

Relative Quality Checkers

This year CMG established a team of Relative Quality Checkers who volunteer to monitor quality in our services. These are family members or relatives of service users who live within CMG residential or supported living services.

We decided to recruit this team as a direct result of Winterbourne View – as we recognise the importance of working with families and involving them in our services as ‘experts by experience’.

We recognise that families are integral to the lives of the people we support; not just in terms of maintaining family relationships but also in drawing upon family carers' experience and care for their relative. We also appreciate the anxiety that families often go through when their loved one is living in a residential or supported living setting, and having an independent relative quality checker team ensures that we take family views into account when monitoring quality in our services.

The relative quality checkers were involved in designing quality audits and they undertake audits and random spot checks in CMG services.

They feed back their findings to CMG's Board. All feedback is analysed by our Quality Support Team with areas for improvement subsequently identified and implemented.

As well as making our approach to quality assurance more thorough and well rounded, we have also found that our relative quality checkers have picked up on areas or outcomes that we may have previously missed, for example making sure that a service's back garden is secure and that service users can't easily abscond.

Consequently, feedback from our relative quality checkers has enabled us to learn lessons and effect improvements to our services, which in turn results in better outcomes for service users.

Feedback from a Relative Quality Checker:

“I find it very satisfying and moving to see very caring and devoted staff that support and help the service users to improve their quality of life. I have a son with CMG and it is lovely to see how happy he is in the home he lives in, with very caring and supportive staff around him.”

“It's very rewarding to see how enthusiastic and caring the staff are in all the homes I have visited. My husband and I visit all homes in the East Sussex area once a year, spending 1 to 1 hour and a half at each service and we always come away feeling happy.”