

The Driving Up Quality Code Report 2016 & 2017

The aim of the code is to avoid what happened at Winterbourne View ever happening again. To do this we must create a culture of openness and honesty within organisations and provide high quality, values-led services.

The code sets out five areas that indicate the practices of a good organisation:

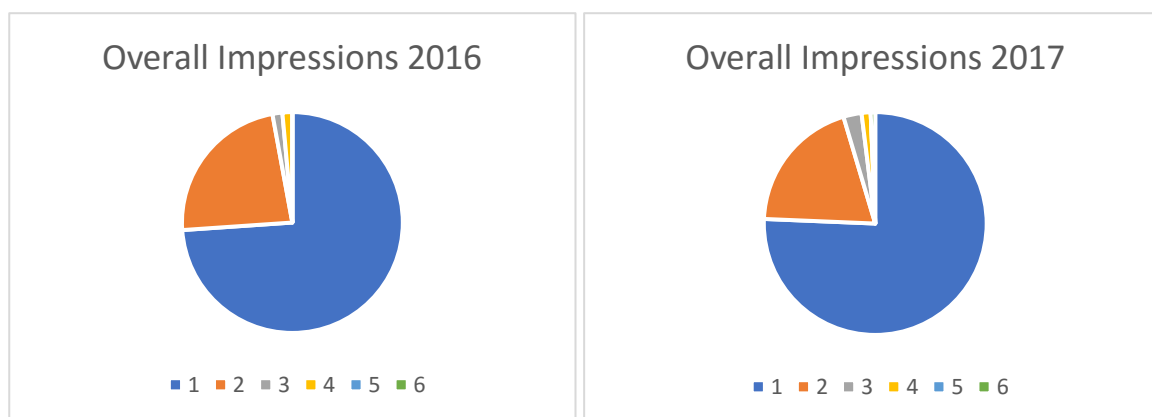
1. *Support is focussed on the person*
2. *The person is supported to have an ordinary and meaningful life*
3. *Care and support focuses on people being happy and having a good quality of life*
4. *A good culture is important to the organisation*
5. *Managers and board members lead and run the organisation well*

Self-Assessment 2016/7

By completing the self-assessment Support'ed can assess ourselves against the five areas set out in the code. This allows Support'ed to be reflective, honest, open and inclusive.

To enable us to complete the self-assessment we used information from questionnaires from Directors, Support and Education Mentors, People being supported and their families. During this we recognised that there is lots of excellent practice happening in Support'ed and things that are working really well but we also recognised there were areas in which we could make improvements. Detailed below is a break down of each of the five key areas and our findings from the questionnaires.

1. Support is focussed on the person



Pie chart key- 1- strongly agree 2- agree 3- neutral 4- disagree 5- strongly disagree

Questions asked by questionnaire that link into part 1 of DUQ:

Our delivery of support is at a very high standard

Our organisation is enabling those we support to grow and develop in community life, health, direction, money, self-determination, relationship/love and home

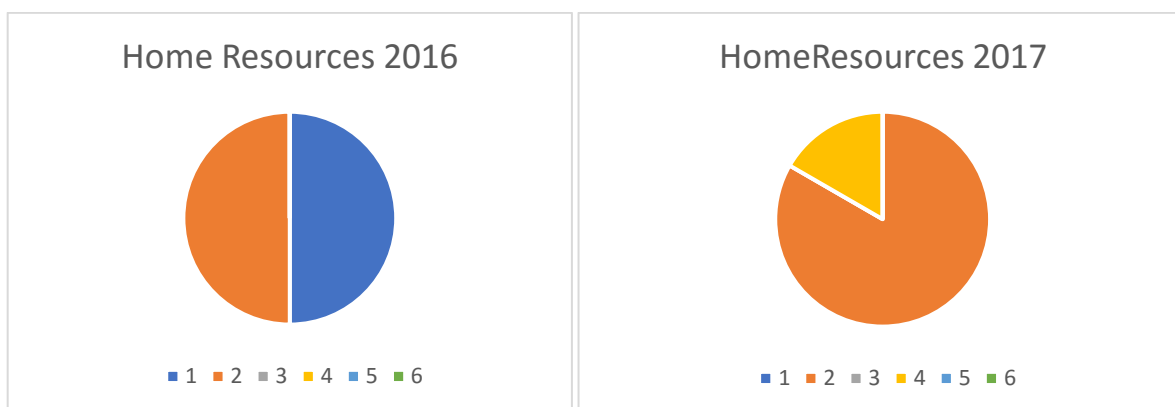
The support team is of the highest standard and is meeting the individuals needs

