action plans.



122 post its, 48 sheets of flip chart, 6 completed workshop packs ready to be typed up.

The Driving up Quality Team

The team is made up of people we support, a representative of our family group, support staff, managers and a board member. We met in late September 2014 and only managed to look at one element of the code in our 4 hour meeting – we have dates booked in over the next year to complete the other elements.

Support is focused on the Person

What we are good at;



- Knowing what makes a person 'tick'.
- Putting people in control. 'X has never been happier! I was invited to his for tea, he just looked at me and said "it's my house" I was delighted.'
- Healthy eating, promoting a good healthy lifestyle
- Good training
- Listening
- Planning with people
- Using people's own skills and matching them with staff who have similar interests.
- We identify people's skills and help them build on these.
- We have helped people achieve their dreams.

What we need to improve;

- Senior management need to listen more
- Training – all lands at once. Feast or famine.
- Need to support people to make friends quicker (not true for everyone)
- Some staff need to think more creatively.
- We don't share problems with others within the organisation. If we did, others could help and may have the answers.

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Self Assessment Part 2

More than 100 people attended our July 2014 Driving up Quality Event – we invited people we support, families, staff, the board, and some critical friends like Inclusion North and Local Authority Commissioners. Following this we have organised a series of meetings where our Driving up Quality Team look in detail at an element of the code.

The Driving up Quality Team

The team is made up of people we support, a representative of our family group, support staff, managers and a board member.

Who came? Sharon Harrison, David Oliver, Paul Davies, Keith Williamson, Kathy Hetherington, Stephen Capstaff, Yvonne Fox, Michele Coleman, Michelle Dodds, Tim Keilty.



We reported back our progress towards the actions set out at our September 2014 meeting looking at the first element of the code;

1. Support is focussed on the person



The Person is Supported to Have an Ordinary and Meaningful Life

Information gathered at our July 2014 day

What we are good at;

- Support choice
- Being person centred
- Encouraging people we support
- Supporting people to take positive risks
- Building confidence and helping people develop new skills
- Involving people
- Being flexible in our support
- Being proactive and finding opportunities for people
- Focusing on happiness
- We are better listeners
- Address complaints quickly
- We strive to be the best
- We move at people's own pace

What we could do better;

- Improve communication between staff and families
- Have more bank staff so we can be more flexible
- Make sure **all** staff are flexible i.e. if I want to stay out until midnight

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



Care and Support Focuses on People Being Happy and Having a Good Quality Life

At our July 2014 day the group who looked at this element of the code focused on support staff as a way to achieve this;

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

What we are good at;

- Recruiting staff for individual people (matching)
- Finding staff who just 'click' with people
- We have a good mission statement – which everyone contributed to
- We have good training
- My Good Life focuses on people living 'Their' good life
- Regular staff meetings
- People are in control of who works with them
- The social club and awards evenings help people celebrate what they are good at
- Quality Checkers
- Staff stay a long time
- An open door policy if people are not happy



What we could do better;

- Improve on families knowing our processes and policy
- Involve people and families in appraisals and end of probation – checking values and attitudes.
- Use online 'Trip Advisor' style marking for people to rate our support
- Foster and encourage positive managers – this creates positive staff, attitudes and culture.
- Get better at involving people and families in 'internal transfers' (they should be!)

Driving Up Quality Code Self Assessment 3

The Board May 2015

Michelle Dodds and Tim Keilty met with members of the Board to go through the last two sections of the Driving up Quality Code, the sections about management and leadership.

What we do well – good culture

- Manager's away days focus on the 'mood' and the 'culture'
- We invest in team building – Building Brilliant Teams
- We have away days and open AGMs which include people we support, their families and staff.
- We involve families.
- The annual awards ceremony builds a good culture.
- We have Quality Checkers – people and their families.
- We signed up to the Driving up Quality code early and have taken it very seriously.
- We contribute to our local community, Big Local, Care Forum etc
- We supported families and people we support to speak out against changes in North Tyneside.

What we do well – good culture

- We are supporters of the Learning Disability Alliance, with our time and money.
- We spent our reserves wisely – on a building to benefit the people we support and the local community.

What we do well – Leadership/Management

- Board members are visible, people we support and staff know who they are.

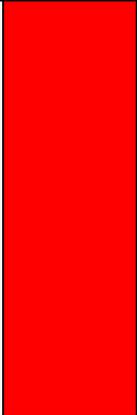
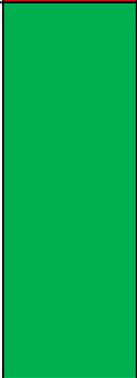
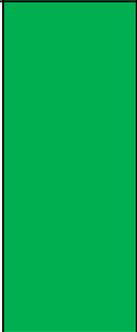
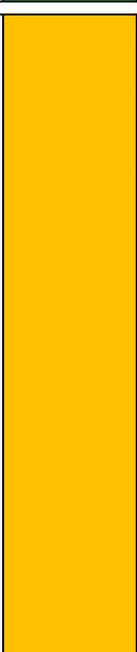
- The board are represented at Quality Checkers meetings and Driving up Quality meetings.
- We have started 360° appraisals
- We hold regular team manager days, staff representative meetings etc.
- The board get all of the information, good and bad and use this information wisely.
- The board are trained in safeguarding.
- Our annual questionnaires consistently say we are well led.
- We are surviving in tough times – keeping the focus on the people we support and supporting their staff.

