



## Driving Up Quality, Think Local Act Personal, and Lancashire Values

### March 2015 review

In September 2014 we published our commitment to using Driving Up Quality and Making It Real as the basis of our quality improvement approach across all our services. We met with people we support, their families, our staff, and commissioners from the Local Authorities that we work with and based on their feedback we then published our findings and what actions we planned to take to improve the work that we do.

Since we published our September 14 action plan we have further committed to provide services that reflect the Lancashire Values namely that people we support feel loved, are healthy, feel safe, have choice, and have friends. We included areas related to these values in our December 2014 questionnaire for people we support and this has been a critical part of understanding how we are doing and what we need to do next. Our action plan relating to the Lancashire Values has now been included in its own section.

Our work has also considered the impacts of The Care Act 2014, new CQC standards, Mental Capacity Act, Deprivation of Liberty Safeguards, the 'Cheshire West Ruling', capacity, consent, and new preferred provider standards to name just a few areas. This, combined with Driving Up Quality, Making It Real and the Lancashire Values, has led to a broad range of service and policy improvements and changes. The changes detailed in this document explain the specific actions we have taken to respond to the feedback we have received from stakeholders.

We are pleased with the progress we have made and feel this has been reflected in the feedback from people we support (94% of people we support say we provide a good service with 6% unsure), however we do know we have more work to do to make things even better for people we support and their families. We want to find better ways of working and serving the people that we support in the best possible way. We are looking forward to the next six months when we will review this plan again - key objectives during this time include improving the way in which people we support are included in quality monitoring, how we can increase family involvement in monitoring quality, and how we can work in partnership with other local organisations to undertake peer monitoring.

To get this right we will be consulting with people we support, families, commissioners, and our staff. We want you to be involved and contact details can be found at the end of this document.



We signed up to the Driving Up Quality Code on 27<sup>th</sup> January 2014, this underlined our commitment to providing the best possible quality of support and to be open and transparent with the people who use our services, their families, their staff, and our Local Authority partners. This includes sharing when we get things right as well as when we don't.

We asked different stakeholders to comment on how they felt we perform in each area of the five key areas of Driving Up Quality which are as follows:

- ✓ **Support is focused on the person: If you start with what the person wants and needs you are more likely to get it right.**
- ✓ **The person is supported to have an ordinary and meaningful life: communities, family and friends, work, learning and fun are what give life meaning.**
- ✓ **Care and support focuses on people being happy and having a good quality of life: staff need the skills and attributes to enable the people they support to be happy and enjoy their lives.**
- ✓ **A good culture is important to the organisation: people that receive support are usually the best people to ask about the quality of support.**
- ✓ **Managers and Board members lead and manage the organisation well: organisations should be run primarily for the benefit of those they support.**

We have regular forums with staff, families and the people we support to seek feedback on the services we provide to shape future improvements. We used these forums to gather views and opinions to help us shape our strategy and identify areas where we do well and areas that we need to improve. As part of these forums the Chief Executive and at least one trustee attends so that messages from the heart of the organisation do not get diluted by the time they reach "senior management".

We shared our thoughts and met with our staff, families, people we support, and our Local Authority partners. Feedback received from these meetings produced the actions and assessments contained in this document and we are grateful to stakeholders for taking the time to allow us to form a holistic view of our services.

The following section provides detail on the progress we have made on our Driving Up Quality action plan and our next actions to improve on progress made.

### Our Driving Up Quality Plan



#### 1. Support is focused on the person: If you start with what the person wants and needs you are more likely to get it right.

##### Good things







- ✓ We have a track record of working with stakeholders to look at new ways of working e.g. Just Enough Support, My Life My Support.
- ✓ We do not have any residential services meaning that people have greater choice and control over where they want to live and who they want to live with. This includes a blend of people who live in a supported tenancy, private sector tenancy, or in other environments such as living with a family member.
- ✓ Service users chair their forum.
- ✓ Our Chief Executive Officer attends every service user forum.
- ✓ New services are built around the needs of the individual or a group of people.
- ✓ The people we support often have good local networks including people who are not paid to be in their lives.