What's working or what's good

What's not working or what can we improve

We know that the support team is of the highest standard and is meeting the individuals needs and this has not changed between 2016/2017. We also ensure that people have services that are build around them and have choice and control about what they do. We are aware that support are ensuring that people are reaching their goals however we need to ensure that we are measuring this in a meaningful way to the people we support. We also ensure that everyone has a person-centred plan and that it is reviewed regularly and kept up to date to ensure the delivery of support maintains its high standard. The teams also receive training to ensure that they are kept up to date with any techniques or insights to ensure that they maintain the highest standards.

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

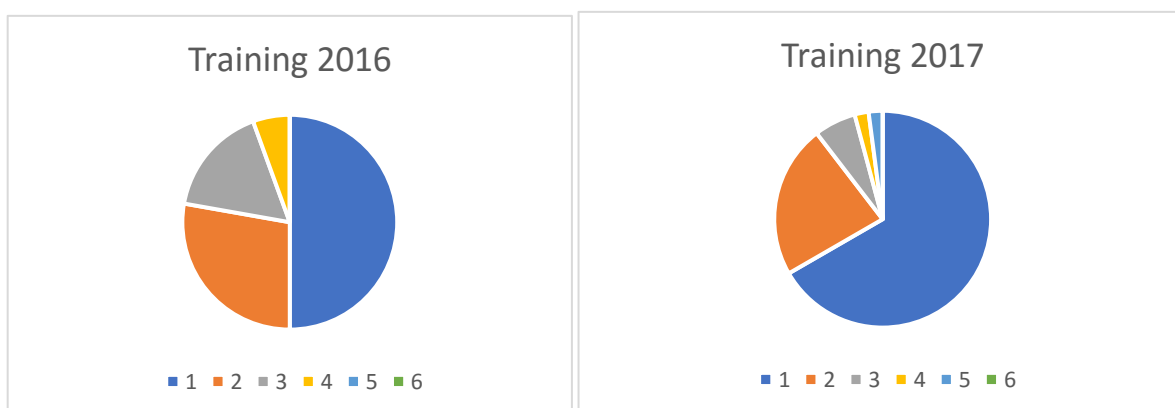


Pie chart key- 1- strongly agree 2- agree 3- neutral 4- disagree 5- strongly disagree

Questions asked by questionnaire that link into part 2 of DUQ:

My son/daughter has access to a variety of resources to help him/her learn

Their home is clean and well maintained



Pie chart key- 1- strongly agree 2- agree 3- neutral 4- disagree 5- strongly disagree

Questions asked by questionnaire that link into part 2 of DUQ:

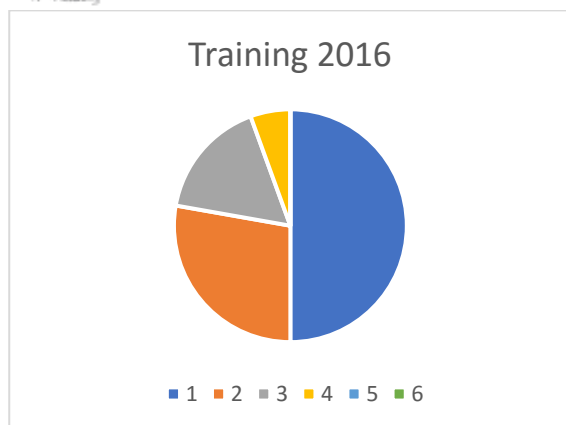
My son/daughter is being well prepared to continue their independent living skills

What's working or what's good

What's not working or what can we improve

We ensure that people are supported to have their own tenancies and have choice about where they live and to be able to decorate their homes in a way they choose. We also ensure that people are supported to be aware of what is available to them and how to access things and the training that would be needed to complete such tasks. This part has improved from 2016 to 2017 and will hopefully continue to improve throughout the years. We are also working hard to ensure that the people we support become a valued part of their local and wider community and are able to access this when they would like to. We are working hard to work towards ensuring that people supported have the resources available to them to enable them to learn and are taking big steps to ensure that this is completed.

