








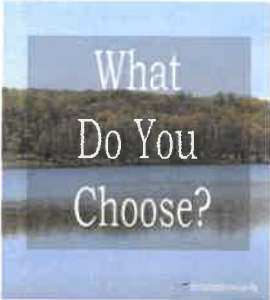




St Marys Gate Driving Up Quality Wed 7th June 2017




Area	Your questions?	Yours suggestions	Actions
<p>Well Led</p>	<p>How do we stop good staff from leaving?</p> 	<ul style="list-style-type: none"> - Staff to be more aware of how to progress - Praise staff; ask them if there is anything to make them stay? - Send out regular thank you letters. - Leadership and supervision training for managers, look at staff relationships. 	<ul style="list-style-type: none"> - Manager to speak to staff in supervision and Team meeting to explain in more detail how can progress if unsure. - Ensure all managers have had supervision training.
<p>Well Led</p>	<p>Have a Team Building Event?</p> 	<ul style="list-style-type: none"> - Trampolining - Go Ape - Crystal Maze - Other services help cover each other so the whole team can attend. 	<ul style="list-style-type: none"> - Managers to book in a Team Building Event. - Managers to book one annually. - To look and see if it is possible to cover houses so all staff members can attend.



<p>Well Led</p>	<p>Senior Management to have more involvement?</p> 	<ul style="list-style-type: none"> - Happy with some levels of involvement, individuals have relationships with managers who have had previous involvement. - Pictures of higher up management(Trustees) - 	<ul style="list-style-type: none"> - Put together some pen pictures of Board of Trustees.
<p>Well Led</p>	<p>How can staff support each other?</p> 	<ul style="list-style-type: none"> - Staff feels they know each other strengths and weaknesses. - Feel they support each other with one another tasks. 	<ul style="list-style-type: none"> - Work on this through team building event(complete Belbin with staff)
<p>Well Led</p>	<p>What could motivate staff to do more shifts?</p>  <p>gg8923476 www.gograph.com</p>	<ul style="list-style-type: none"> - Weekend Enhancements - Overtime rates - Praise Staff 	<ul style="list-style-type: none"> - Salaries under constant review by the board.

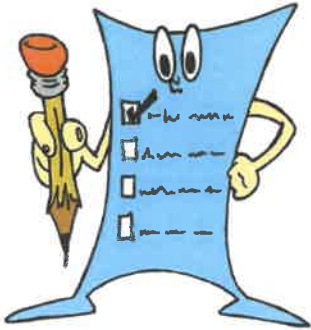

Area	Your Questions?	Your Suggestions	Actions
<p>Does Support Focus on the individual ?</p>	<p>How do we know individuals want the support give?</p> 	<ul style="list-style-type: none"> - Staff know individuals well and their communication skills. - Individuals will show they don't want participate - Staff to monitor and not be afraid to change activities to suit the person 	<ul style="list-style-type: none"> - Activity plans reviewed when needed. - Staff to listen and take on board individuals actions - Discuss in Team meetings and individual link ups. -
<p>Does Support Focus on the individual ?</p>	<p>How can we choose our staff?</p> 	<ul style="list-style-type: none"> - Individuals show preference through communication. - Managers to look at which staff get the most out of certain individuals. - Staff swap where possible 	<ul style="list-style-type: none"> - Staff matching tools to be used.

<p>Does Support Focus on the individual ?</p>	<p>Staff need to be more pro-active with activities within the house?</p> <p><u>PROACTIVE</u></p>  <p>Not enough variety of activities?</p> 	<ul style="list-style-type: none"> - Staff need to initiate the use of equipment in the house - Staff to use own initiative and interact - Gardening - Pamper Sessions - Cooking/Baking - Craft Sessions - Use inside swing - Sensory session 	<ul style="list-style-type: none"> - Activity plans to include in house activities. - Staff to bring forward ideas in Team meeting
<p>Does Support Focus on the individual ?</p>	<p>Staffs choose activities on the day? How will it be managed?</p> 	<ul style="list-style-type: none"> - Bothered that activities might not be available - Time may be wasted whilst decisions are being made. - If no one is monitoring it then the person may not have enough money 	<ul style="list-style-type: none"> - Managers to look at having an unplanned week to see if works - Discuss further in Team meeting and link ups

