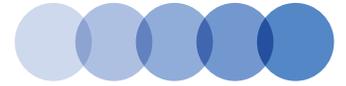


DRIVING UP  
QUALITY



# Driving Up Quality Code

Driving Up Quality in  
Learning Disability Services



# Foreword by Norman Lamb MP, Minister of State for Care and Support

*I am pleased to endorse the Driving Up Quality Code. 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.*



## About the Driving Up Quality Code

Everyone was shocked about the abuse of people with learning disabilities at Winterbourne View. The government and many other organisations that support people with learning disabilities are taking action to make sure that this never happens again.

We found out as a result of Winterbourne View that the problems were not just about one organisation that abused people. We found out that other organisations supporting people with challenging behaviour were not meeting minimum standards. We found out that too many people are sent away from their

communities for too long and we found out that the professionals responsible for organising, paying for and checking people are doing well, were not doing their jobs very well.

The Driving Up Quality Alliance is a group of organisations that represents and supports providers of housing and care. About 80% of

provider organisations in England are members of the organisations in the alliance. We think that all providers need to take responsibility for making the services we provide better.

We have developed a Code and we will invite all providers who support people with learning disabilities to sign up to this Code. This Code is

part of what we have promised to do under the post Winterbourne View action plan and the Concordat.

The Code has a particular focus on people with challenging behaviour who have longstanding and complex support needs but can be applied to all people with learning disabilities.

## What we want the Code to achieve

- \* To drive up quality in services for people with learning disabilities that goes beyond minimum standards.
- \* To create and build a passion in the learning disability sector to provide high quality, values-led services.
- \* To provide a clear message to the sector and the wider population about what is and what is not acceptable practice.
- \* To promote a culture of openness and honesty in organisations.
- \* To promote the celebration and sharing of the good work that is already out there.

## How the Driving Up Quality Code works

The Code is voluntary. Providers will be asked by umbrella organisations to sign up publicly to the Code and evidence how they meet, or are working towards meeting the Code.

There is a self- assessment tool so that providers can assess themselves. Providers will also be encouraged to use Experts by Experience to independently verify self-assessments.

Commissioners will be also asked to sign up to the Code and commit to actively using the Code through their commissioning processes to improve quality in learning disability services.

Information about who has signed up to the Code and how organisations are working towards meeting the Code is publicly available on [www.drivingupquality.org.uk](http://www.drivingupquality.org.uk)

# The Driving Up Quality Code

## 1. Support is focussed on the person



- \* Planning and support is focussed on the person's needs and wishes
- \* The person is treated as a whole person, not just treated for their behaviour
- \* The person and family are fully involved in making decisions about what happens in their life, in line with the Mental Capacity Act
- \* Where the person lives is based on the person's wishes and needs
- \* Care and support is based on dignity and human rights and people's rights are protected

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



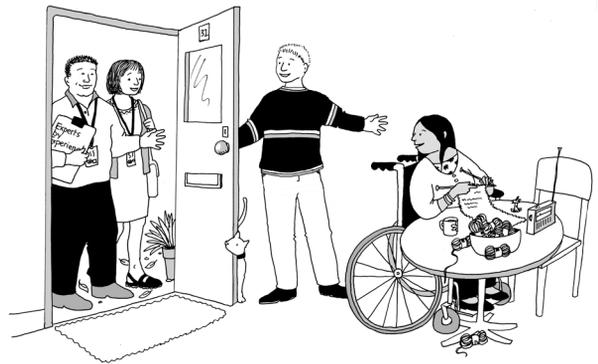
- \* Services are provided within the person's community and they have the same opportunities as other citizens
- \* The person has the maximum freedom possible and is supported to feel safe and manage risks
- \* The person is supported to have an independent life that includes friends, relationships, meaningful activity, work and education
- \* If the person does need to go into hospital, planning to return home or find somewhere to live starts from day one of admission to hospital

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



- \* Care and support workers have the right guidance, knowledge and skills to support people well and work in positive ways to manage behaviour
- \* Recruitment is focussed on getting the right workers with the right attitude
- \* Processes are in place to check how workers are doing and to deal quickly with those workers who are not doing a good job
- \* The organisation values workers by providing the right training, support, mentoring and development
- \* Workers have the confidence, skills and authority to make decisions with and for people on a day to day basis, including situations where physical or medical interventions are needed

### 4. A good culture is important to the organisation



- \* The organisation listens to people, families and workers and makes changes because of what they say
- \* The organisation respects the people it supports, families, workers and other professionals and treats people well
- \* The organisation encourages whistleblowing, complaints and suggestions for improvement from within
- \* The organisation takes responsibility to speak out about bad practice and abuse for all people with learning disabilities, not just the people it is paid to support
- \* Independent advocacy is a central part of the support people get

## 5. Managers and board members lead and run the organisation well

- \* The board and senior management team demonstrate that getting it right for people who use the service is their most important job
- \* The board and senior management team make it their business to know about and take responsibility for the good and not so good things that happen in the organisation



- \* The board and senior management team involve people who use the service, families and advocates in making decisions about how the service is run
- \* The board and senior management team are open about how the organisation is run, money is spent and how decisions are made

## The Driving Up Quality Alliance

The Driving Up Quality Code was developed by members of the Driving Up Quality Alliance: Housing & Support Alliance, 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.

## Supporting the Code

The Driving Up Quality Code is supported by the Care Quality Commission, the Department of Health, the Association of Directors of Adults Social Services, the Challenging Behaviour Foundation and NHS England.

## More information

To sign up or get more information visit [www.drivingupquality.org.uk](http://www.drivingupquality.org.uk)