

An update on our initial self assessment for the Driving Up Quality Code



1.Support is focused on the person:

- A number of our services signed up to and held events for Good Care Week in Hertfordshire. Our service in Hoddesdon ran events every day for the whole week and raised money in their continued fundraising efforts as well! Our service in Welwyn Garden City held a Good Care Event and the Deputy Mayoress attended, along with the Head of Herts Care Providers Association. Our service in Stevenage celebrated Good Care Week by inviting people to their grand opening of their sensory room, which they have worked very hard to raise funds for. Our service in Hoddesdon ran a whole week of events which included a car boot sale, games in the garden and afternoon tea. Below are some photos from the events we held as an organisation:







- ❖ Life Opportunities Trust have also started to run Service Users forums to ensure the people who use our services have a voice, and an input into how the organisation is run. These will happen every quarter and we will invite guest speakers to the forums, relevant to our services. This will ensure that our support is focused on the person.
- ❖ One of our services has liaised closely with someone who has been able to provide them with a communication tool for a service user who speaks a different language.
- ❖ We have started to invest in bespoke services for people, ensuring the needs and wishes of individuals are met within these services and are set up specifically according to their needs



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

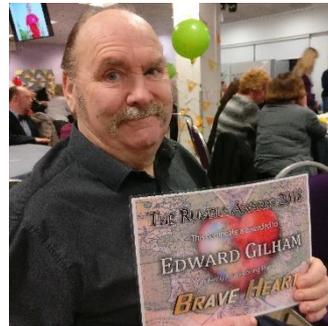
- ❖ We are now expanding our Outreach service, and we offer more 1:1 support within our services through this, in order to provide more meaningful support to the individual.
- ❖ All of our service users now have Community Maps in place in their support plans, which signpost and identify any areas of the community which they have difficulty accessing and how we can address that.
- ❖ We are using day centres less and our staff are providing more activities and support in house



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

- ❖ Each service user has a one page profile outlining what makes them happy. Their support plans reflect what their likes/dislikes are
- ❖ If a service user has a particular fear or phobia this is outlined in their support plan
- ❖ If a service user exhibits behaviour which may challenge, a Positive Behaviour Support Plan is drawn up. This focuses on the areas of their lives in which they feel most happy and relaxed, and gives staff the tools to ensure that individual has the best day possible
- ❖ Resources such as the organisations own Outreach service are used to aid service users to access the community, visit their friends and family, and lead the best life possible
- ❖ Staff are rewarded and recognised through our Merit Award system, and the organisation is looking to hold its own awards ceremony later this year or early next Spring.

- ❖ Some of the services within the organisation nominated service users for a special awards ceremony called The Rumble Awards, which is based in Hertfordshire. Some of the nominees were successful and attended the awards evening to collect their Rumble awards.
- ❖ Inspired by these awards, the organisation is planning to run its own awards evening for the service users in the near future.



4. A good culture is important to the organisation

- ❖ The organisation holds monthly Managers meetings where information is disseminated and policies/procedures/innovations are discussed
- ❖ There is now an Operations Manager in post, since January 2018, as support for the Chief Executive.
- ❖ Services are monitored on a monthly basis by the Operations Manager
- ❖ The organisation has an open and honest culture, with approachable and experienced senior management
- ❖ Regular newsletters are being disseminated to staff, service users and their families, every quarter



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

- ❖ The addition of a new Operations Manager at Central Office has strengthened the quality of leadership within the organisation
- ❖ The Trustees have regular contact with the Chief Executive, receiving reports as necessary and attending meetings every quarter
- ❖ The Trustees hold their AGM inclusive of the service users
- ❖ Trustees make regular visits to the services
- ❖ The organisation has signed up to several quality improvement codes, including Herts Care Partners, Herts Care Providers Association, Stopping the Over-Medication of People with a learning disability, Disability Confident Committed.



- ❖ The Operations Manager is attending several local forums in order to improve knowledge and find out what is going on in the local area.