- ✓ Whilst we have a small number of voids these are only filled by people who choose them. When voids are in shared environments a move will not take place until the person has met their potential housemates and everyone has agreed with the move in.
- ✓ We have invested in a range of training approaches including classroom based training for our staff so that their induction is more thorough than solely relying on other approaches such as issuing workbooks or online training. Whilst this costs us more financially we believe there are greater benefits in terms of the quality of training.
- ✓ We listen to family members to learn from their knowledge and change things if they are not right.

### Bad things









- ✗ The people we support are not always involved in the initial interview for their staff.
- ✗ Person centred plans that reflect the latest best practice are not uniformly in place.
- ✗ We need to make better use of technology (e.g. audio / visual, tablets, etc.) to give people more ways to communicate what they want.

### Actions

Action 	Where were we? 	Where are we now? 	What we have done and will do: 
<b>Continue to be an active partner with stakeholders to look at new ways of working.</b>			We have continued to work positively to find new ways to work and deliver services. This has included producing a structured plan to implement My Life My Support to ensure people are making the best use of their budgets and community networks. Our next stage is to work through this plan to identify new ways of working and implement these.

<p><b>Service users to be regularly involved in interviewing for their staff and feeding back on the quality of staff.</b></p>			<p>Service users are more regularly engaged in interviews. Tenants meetings are held with management to ask how people feel about their staff. We have made our complaints procedure more accessible. We have trustee visits and senior management unannounced spot checks to also check how people feel about their staff. We have asked some people if they want to be involved in interviews but some have declined.</p> <p>92% of people we support say their staff value and respect them, and 8% were unsure.</p> <p>98% of people we support said their staff were kind and helpful, and 2% were unsure.</p>
<p><b>Continue to highlight and work in partnership when we feel commissioning practice is making it hard for us to provide a good service that promotes wellbeing. Explain to staff how they can highlight these concerns to put into action.</b></p>			<p>We have highlighted occasions where funding allocated makes it difficult to properly promote wellbeing. In doing this we engage with an open mind and via a constructive dialogue to ensure that all options are properly explored and understood.</p> <p>We have emphasised to staff that all services must always be safe, dignified, respectful, and adhere to MCA / DOLS, best interests and least restrictive practice. Where this is not the case staff are told to escalate this to managers for further action.</p>
<p><b>Every service user that wants a person centred plan has this in place and this reflects latest best practice. We will use our PCP audit to co-ordinate this work.</b></p>			<p>Whilst most people who want a PCP have one the latest best practice is not used for all PCPs and some do need reviewing.</p>



			88% of people feel involved in planning their support, 6% were unsure, and 6% did not feel involved.
<b>We need to complete our “Family Charter” that represents our commitment to working with families and what they can expect from us as a service. Signpost family to Lancashire family forum.</b>			<p>A family charter has now been completed with the Family Forum. This also incorporates, friends and carers. The Lancashire Learning Disability Provider Charter has been considered in its production.</p> <p>We send details of the Lancashire Family Forum to our Family Forum.</p> <p>The family friend and carer charter is available on our website, has been e-mailed to family members, is displayed at our offices, and printed copies are also available.</p>
<b>Service Users are actively signposted to use external advocacy support. Invite advocates to forums.</b>			<p>We have good relationships with local advocacy agencies and have continued to actively engage with them.</p> <p>A local advocacy organisation has attended our service user forum.</p>
<b>Explain more to more staff about welfare rights and what people be eligible to claim.</b>			<p>We are involving staff teams more regularly with benefit applications and where we hold appointeeships we are working more closely with staff teams so they understand the process and entitlements.</p>
<b>Ensure people who want a keyworker can have a keyworker (domiciliary larger packages) to ensure PCP, quality audits etc. are completed.</b>			<p>Sometimes due to changes in staff teams there can be occasions where keyworkers are not in place as people are trained up and the person we support makes a decision.</p>



**2. The person is supported to have an ordinary and meaningful life: communities, family and friends, work, learning and fun are what give life meaning.**

**Good things**













- ✓ We have excellent local networks with local organisations.
- ✓ We have a track record of supporting people with complex needs to move from hospitals and secure settings into their own home.
- ✓ We establish interest groups for people to serve all local service users, not just those supported by Ormerod
- ✓ We nurture service user led businesses by offering free business support and advice during their ‘start-up’ phase.
- ✓ Service users contribute to their local communities and are generally happy and healthy.

