

The Driving Up Quality Alliance, Provider Code

After Winterbourne View the Department of Health told everyone involved in supporting people with learning disabilities that they must promise to make some changes to make services much better.



Everyone had to sign to say that they promised to make changes. The document they signed is called the Concordat.



Providers promised to find a way to improve the quality of services for people with learning disabilities, especially for people with lots of support needs or whose behaviour can be challenging.



Lots of people representing providers came together to develop the Driving Up Quality Code. We consulted with lots of providers, commissioners and families and people who use services to develop the Code.



We have spoken to Norman Lamb, the Minister for Social Care, and he is very positive about the Code, and helped us to launch it in the Houses of Parliament on 11th September 2013.



We now have a new website where providers can sign to say they agree with the Quality Code. They need to put examples onto the website to show the things they do to give people the good quality services described in the Code. This means that everyone can look on the website to see which providers have agreed to give the good quality service.



www.drivingupquality.org.uk

- We want people who use services and families to use the Code to make sure they are receiving good quality services.
- We want them to look at the website to check that the provider they use has signed up to the Quality Code. If they haven't then ask them why!
- We want them to use the Code to complain to service managers or commissioners if they feel they are not receiving the service described in the Code.

