

Driving up quality – Chorley 2017

After the success of our 2016 event we once again invited all stakeholders to attend an event in May 2017.

Unfortunately a lot of people were very busy but we decided to ask people individually what we do well and what we could do better. We displayed the answers on our celebration 'tree'.



Next year we will think about how we can encourage people to attend an event, maybe at a different time of day to make it more attractive.

What do we do well....

'I make my own choices'

'Staff find me new things to do'

'I know my staff well'

'I get out to do all my jobs, banking, shopping etc'

'I am able to say if I'm not happy with my support'

'I am supported to go on holiday'

'Staff have found me an allotment to work on'

'I've been helped to find a new day service club'

'Staff take me to my health appointments and I've had my flu jab'

'Staff helped us to organise a party for our 10th wedding anniversary'

'I'm supported to attend lots of activities'

'I think you change things to make them better'

'You invest in quality staff and good training'

'You are approachable to families'

'you minimise use of agency staff'

'you involve parents in the family forum and invite met to attend health appointments'

What can we do better.....

WHAT YOU SAID	WHAT WILL WE DO
'I want managers to visit me at home, it feels more personal and makes me feel important'	Continue with regular quality check visits and make sure we have time to stop and talk/listen
'I don't know the Trustees'	Make an updated 'pen picture' of trustees available to staff and families Trustees to visit the branches and when they take part in the events we will make sure they are introduced to everyone
'Sometimes I don't have a second staff to go out'	Make sure we are recoding banked hours and making plans to use hours. Recruit more staff Make sure staff rotas reflect the needs of the individuals we support
'I can't always pick the staff I want'	Make sure people we support are always invited to be involved in interviews when we know staff are needed for them
'Funding means I can't always do what I want'	Linkability will continue to challenge unfair assessments and ensure we are creative so that hours are delivered to best meet the needs of individuals
'Talk to families more about outcome and goals in care plans'	Information to be discussed regularly in link ups and people always supported to be clear about their dreams and aspirations
'Share updates about decisions made by the board of trustees'	Talk to The Board about how we check that decisions are always shared via the family forum, the service user groups and staff steering group
'Keep families informed about how the company is doing financially'	Talk to board about how this can be shared via the family forum – make sure that families know this information is shared every year at out AGM – everyone is always invited