**Bad things**

- ✗ Limited funding for support means that sometimes there are restrictions on staff availability.
- ✗ We need to support more people into paid employment of their choosing.

**Actions**

Action	Where were we?	Where are we now?	What we have done and will do:
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<p>Continue to expand our community networks across the Blackpool Fylde &amp; Wyre area and respond to demands for new groups as requests are received.</p>			<p>We have launched new community activities and have increased our networks to expand the places people can develop their interests. We have also continued to actively engage with local communities including three recent sell out drama productions in Fleetwood, St Annes, and Blackpool.</p> <p>We will continue to expand our networks.</p> <p>86% of people we support feel involved in their community, 10% were unsure and 4% disagreed.</p>
<p>Continue to be a provider that focusses on serving the communities of Blackpool, Fylde, and Wyre.</p>			<p>Our latest Organisation Plan is committed to maintaining our commitment to engaging and working with these communities.</p>
<p>Where funds are felt to be insufficient for a service user's needs that we support them to request a meeting with their Social Worker to relook at this.</p>			<p>We have highlighted a number of occasions where funding allocated makes it difficult to properly promote wellbeing. In doing this we engage with an open mind and via a constructive dialogue to ensure that all options are properly explored and understood. We always try to work creatively rather than assuming that paid support is always the answer.</p>
<p>We need to improve the number of people we support who are in paid employment that they choose. Use our local knowledge to our</p>			<p>We have supported four more people into paid forms of employment, whilst this is positive we need to increase this.</p>



<p>advantage to help people find paid employment they want and have chosen.</p>			
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### 3. Care and support focuses on people being happy and having a good quality of life: staff need the skills and attributes to enable the people they support to be happy and enjoy their lives.

#### Good things











- ✓ We responded to feedback in February 2014 from stakeholder groups and changed the way we train and induct staff to have more 'classroom based' sessions in place of on-line or workbook based learning.
- ✓ We participate in other organisation's training, and some participate in ours to ensure the local social care workforce is improved. This allows cross pollination of best practice for the overall improvement of services not only to the people we support, but for the wider learning disability community.
- ✓ We train our staff beyond minimum standards to provide a higher overall service quality.









#### Bad things

- ✗ Limited funding means that we cannot always provide every training course that our staff would like to do.
- ✗ Staff and service users have told us that the rooms that are used by them (e.g. for training, activities, and forums) are in need of redecoration.
- ✗ Sometimes when sickness and annual leave is high then we redeploy staff more than we would like.

- ✘ The productivity of some of our team meetings needs to improve to ensure they remain focussed on the key issues.

## Actions

Action 	Where were we? 	Where are we now? 	What we have done and will do: 
<b>Continue to invest in our staff and their training so they feel valued and respected as critical members of our organisation.</b>			We have had good feedback from staff attending the classroom based inductions. We will therefore continue using these.
<b>Communication with and between staff needs to improve so people understand what is happening and so they feel valued and respected. Look at ways to improve the understanding of the roles and tasks of managers to Support Workers to promote awareness.</b>			We have stated that everyone who is supported by and works for Ormerod should always be treated with dignity and respect. This has been stated in the new staff handbook, newsletters, and e-mails.  E-mail and policy use has been simplified by using updating our website as a single point of access.
<b>Continue to work in partnership with local agencies to share training resources and deliver the latest best practice – e.g. by continuing the Building Blocks training.</b>			We completed another round of Building Blocks and have another cycle planned for 2015-16. We will also continue to pool resources with other local organisations for external training.
<b>Monitor the new approaches to staff induction and training and review</b>			