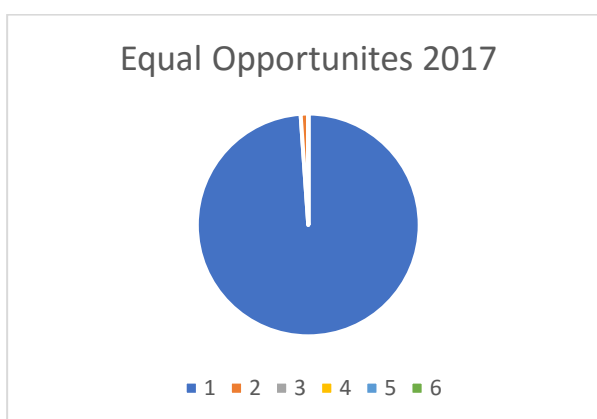
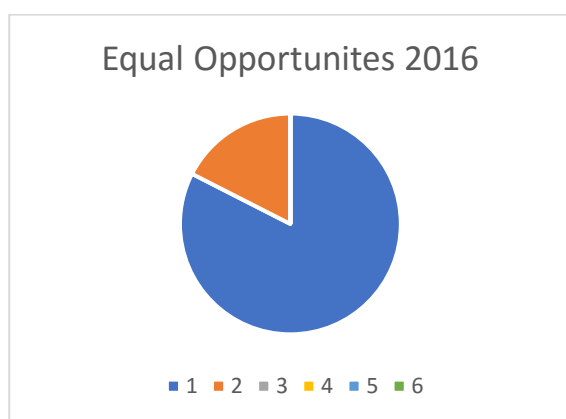
3. Care and support focuses on people being happy and having a good quality of life



Pie chart key- 1- strongly agree 2- agree 3- neutral 4- disagree 5- strongly disagree

Questions asked by questionnaire that link into part 2 of DUQ:

My son/daughter is being well prepared to continue their independent living skills

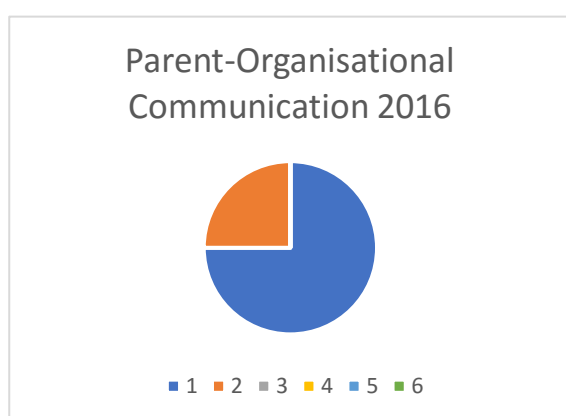


Pie chart key- 1- strongly agree 2- agree 3- neutral 4- disagree 5- strongly disagree

Questions asked by questionnaire that link into part 3 of DUQ:

I am treated with respect by Support'ed Limited

I feel listened to by Support'ed Limited



Pie chart key- 1- strongly agree 2- agree 3- neutral 4- disagree 5- strongly disagree

Questions asked by questionnaire that link into part 3 of DUQ:

Parents/guardians feel welcome in our Organisation

The views of parents/guardians are seriously considered when decisions are made

Parents/guardians have a good understanding of the support provision and operations

Parents/guardians receive information they need about the support provision to their son/daughter

What's working or what's good

What's not working or what can we improve

Staff have access to all person-centred plans, support plans etc and these are updates with the individuals on a regular basis

