



Driving Up Quality in Services for People with Learning Disabilities

The Driving up Quality Code has been developed by members of the Driving Up Quality Alliance, which includes: Housing & Support Alliance, NHS Confederation, English Community Care Association, Voluntary Organisations Disability Group, Sitra, Association for Real Change, National Care Association, National Care Forum, Adults with Learning Disability Services Forum, Shared Lives Plus and the Independent Healthcare Advisory Services, and a steering group has led on the work.

What is the Driving Up Quality Code?

The Driving up Quality Code is part of what providers have promised to do under the Winterbourne View Concordat and action plan. The aim of the Code is to avoid what happened at Winterbourne View ever happening again. To achieve this, much change is needed in the care sector so that good organisations flourish and poor providers are driven out of the sector, and commissioners have a key role to play in this.

With this in mind the Code sets out 5 key areas that indicate the practices of a good organisation:

- 1. Support is focused on the person**
- 2. The person is supported to have an ordinary and meaningful life**
- 3. Care and Support focuses on people being happy and having a good quality of life**
- 4. A good culture is important to the organisation**
- 5. Managers and board members lead and run the organisation well**

How will the Driving Up Quality Code work?

The Driving up Quality Code is voluntary and providers who sign up will be making a public commitment to the principles of the code and to be transparent about how they operate. Providers from the various sectors including housing, support, residential care and healthcare will be asked to self-assess against the code, and there is a mechanism for anyone to challenge a provider if their experience of the service differs from what the provider says they offer.

A tool has been developed to assist with the self-assessment and has been set out deliberately to encourage organisations to think more carefully about how they operate, and to avoid a tick box approach. The purpose of this self-assessment is to

support provider organisations to be reflective, honest, open and inclusive. It is not about trying to be a 'perfect' organisation or to compete with others. Being able to spot that people are living lives that are unsafe and unfulfilled is the mark of a good provider; being open and honest about this is the mark of an even better provider, and providers who sign up will be expected to share examples of their successes and their shortcomings, alongside action plans for doing things better.

The self-assessment tool offers explicit examples of what good practice and bad practice looks like for each of the 5 key areas,

1. Support is focused on the person

Good	Bad
A service is built around an individual, or a group of people, designed with them in mind	Services are built by filling voids
All staff have training that is centred on the person and everyone supported has a plan that is centred on them	People are put in 'placements' determined by their behaviour / disability, not their individual preferences and personalities
People choose where they live and who they live with	People live in environments that are designed for safety first and the person second
People choose their staff	Generic training is provided and doesn't reflect the aspirations and needs of the individuals being supported
Individuals have a network of people in their lives who are not paid	

and gives a list of questions designed to stimulate discussion and help organisations reflect on whether they are doing enough to support people with learning disabilities to have the best possible lives.

- : What proportion of the people you support are receiving a service that demonstrates the description of 'good' above? What are you going to do about the rest?
- : What has your organisation done to make people's lives better?
- : How do you measure outcomes for the person and their family?
- : What has changed as a result of what families have said?
- : How are people supported in your organisation to discuss their lives on a daily basis, ie to make those daily choices and changes with flexibility and control?
- : How are people you support and families involved in checking quality?
- : What has changed as a result of what people you support have said?
- : How are people and their families involved in training for staff?
- : What does your organisation do if it's difficult to support someone? Who do you seek advice and input from? How do you learn what works for them?
- : What do you do when poor commissioning practice means that it is very hard to be 'good'?

What does the Driving Up Quality Code offer Commissioners?

The Code is not intended as a quality measurement tool or to replace other Codes and frameworks. It complements the following:

- **Challenging Behaviour Charter**
- **Making it Real markers towards personalisation**

- **Quality of Life Standards**
- **National Minimum Care Standards**
- **Social Care Commitment**
- **NHS Choices Provider Quality Profiles**

The Code was developed by providers, for providers, so it is an ideal vehicle for commissioners to use to:

- **engage with providers to have a dialogue about quality**
- **embed in their contract monitoring processes**
- **demonstrate their own commitment to ensuring that those for whom they commission and purchase services get the best possible support for the best possible life.**

Health and Social Care commissioners will be encouraged to sign up to the code to say that they will use it in their commissioning processes, and that they will only work with providers who have adopted the code. The Driving Up Quality Website will make public the commissioners that sign up to the code, alongside the list of providers that have signed up. These can all be viewed at

www.drivingupquality.org.uk

Support for the Code.

The Driving up Quality Code is supported by:

- the Care Quality Commission
- Experts by Experience (Choice Support)
- the Department of Health
- the Association of Directors of Adults Social Services
- the Challenging Behaviour Foundation
- National Valuing Families Forum
- NHS England.
- Think Local, Act Personal
- National Skills Academy
- Skills for Care

Alan Rosenbach, of the Care Quality Commission, says the organisation is moving away from a compliance based model of regulation and **working with the Driving Up Quality Alliance to identify how the CQC can assess whether providers are signed up to the code and are demonstrably implementing it.**

He said “We want to drive up quality in services for people with learning disabilities that goes beyond minimum standards, and to provide a clear message to the sector and the wider population about what is and what is not acceptable practice. To get

to the heart of people's experience of care and support we are going to ask a new set of five questions of every service: Is it safe? Is it effective? Is it caring? Is it responsive to people's needs? Is it well led? We hope these questions will promote a culture of openness and honesty in organisations."

Norman Lamb, Minister, of State for Care Services, is pleased to endorse the Driving up Quality Code. He said, "This is an excellent document which has been prepared by the learning disability provider sector across England. I am very pleased that providers are taking responsibility for ensuring there is a culture of continuous improvement and transparency. I understand that both the Association of Directors of Adult Services and the Care Quality Commission are fully supportive of the Code, and **we would like to see it become the industry standard across the learning disability sector**. I particularly want to endorse this code because it addresses some of the fundamental issues that were identified at Winterbourne View. This includes a lack of appropriate training for staff and inadequate concern for the views of people with learning disabilities and their families. This code is an integral part of the system wide improvement plan following Winterbourne View. I hope that this will lead to real action that will help to transform people's lives."

President the Association of Directors of Adult Social Services, Andrea Pope-Smith says, "ADASS is pleased to endorse the Driving Up Quality Code and **we invite commissioners to encourage sign up to the code as part of our ongoing contact with providers, and to promote this as best practice**. It is good to see that providers are taking responsibility for ensuring there is a culture of reflection, openness and transparency within organisations and the wider sector. We particularly want to support this code as it is part of the improvement plan following Winterbourne View and addresses some of the issues that were identified."

Think Local Act Personal (TLAP) Director, Dr Sam Bennett, welcomes the Driving up Quality Code for Learning Disability Services. "Today we are sending a clear message about what is and what is not acceptable practice in supporting people with challenging needs. By working together, sharing learning and understanding different perspectives, we can maximise the impact of both the Driving up Quality Code and Making it Real to ensure best use of public resources and better outcomes for all people with learning disabilities."

Driving Up Quality Code

The Driving up Quality Code was developed by members of the Driving up Quality Alliance.

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