<p>areas of good practice and areas of learning. This will be part of us working continuously to improve what we do for the people we support. Part of this needs to include more vibrant ways to train to engage trainees. Look at ways to involve Support Workers who want to be involved to deliver training</p>			<p>We are developing a staff talent pipeline to help identify staff who may have an interest / skill in training.</p> <p>Our new methods of induction have been received well by new staff.</p>
<p>Look at ways to increase current levels of service user involvement in training and ensure service user's staff profiles highlight their specific training needs. E.g. service users involved in <u>proper</u> food preparation training.</p>			<p>We have included people we support in training, this has included people explaining how they want their support to work, showing their person centred plan and explaining how they were involved in creating it.</p> <p>We need to do more to provide more structured training for people we support.</p>
<p>We need to distribute our feedback questionnaire to stakeholders for 2015.</p>			<p>Feedback from people we support was distributed in December 2014. Questionnaires for staff and stakeholders scheduled for June 2015.</p>
<p>Review the relationship between meetings (e.g. SMT to Team Manager meetings) to ensure that key issues are discussed and feedback goes up and down the chain. Supervisions need to be done in a proper manner and on time.</p>			<p>We have changed the Team Manager meeting format to be chaired by the Operations Manager who spends one half of the meeting sharing information and discussion with the Team Managers and the second half on a themed issue e.g. capacity, consent, new CQC standards.</p> <p>We need to improve the structure of meetings to improve information sharing.</p>

<p><b>We need to have a more robust and pre-emptive recruitment pipeline focussed on the needs of people that means that any staff redeployment due to unforeseen events is kept to a minimum.</b></p>			<p>We have recruited some excellent new staff to the organisation however a staff gap remains as we will only recruit those who can demonstrate the necessary core values during the recruitment process.</p>
<p><b>Provide more opportunities for staff to develop their skills by supporting other people with different needs, for this to be balanced against consistency of support.</b></p>			<p>We have implemented a structured 'transfer' system where we can look at what skills someone has, where they would like to apply them, and then compare these with the staff profiles of those who are looking for new staff. This is cross referenced to our talent pipeline</p>
<p><b>We need to redecorate our training rooms to create a more modern and vibrant learning space that demonstrates our commitment to the people we support, our workforce, and their surroundings.</b></p>			<p>This redecoration is complete, feedback has been very positive on the new décor.</p>



- 4. A good culture is important to the organisation: people that receive support are usually the best people to ask about the quality of support.**









**Good things**

- ✓ We have a strong cultural ethos that the person we support must always come first.
- ✓ We believe that feedback from key stakeholders including service users, families, staff, commissioners, Health Professionals and CQC is a vital component in delivering a good service. We accept criticism and complaints as an opportunity to do things better in the future.
- ✓ 'Senior Management' can be accessed by service users, staff, and families.
- ✓ We have launched our new vision where every person we support and every person we employ feels respected and valued.





### Bad things

- ✗ We need to do more to ensure that our cultural vision is in place in all the services we provide.
- ✗ We need to continue to be vigilant of staff cliques where culture and practice may start to deviate from organisation culture and practice.

### Actions

Action 	Where were we? 	Where are we now? 	What we have done and will do: 
<b>We must continue to meet with stakeholders and continuously strive to improve the quality of what we do and never be complacent.</b>			We continue to use the feedback from forums to inform our approach to services. We have developed service specific quality improvement plans as a result of our new quality audit process.
<b>If we feel cliques have developed we will address this in partnership with service users, families, and the staff members.</b>			We have challenged cliques where service provision was not aligned to Ormerod's approach. We continue to work in this way to promote transparency and consistency of the services we provide. We will continue



			to work to identify where practice is deviating and address this in a planned way if found.
<b>We need to drive forward with our vision that every person we support and every person we employ feels respected and valued.</b>			<p>We have identified Dignity Champions across all of the services we provide. We have also included the issue of dignity, feeling valued and respect in our staff handbook, e-mails, and newsletter.</p> <p>92% of people we support said they felt valued and respected, with 8% unsure.</p>
<b>We need to find new ways to motivate and incentivise staff and encourage recognition e.g. awards etc.</b>			<p>We made a financial 'bonus' payment to all staff in December 2015.</p> <p>We have increased the range of contracts available.</p> <p>We have discussed possible approaches to awards at our forums and trustee meetings but have not found a definitive way that does not risk demotivating those that do not get an award despite working incredibly hard.</p> <p>We pay x% of our staff above the living wage and have a long term goal to increase this to 100% as finances allow.</p>



## 5. Managers and Board members lead and manage the organisation well: organisations should be run primarily for the benefit of those they support.