Areas for Improvement;

- Re-establish a strong link between Ellen and the people we support – not everyone comes to the building.
- We rely on internal messages and external audits – both could be incomplete.
- Create an ‘unfiltered’ way for people to be critical – a direct email to a board member?
- Spell out our mission statement more clearly on our application packs.
- Have a board meeting every year dedicated to ‘Culture’

**Here is the Action Plan for all of the elements of the code
October 2015 and the final sign off in January 2016**

What needs to be done?	By Who and By When?	Is it happening?	Status Oct 2015	Update January 2016 Has it Happened and How?
Create a picture which shows people's existing opportunities to be heard make sure everyone knows	Tim Keilty October 2014	It is being included in the new tenants handbook		Complete – rather than another flowchart we advertised the various ways (quality checkers, staff reps, complaints cards etc)
Add a 'Have your Say' button to the website and paper copies of feedback questionnaire posted out every 6 months - with a guarantee of an answer within 5 working days.		Web site under development		Complete – website (when launched) Complaints cards, friends and family test, guarantee a response.
Make sure staff teams have access to Open Future Learning modules especially <i>Building Friendships and Community</i> and use 'My Good Life' to measure progress.	Team Leaders November 2014	We have signed up again to this training		Complete

<p>Pilot a monthly drop in where people can come and do 'Solution Circles' this will help by sharing problems and come up with creative solutions, this will be open to everyone</p>	<p>Tim Keilty November and December 2014</p>	<p>This has not happened</p>		<p>This has not happened due to other work commitments</p>
<p>We think we are great communicators! Not everyone gets everything we communicate by post or email. Check our mailing list and ensure everyone is on it</p>	<p>Sandra Anderson October 2014.</p>			<p>Complete</p>
<p>Create a page on the newsletter where people can share what they are doing eg. 'I'm going to see queen – does anyone want to come?'</p>	<p>Kim Watson in November 2014 Newsletter</p>	<p>There is a poster up for team managers to share</p>		<p>Complete</p>
<p>Make sure we share positive stories so that everyone gets the same message about what New Prospects is all about – we do this but not in an organised way. Tie up website and newsletter so they are consistent and all involved can learn from positive stories</p>	<p>Tim Keilty and Ian Brewis</p>	<p>Newsletter is up and running – website still in development</p>		<p>Complete, we are also having a film made for the website</p>

<p>We are really involved in the community as an organisation in North Tyneside but not so much in Newcastle and Northumberland</p>	<p>Team Leaders to research opportunities and take ownership for 1 connection they could make at their next away day – By end of February 2015</p>			<p>Team managers are having a practical day at their next away day – a field day where they go out and make those links.</p>
<p>Quality Checkers team will try their first checks using My Good Life</p>	<p>February 2015 onwards Michelle Dodds, Tim Keilty and Quality Checkers Team</p>			<p>We have worked hard over the last year and are ready to go – process and questions agreed, checkers will be paid – meeting to launch end of Feb 2016</p>
<p>Review Risk Assessments – sometimes these are old and if thought about differently can turn into ‘guidelines for staff’ for supporting people. Stephen Capstaff has some good examples</p>	<p>Stephen Capstaff and Michelle Dodds to work with other team managers on this at an away day by end of April 2015.</p>			<p>Michelle Coleman will be leading on this – we are also reviewing and shrinking our policies and procedures.</p>
<p>Hold another Big Plan to encourage people, families and staff to think big! –</p>	<p>to run March 2015 for 5 sessions Tim Keilty</p>			<p>Complete</p>

Make our rotas easier so everyone can understand them – people will be able to plot which staff they want for different things they do	Tim Keilty, Michelle Dodds and Suzie Fothergill by end of March 2015			Tim Keilty and John Harrison have met to discuss this – Michelle Coleman and Cheryl Jones are working on individualized rotas.
Launch new appraisal involving people we support and families - pilot with office staff -	by end of Feb 2015 Michelle Dodds, Ellen Vick.	Pilot complete – ready to launch to all staff		Complete
Invite members of family group to be part of policy sub group	Michelle Dodds at next family group last Thursday in			Complete, although family group has ceased, families now invited to be
Try and show people that policies and procedures are there as a foundation for people to make good decisions - not stop people doing things – we could create a simplified ‘statement of principles’ and do quizzes at team meetings –	Michelle Dodds and Tim Keilty to think about and report back!	Ongoing – linking policies much more in training		Complete – we are changing the conversation and overhauling policy/procedures.
Add links to CQC and Driving up Quality Code to our newsletter so people can comment on our support	end of March when website is redesigned Tim Keilty	Waiting for website		Complete

Work on our 'Tenants Handbook' so it is more focused on people having ordinary meaningful lives - is a statement of what people should expect and a rule book for staff!	Tim Keilty Michelle Dodds and Champions Group by end of April 2015.	In progress – being written up		Tim Keilty is working on this.
Re-establish a strong link between Ellen and the people we support – not everyone comes to the building.	Ellen to write a timetable for Board meeting in Oct			Complete
Spell out our mission statement more clearly on our application packs.	Admin team			Complete
Have a board meeting every year dedicated to 'Culture'	Elayne to diary in			Complete – scheduled
Make a better link between the board and the people we support – the Champions Group and Quality Checkers could report to the board	Board and Tim Keilty/Michelle Dodds	People who have taken part in the Big Plan are going to the board in October 2015		Complete - ongoing
Create an 'unfiltered' way for people to be critical – a direct email to a board member?	A board email address on website			Complete