



WE'VE SIGNED UP TO

DRIVING UP
QUALITY

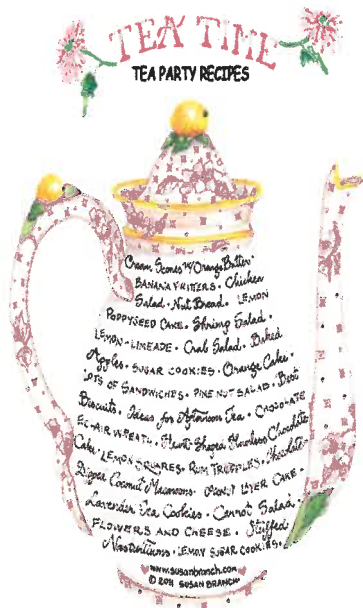


Linkability West Lancashire

Driving up
Quality,

Afternoon
tea event

14th June
2017



We asked , 'how does your support help you to have a happy and good quality life' ?

'we have an excellent support worker'

'our daughter is so happy and gaining in confidence, she is now able to go to the shops on her own and has greater independence'

'staff help me to manage my money'

'My staff help me to do my shopping and cooking, they help me manage my money'

'My staff support me with my health, they come with me to my appointments'

'my staff support me to decide what I do'

'Going out to the cinema and out for tea'

'I get to choose what I want to do and when I decide'

'I know all my staff and like the fact we don't have agency staff'

'I enjoy doing new things and staff help me find them. I have booked to go the Hot Ice show for my birthday, staff helped me to do this'.

'I know all my staff and feel comfortable with them'



03/14/2014 08:46



03/14/2014 08:02



03/14/2014 08:46

We asked is you support focussed on the individual?

'I can choose who I want to support me when I go on holiday and I choose where I want to go'

'Yes, I get good support and do things I like to do'

'staff always ask me what I want them to do and where I want to go'

'Staff ask me all the time what I want to do, we do things together'



'We asked if Linkability make sure we have a good culture?'

'Yes, we always talking to each other'

'yes, Linkability helps me have fun'

'Our daughter is now living life to the full and enjoying every minute'

'The staff are fantastic'

'staff are in regular contact with my family. My mum feels comfortable talking to the staff'

'will make changes if there is a need'

Linkability do Link Ups with my family and listen to concerns'

'I have a part time job, I go to work experience and weekly activities, staff support me with all of this'



We asked, what do you do that is part of an ordinary and meaningful life?

'My daughter can now go to the shops and pay for herself'

'My daughter will now have blood tests, all thanks to staff who have encouraged her'

'I am supported to do my own cleaning and washing'

'Staff support me with my money and health appointments'

'I cook, I like staff to help me find new recipes, I like a challenge'

'I live in my own house'

'I go to the gym'

'I go to Midstream'

'I have work experience in a charity shop'

'I go horse riding'

We asked, how does Linkability show you it is well led?

'I know the managers, they take time to talk to me and ask how I am and listen to my news'

'I know the senior managers, they make me feel important, I was asked to hand over a cheque to Linkability'

I was asked to take part in a promotional dvd for Linkability, I loved it.

I was part of some interviews for new staff, I got dressed up and asked questions'

'Managers visit me at my home'

'Managers listen to me'



IDEAS TO PUT IN THE POT!.....



'To have more times were we get together like this and talk and see each other'

'More group activities. I would like to meet more people from Linkability'

'More holidays to the Lake district and Ribby Hall'

Just keep on doing what you are doing, Your fantastic'!



' I would like a full time job with West lancs Council'

To see managers more and spend more time together

I want to help Linkability more in how it runs. I would like to interview staff more'

'I would like a Linkability news letter. '

'I would like events where I see other people from Linkability'



WEST LANCS ACTION PLAN 2016-2017

- 1) To ensure that the Managers are more visible to everyone
- 2) To ensure that there are opportunities to get together
- 3) To explore the possibility of a news letter
- 4) To ensure that people who use our services are involved and included in the recruitment of staff.
- 5) To be proactive in developing and promoting work opportunities for the people we support.
- 6) To keep on doing what we do, but always look at ways how we can improve