### Good things















- ✓ Families have a good representation on our Board of Trustees and give us critical expertise by experience.
- ✓ Trustees have a broad range of skills and business experience ranging from small business through to large multi-national organisations.
- ✓ The Chief Executive Officer and trustees attend service user, family, and staff forums to hear feedback directly from our key stakeholders.
- ✓ As a charity / not for profit organisation we are run solely for the benefit of people we support, this is reflected in our constitution. Our governance and financial structure genuinely supports full and meaningful lives for the people we support including reducing levels of support where independence increases. This also means that 100% of funding received is used for providing support to people as we are not ruled by shareholders / private investors who insist on levels of profit that leave the organisation and are therefore not used to fund services for people.
- ✓ We are a local charity and employer meaning that the money we are paid for the support we provide remains within the Local Authority and their economies.

### Bad things

- ✗ We do not have service user trustees at the current time
- ✗ We need to recruit more trustees to diversify skills and knowledge base.
- ✗ We need to do more regarding feedback on service user's experience of our service.

### Actions

Action	Where were we?	Where are we now?	What we have done and will do:

			
<b>Continue to ensure that family members have representation on our Board of Trustees.</b>			We have increased the numbers of family trustees.
<b>Increase the numbers of trustees via active recruitment programme</b>			We have recruited additional trustees.
<b>Need to ensure that <u>all</u> grades of the organisation have regular contact with people we support to understand the challenge of the Support Worker job.</b>			Everybody in the organisation has regular contact with people we support either via activities held in or around HQ and/or in the local community, and/or by going to meet people at their home or in the community.
<b>We need a better way to answer calls and messages to be more responsive to staff and people we support.</b>			We have implemented a new phone system at HQ, this includes dedicated voicemails for managers and a facility that e-mails voicemails to people if they are out of the office and are left a message.  We need to review how this phone system is working for people and improve responsiveness to our staff.
<b>We need to agree an approach to ensure a direct service user voice to our trustees in addition to the service user forum.</b>			Trustees have debated the issue of a service user joining as a trustee. The CEO is currently discussing ways this can work with colleagues in the Lancashire Learning Disability Consortium.  Trustees visit people in their own homes and complete reports that are sent to fellow trustees, the CEO, and Operations Manager.

			Trustees have attended the service user forum. Forum minutes are included in every trustee pack and a specific section on this is included in every monthly CEO report.
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## Introduction

We signed up to Making It Real in April 2014 and consulted with people we support, their families, Local Authorities and our staff to establish our first cycle of Making It Real. We launched our action plan in July 2014 and our top three priorities were as follows:

- ✓ **People who use the service have access to easy to understand information about care and support which is consistent, accurate, accessible and up to date.**
- ✓ **We need to ensure that leaders at every level of the organisation work towards a genuine shift in attitudes and culture, as well as systems.**
- ✓ **People we support can decide on the kind of support they need and when, where and how to receive it.**

Our actions were as follows:









1. People who use the service have access to easy to understand information about care and support which is consistent, accurate, accessible and up to date.

Action	Where were we?	Where are we now?	What we have done and will do:
 <b>Revise and modernise our service user information so that it is more accessible to people we support.</b>			 User Service User Guide has been updated



<p>Continue with the quarterly newsletter and have an audio version of this. We need more contributions from people we support and employ.</p>			<p>Our quarterly newsletter has improved feedback and inclusion of people we support but we still need to arrange an audio version.</p>
<p>Undertake a consultation exercise with service users via a questionnaire, publish the findings for all to see, and use the findings to focus our future priorities.</p>			<p>We completed this exercise and published our results on our website for everyone to see. This has been used to heavily influence areas for improvement in this document including our Lancashire Values action plan.</p>







2. We need to ensure that leaders at every level of the organisation work towards a genuine shift in attitudes and culture, as well as systems.

