

# DRIVING UP QUALITY



Rochdale services 11th July 2017



We sent out questionnaires to parents, families, carers and paid staff.



We sent out questions on bunting to all the people we support to give us examples of things we have done well.



We sent out pictures of tea cups for people to tell us about things we have not done well.

We asked everyone:

1. Is our support focussed on the person?
2. Are People supported to have an ordinary and meaningful life?
3. Do we support people to be happy and have a good quality of life?
4. Does Linkability have a good culture?
5. Is Linkability well run?

A mix of parents, professionals, people we support and staff enjoyed afternoon tea while we discussed the comments we received.



All the comments were pegged around the room as bunting for everyone to read

This year we did not receive any comments about concerns, issues or things we needed to change!

But we did discuss some areas of development. People put forward ideas of how to make them happen.

We all decided that we are going to:

- Make sure that people know how to understand their rights to get good healthcare
- Ensure people we support are more involved in inducting new staff to support them in the way they want to be supported.
- Have better plans for when support staff are suddenly not able to work.
- Make sure people try new, different and exciting things
- Make sure people are supported to make new friends so they can enjoy things they like.

We had a Great Day!



