

WE'VE SIGNED UP TO

**DRIVING UP
QUALITY**



Driving Up Quality
Self-Assessment for people with a learning disability
May 2015

OUR COMMITMENT

Lyndridge are fully committed to monitoring outcomes for our service users and to provide them with a quality service that enables them to live a meaningful, inclusive, fulfilled and happy life.

SUPPORT IS FOCUSED ON THE PERSON

WHAT WE DO WELL

- Look for staff with the right attitudes/values in our recruitment process. They have a comprehensive induction achieving their Care Certificate plus on-going training and mentoring.
- Service users can actively participate in the interview process for new staff working with them should they wish.
- Operate a “key worker/buddying” system so people can work with staff with whom they feel most comfortable, building a relationship of trust and respect.
- Support hours are provided at times when they are needed to do the things they have identified are important to them
- Family members/circles of support/Independent Advocates are involved to ensure needs are being met or where support is required to help people express their needs
- Each service user has a person centred care and support plan that is planned, delivered and reviewed with the person including the person setting their own goals
- Individual risk management plans/protocols are developed if needed, and staff sign up to them to ensure consistency
- People are encouraged to actively participate in their everyday lives and activities of interest

HOW CAN WE IMPROVE

- Continue to develop a “floating” team of staff who can be available on a more flexible basis to meet client needs

THE PERSON IS SUPPORTED TO HAVE AN ORDINARY AND MEANINGFUL LIFE

WHAT WE DO WELL

- Supporting service users to access training, learning, leisure opportunities and life skills to enable improved independence
- Supporting them to find and maintain voluntary and paid work
- Increase feeling of inclusion and self-worth
- Improve physical and mental health
- Improve communication skills and integration into society
- Reduce isolation and help to connect with others
- Information is provided to assist with informed decisions
- Help access the benefits they are entitled to
- Promote active participation within their home, local and wider community
- Maintain existing and establish new relationships with housemates, family and friends
- Enable them to be as independent as possible and live a fulfilled life
- Support them to develop and work towards their goals

HOW CAN WE IMPROVE

- Continue to explore opportunities for people to grow and develop

CARE AND SUPPORT FOCUSES ON PEOPLE BEING HAPPY AND HAVING A GOOD QUALITY OF LIFE

WHAT WE DO WELL

- All staff receive regular supervisions and performance appraisals
- All people are aware of how to raise a concern or make a complaint
- New staff complete the Care Certificate as part of their induction
- Ongoing training is provided and monitored throughout employment
- New employees shadow existing staff and work closely with the service users before working on a 1:1 basis

HOW CAN WE IMPROVE

- Increase the frequency of our Quality Assurance programme to obtain feedback/evidence

A GOOD CULTURE IS IMPORTANT TO THE ORGANISATION

WHAT WE DO WELL

- We work closely with multi-disciplinary and local advocacy groups to ensure that clients have a voice
- Service users, staff, family and professionals are asked to complete an annual questionnaire to assess the quality of the service provided
- We do not use agency staff to ensure consistency of staffing

- Regular Management presence within each location enables the opportunity for all service users to have face to face contact to discuss any complaints or concerns they have

HOW CAN WE IMPROVE

- Arrange more service user led meetings

MANAGERS LEAD AND RUN THE ORGANISATION WELL

WHAT WE DO WELL

- Management have regular contact with service users, staff and family
- Priority is given to the needs of the service user, putting them at the heart of all that we do
- All service users, family and professionals have direct contact details for managers to ensure good communication
- Where necessary management regularly consult with other appropriate professionals

HOW CAN WE IMPROVE

- Consider ways in which service users can be more involved in leading and shaping the organisation