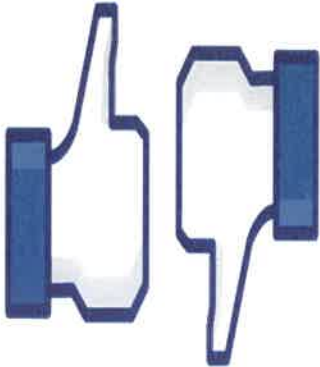

Area	Your Questions?	Your Suggestions	Actions
<p>Does Linkability have a good culture- are we honest, supportive and caring?</p>	<p>How can staff be more spontaneous?</p> 	<ul style="list-style-type: none"> - Staff to use initiative and plan the day ahead, up and do something before lunch - Not enough Gaps in plans to be spontaneous 	<ul style="list-style-type: none"> - Activity plans in place which leave gaps on each day to be spontaneous. - Managers already ensure staffing levels are in place for each activity.
<p>Does Linkability have a good culture- are we honest, supportive and caring?</p>	<p>What suggestions does staffs have for changes?</p> 	<ul style="list-style-type: none"> - Staff to have the chance to look at options and plan. - Staff to look if hours would have to be moved around. 	<ul style="list-style-type: none"> - Staff to feed back in Team meeting any options they have for activity changes. - Staff to see if chosen activity viable within staffing hours.

Area	Your Questions?	Your Suggestions	Actions
<p>Do we make sure people have ordinary and meaningful lives?</p>	<p>How are activities restricted?</p> 	<ul style="list-style-type: none"> - Have to come back as can't always get individuals comfy when out. - Some restrictions out of staff control. 	<ul style="list-style-type: none"> - Staff to research changing places to see if facilities nearby.
<p>Do we make sure people have ordinary and meaningful lives?</p>	<p>How can we have better access to the office?</p> 	<ul style="list-style-type: none"> - Outside door automatic - Internal door held open somehow. 	<ul style="list-style-type: none"> - To speak to landlord and see if can get outside door to stay open - Linkability to see if we can do anything with internal door.
<p>Do we make sure people have ordinary and meaningful lives?</p>	<p>What other activities can we access in the community?</p> <p>How can we get involved?</p> 	<ul style="list-style-type: none"> - Staff to support individuals to access social activities in the community. - Staff help individuals to offer to run a stall (xmas fairs etc) 	<ul style="list-style-type: none"> - Staff to keep a look out for what is available in the community. - Staff to look if could fundraise for other charities.

<p>Do we make sure people have ordinary and meaningful lives?</p>	<p>As a staff team can we fundraise for items for SMG?</p> 	<ul style="list-style-type: none"> - Identify the need to raise money(sensory lights) - Craft items - Musical instruments 	<ul style="list-style-type: none"> - Staff to discuss in team meeting, fundraising ideas - Staff to help individuals to plan and diary events.
<p>Do we make sure people have ordinary and meaningful lives?</p>	<p>How can we develop communication skills as a team?</p> 	<ul style="list-style-type: none"> - Build friendships across Linkability - Ensure staff morale is good, therefore communication is good 	<ul style="list-style-type: none"> - Managers to ensure staff team is happy and understand what is going on. - St Mary's Gate staff/rep to attend the staff steering group so Linkability knows what keeps them happy!

<p>Do we make sure people have ordinary and meaningful lives?</p>	<p>To not have a scheduled week?</p> 	<ul style="list-style-type: none"> - Not enough staff on in an evening to do things - If no schedule would things get done - If left same staff may be doing the more important jobs - Things may get missed 	<ul style="list-style-type: none"> - Managers to trial no plan and see what gets done. - Look at staffing and funding available and see if can use more wisely
<p>Do we make sure people have ordinary and meaningful lives?</p>	<p>Individuals to go out as a group. What kind or group activities?</p> 	<ul style="list-style-type: none"> - Bowling - Cinema - Zoo - Picnics - (some staff feel this is already in place) 	<ul style="list-style-type: none"> - Managers to ensure rota reflects individuals going out in groups for the day. If this is appropriate. - Staff to look at alternatives days out. - Staff to plan with individuals when would be a good day to go.

			<ul style="list-style-type: none">- Staff to ensure the focus stays on the individual when out in large numbers.
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Area	Your Questions?	Your suggestions	Actions
<p>Are people we support happy? Do they have a good quality of life?</p>	<p>Activities not always enjoyed?</p> 	<ul style="list-style-type: none"> - Staff to monitor and observe individuals during activities. - Develop an activity booklet so staff have ideas of what to do spontaneously. - Musicals, shows, concerts 	<ul style="list-style-type: none"> - Staff to enjoy they are recording in daily logs if things are not enjoyed. - Manager to look at rota and see if can change round - Staff to look for other activities
<p>Are people we support happy? Do they have a good quality of life?</p>	<p>More 1-1 on specific days?</p> 	<ul style="list-style-type: none"> - Staff to go out (1 staff can stay with 2 individuals) - Re look at Rota around weekends - Can we get extra funding 	<ul style="list-style-type: none"> - Activity plans to reflect the weekends - Staff to get up and out utilising the morning as well as the afternoon. - Manager to look at Rota to see if any changes can be made.