<p>Action</p> 	<p>Where were we?</p> 	<p>Where are we now?</p> 	<p>What we have done and will do:</p> 
<p>We must ensure that managers at every level of the organisation continue to lead by example through their thoughts, attitudes and behaviours. All managers must display the fundamental behaviours of valuing and respecting the people we support.</p>			<p>We have signed up Dignity Champions and believe that our culture of putting the people we support first remains strong.</p> <p>We have a Dementia Champion in the organisation who will be delivering Dementia Friends training to staff and the community.</p>
<p>We need to ensure our strategy is clear and that this is effectively shared with all people we support and our workforce. Anyone with a</p>			<p>We produced our DUQ and Making It Real strategy with people we support, their families, and Local Authorities.</p>

<p>leadership role will need to understand and sign up to being committed to our organisational goals.</p>			<p>We then made these plans available via e-mail, website, and printed copies.</p> <p>We have published updates and awareness in our newsletters.</p>
<p>Ensure that people feel able to share challenges they may be encountering and have opportunity to discuss these in an open and productive manner.</p>			<p>We are promoting people to speak honestly to share the positives and challenges they experience. People have a variety of ways examples include face to face discussion with their line manager, escalation to their manager's manager if needed, and using their staff forum representative.</p>
<p>All staff and service users to feel confident to highlight concerns including using escalating concerns, complaints and/or whistleblowing. Establish a dedicated e-mail for whistleblowing.</p>			<p>We have implemented a dedicated whistleblowing e-mail.</p> <p>94% of people we support said they knew who to go to if they were not happy, and 6% were unsure.</p>
<p>Consider having a 'comments, compliments, and complaints' box at HQ.</p>			<p>This has not yet been done but plans are underway for this to be put in place soon.</p>

3. People we support can decide on the kind of support they need and when, where and how to receive it.

<p><b>Action</b></p> 	<p><b>Where were we?</b></p> 	<p><b>Where are we now?</b></p> 	<p><b>What we have done and will do:</b></p> 
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<p><b>People must be in control of their support and choose how it is delivered. This includes working with multi agency partners to ensure that people we support can put their decisions into action.</b></p>			<p>We have worked hard to design and deliver services that are focussed on people. This has been challenging due to the fundign available but we have been creative and innvoative in partnership with Local Authorities to maximise the outcomes achieved.</p> <p>In our latest survey:</p> <p>84% of people said they can make descisions about their life, 12% were unsure, and 4% disagreed.</p> <p>96% of people said they did interesting and rewarding activities during the day, and 4% were unsure.</p> <p>88% of people said they were involved in planning their support, 6% were unsure, and 6% disagreed.</p>
<p><b>People we support must have access to choose support that is not necessarily provided by Ormerod – i.e. maximising local community capacity and opportunity.</b></p>			<p>We work hard and actively promote local community capcity and opportunity. Examoples include finding education, employment, and community groups.</p> <p>In our latets survry 86% of people said they joined in community activities, with 10% unsure, and 4% disagreeing.</p>
<p><b>We must continue to monitor rota patterns to ensure they do flex and change regularly as people’s lives and activities change, where this does not occur we must be sure that this is because it fits the person and</b></p>			<p>We are updating all domiciliary staff phones, e-rotas, and software as we anticipate increased demand in this area as personal budgets become smaller. To improve flexibility and responsiveness need to use the latest technology.</p>

**not that we are asking a person to fit a service.**

88% of people said they can choose what to do and when, 6% were unsure, and 6% disagreed.

94% of people we support said they felt Ormerod provided a good quality of service, with 6% unsure.

We now need to plan our next cycle of Making it Real and engage with people we support, their families, trustees, and commissioners to ensure that the priorities are set by consultation.



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This section provides detail on how we currently provide, and plan to improve the way in which we deliver, the Lancashire Values across all the services we provide. This plan explains where we are now and what our actions will be.

## 1. Being loved

### Good things







- ✓ We encourage family, friends and carers to be involved in people's lives (providing they want this) – this commitment is in our Family, Friend and Carer charter, and in our Service User Guide.
- ✓ We promote and support people's rights to have a relationship, including a sexual relationship. This is included in our service user guide as well as in a clear policy for staff to follow so they understand the limits and boundaries of support in this area.
- ✓ We have demonstrated that people we support have active and involved lives across their local community including close relationships, marriage.
- ✓ Lots of people we support have active, involved and loving family relationships.
- ✓ We support people to be aware of activities and opportunities that are available in the community – i.e. we do not want

### Bad things

- ✗ Some people still have very few or no people in their intimate circle of support.

