

# **Driving Up Quality Code**

## **Freeways Annual Report 2016-17**

We signed up to the Driving Up Quality in December 2013. The Codes we have signed up to are a self-assessment based on 5 key areas; that have been designed to work on the things we need to make better.

The 5 key areas are:

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 does Driving up Quality work in Freeways?**

Freeways have a Driving Up Quality Group (DupQ). The group aim to meet monthly to review the questions that have been selected under each of the key areas of the code.

With each question selected there are tasks that the group have discussed and agreed upon that will be of benefit for the people that are supported by Freeways.

The work that is created from these meetings is given to the Quality Advocates (support worker group that was created from the 2015/16 staff conference led by DupQ). The Quality Advocates review the documentation and comment on whether it is realistic and how it can be used. The group aim to meet quarterly.

For more information please see the links below:

[www.drivingupquality.org.uk](http://www.drivingupquality.org.uk)

[www.freeways.org.uk](http://www.freeways.org.uk) under 'what we do'.

### **1. Support is focused on the person**

#### **1.1 PCP's are taking place, they are effective and reviewed monthly in keyworker packs**

Freeways have appointed a co-ordinator with the capacity to monitor and organise PCP's for Freeways. The co-ordinator started their post on the 1<sup>st</sup> Jan 2017. A facilitator meeting was held in March 2017 where the trained facilitators within Freeways attended. The meeting brought the process of PCP's being 'live' in Freeways again.

PCP completion has been prominent this year and this looks to continue. The co-ordinator is monitoring the completion of PCP's across the whole

organisation and will follow up any that are out of date by working with the individual services and their management teams. There is a senior manager who checks in with the co-ordinator and their manager to ensure they have the resources and tools they need to maintain the role.

### **1.2 Service users are able to communicate what they have been doing to involve families**

The DupQ group looked at what was the best way of communicating to families. Freeways already produce a newsletter 2-3 times a year that goes out to all family members. Freeways do not have any feedback on record to show who reads the newsletter and how effective the newsletter is for giving up dates and news or even whether it is the information that family members wish to receive. With this in mind we felt that a newsletter from Freeways would not be the most effective way of communicating the great work and achievements of service users. The group agreed that a newsletter from the service the person we support lives in would be more effective and real. It would show the person in their own environment living the life they wish to.

In 2016/17 there have been a number of services that aim to produce this document twice a year.

### **1.3 Service users to be involved in every Care Certificate Training session**

The aim was for every session to have a service user involved. This hasn't been fully effective as there are some training sessions that have sensitive information contained within them that may cause upset and concern to some service users.

The trainers have been thinking of ways to support a service user to be involved and not be at the actual session. Audio and video have been considered, it is also what sessions would warrant this. There has been one training session in the past year and another is planned for February 2018 where this will be discussed and planning will take place to bring service users into all training sessions.

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

### **2.1 Service users to be actively involved in their local community**

The group have suggested and acted upon Good New Stories being given at the managers meetings that happen bi-monthly. The managers are asked to share any good news that has been happening within their services.

Freeways held a Staff Conference in April 17 and part of the day was to choose a name for the group of active attendees. The group chose to be called 'Community Crusaders'. They lead in making sure that service

users are as involved in the community as they wish to be. Anything that has worked within their service or an idea they have is brought to the community crusader meeting and shared with other crusaders who in turn are able to take the idea back to their service for sharing. The group aim to meet quarterly.

## **2.2 Service User Conference**

This take place within Stop Adult Abuse Week 12<sup>th</sup>-16<sup>th</sup> June 2017. The DupQ group wanted the conference to look at 'feedback' and how this can be given effectively and in a way that the service users who attended could understand.

The day was a huge success with service users asking for another conference to take place again next year.

## **2.3 Staff Conference to take place based on The Community and how to access it.**

Freeways held a Staff Conference in April 17 and the group of attendees chose to be 'Community Crusaders'. They are lead in making sure that service users are as involved in the community as they wish to be. Anything that has worked within their service or an idea they have is brought to the community crusader meeting and shared with other crusaders who in turn are able to take the idea back to their service for sharing.

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

### **3.1 Service User Conference**

We aimed to have this take place within Stop Adult Abuse Week. The conference was aimed at looking at 'feedback' and how this can be given effectively and in a way that the service users who attended could understand.

The day was a huge success with service users asking for the event to take place again (June 2018).

### **3.2 Service users are voicing the Quality in the Care and support they receive**

Our Project is a Freeways service user group that look at policy and procedure throughout the organisation. This group having been running for many years in Freeways and on investigation there weren't many service user who understood or realised what Our Project was or what took place during the meetings.

During the process of DupQ and this outcome we have reviewed Our Project and are now looking at the process of applying with the view of it being a volunteer position where interviews are held for attendees and where staff aren't leading, they are supporting a group leader to lead on what they want to look at with guidance and requests for specific information to be looked at.

Once this group have been formulised (Jan 18) a request will be put to them to look at a questionnaire that is aimed at service users to give feedback on the staff that support them that can be used in supervisions and appraisals.

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

##### **4.1 Service users are voicing the Quality in the Care and Support they receive**

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##### **4.2 Service users are able to communicate what they have been doing to involve families**

The DupQ group looked at what was the best way of communicating to families. Freeways already produce a newsletter 2-3 times a year that goes out to all family members. Freeways don't have any feedback on record to show who reads the newsletter and how effective the newsletter is for giving up dates and news or even whether it is the information that family members wish to receive. With this in mind we felt that a newsletter from Freeways wouldn't be effective. We did think that a newsletter from the service the person we support lives in would be more effective and real. It would show the person in their environment living the life they wish to have.

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

### **For senior managers to be transparent and visible**

Throughout 2017 the senior manager team having been giving unannounced Freeways inspections to regulated services.

These inspections have been formatted on the KLOE's set by CQC with the hope of preparing staff and services for inspection. A report has followed from this where reflection and advice is given to improve and support the service.

### **What is happening, so far, next year?**

First of all the year will be taking place in a selected year, ie 2018. This will make it a lot easier for the group to concentrate on the tasks set.

- Meetings will be taking place from January 2018 and the group will look at the coming year.
- The service user conference was a resounding success in 2016/17 and we intend to hold another one this year.
- PCP monitoring and the implementing of them as a culture in services will be prominent in the coming year.
- Service user involvement in training is being reviewed in 2018 to ensure that all care certificate training has service user representation whether this be in person, video or audio.
- Community Crusaders and Quality Advocates are to be reintroduced. This has lapsed due to staffing issues.

### **Author**

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