### Actions



Action 	By When? 	Where are we now? 
We will continue to support and raise awareness of ways that people can feel loved, e.g. by spending time with family, friends, and partners. We will continue to circulate the Friends and Relationships (FAR Group) newsletter that has lots of information of opportunities to meet new people.	Ongoing	
In our next questionnaire we need to specifically ask people we support if they feel loved.	September 2015	
We will provide office and administration support to the U-Night Group and continue to nurture this independent business as it helps lots of people who receive support find new ways to make friendships and develop relationships.	Ongoing	

## 2. Being healthy






### Good things

- ✓ In our 2014 survey 98% of people we support said they felt healthy and safe.
- ✓ 100% of people we support either have or have been asked and declined to have a Health Action Plan.
- ✓ We support people to access regular health check-ups.

### Bad things

- ✘ In our 2014 survey 2% of people we support were not sure if they felt healthy and safe.

## Actions

Action 	By When? 	Where are we now? 
We need to ensure that each person we support's GP has a clear health action plan in place for them.	June 2015	
We need to continue to engage with colleagues from the local Clinical Commissioning Group to improve the overall service received.	Ongoing	

### 3. Feeling safe






#### Good things

- ✓ We include what to when feeling unsafe in our service user guide.
- ✓ We have worked closely with Lancashire Police's hate crime unit to raise awareness of what to do if someone feels unsafe, and our Service User Forum has elected a Hate Crime Champion.
- ✓ In our 2014 survey 98% of people we support said they felt healthy and safe.
- ✓ In our 2014 survey 94% of people we support said they knew who to go to if they felt unhappy.

#### Bad things

- ✘ In our 2014 survey 2% of people we support were not sure if they felt healthy and safe.
- ✘ In our 2014 survey 6% of people we support were not sure if they knew who to go to if they felt unhappy.

## Actions

Action 	By When? 	Where are we now? 
We need to support people to have better awareness and make use of Safe Places in the community.	September 2015	
We need to make better use of assistive technology so people feel safe without the need for paid support.	Ongoing	

## 4. Having choices

### Good things






- ✓ Choice is included in our service user guide, including the Mental Capacity Act, and Deprivation of Liberty Safeguards.
- ✓ In our 2014 survey 84% of people we support said they could make decisions about their life.
- ✓ In our 2014 survey 96% of people we support said they did interesting and rewarding activities during the day.

### Bad things

- ✘ In our 2014 survey 12% of people we support were unsure if they could they make decisions about their life.

- ✘ In our 2014 survey 4% of people we support said they disagreed that they could make decisions about their life.
- ✘ In our 2014 survey 4% of people we support were not sure if they did interesting and rewarding activities during the day.

## Actions

Action 	By When? 	Where are we now? 
As services are reduced we need to ensure that this does not reduce a person's choices and options. Where this is a risk we need to work creatively and collaboratively to identify solutions,	Ongoing	
We need to improve our understanding as to why some people do not feel they can make decisions about their day to day life.	Ongoing	

## 5. Having friends

### Good things





- ✓ In our 2014 survey 94% of people have friends and relationships.
- ✓ We provide an office base, web page, and payroll support to the Unite Group which focusses specifically on the area of creating natural opportunities for people to form natural friendships across Fylde & Wyre and Blackpool. Many people we support use this group as well as people supported by other organisations, and people who do not receive paid support.
- ✓ We respond to requests from people we support to organise larger social events for people to get together we support such as Christmas and Valentine's Day.

- ✓ We support people to maintain friendships and spend time with people they like.

### Bad things

- ✗ In our 2014 survey 6% were unsure if they had friends and relationships.
- ✗ We can improve our partnership working with other organisations such as 'Voice For All'

### Actions

Action 	By When? 	Where are we now? 
We must continue to identify ways, including working with other organisations, for opportunities for people to meet new people and make new friends. In doing this we should also ensure that we work in partnership with other organisations so that people who are friends are not 'over supported' by two Support Workers attending when one would be sufficient.	Ongoing	
Improve our strategic engagement with other organisations.	October 2015	

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**March 2015**

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