Staff have the appropriate training to support individuals

To provide more information to family members about local events, news etc on a more frequent basis

All staff have a thorough induction and get to know the individuals they are supporting

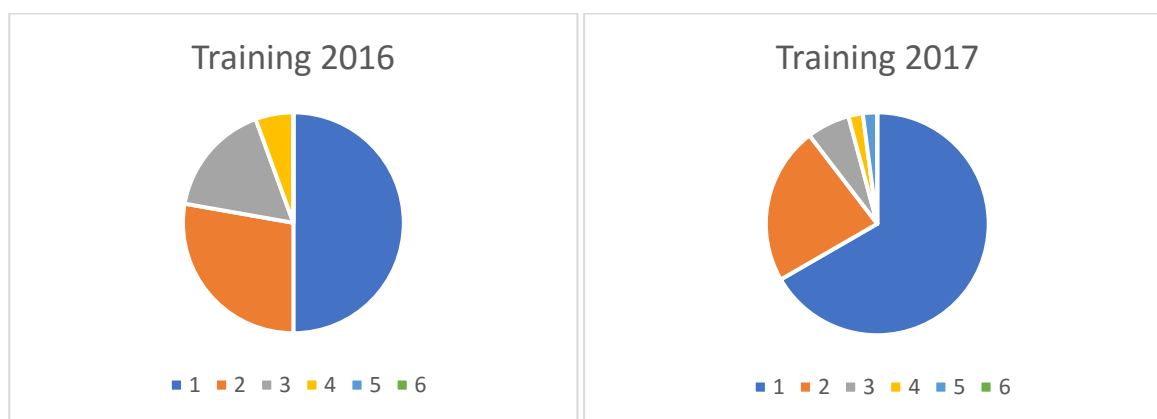
People we support are more involved in policy and guidance we produce

We have staff matching profiles in place for the people we support

People are involved in the recruitment process

People are given an accessible compliments/complaints guide and different ways in which they can comment or complain

4. A culture is important to the organisation



Pie chart key- 1- strongly agree 2- agree 3- neutral 4- disagree 5- strongly disagree

Questions asked by questionnaire that link into part 4 of DUQ:

All internal training provided is relevant to your role as a support worker

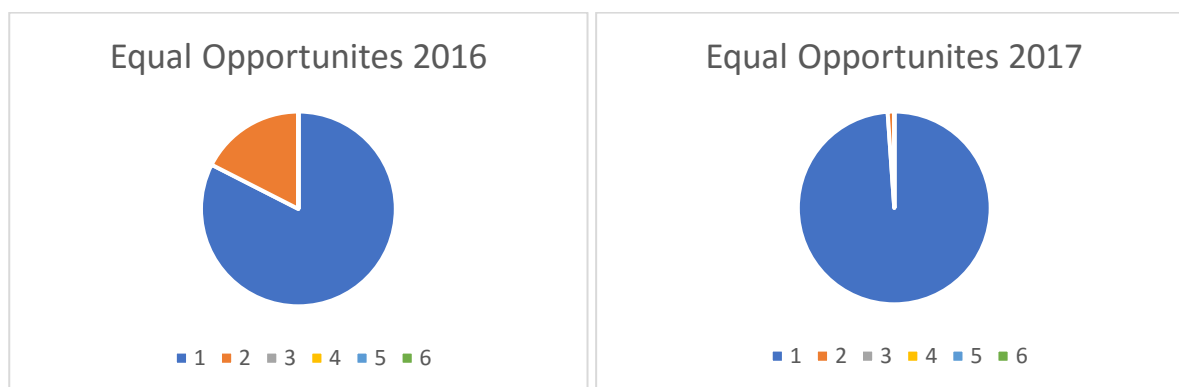
I have had the opportunity/attended external training

I have an individualised pathway to help develop my own career

My son/daughter is being well prepared to continue their independent living skills

Our Organisation includes us with training to those supporting our son/daughter and it is relevant to meet their needs

All those who are supporting my son/daughter demonstrate good training



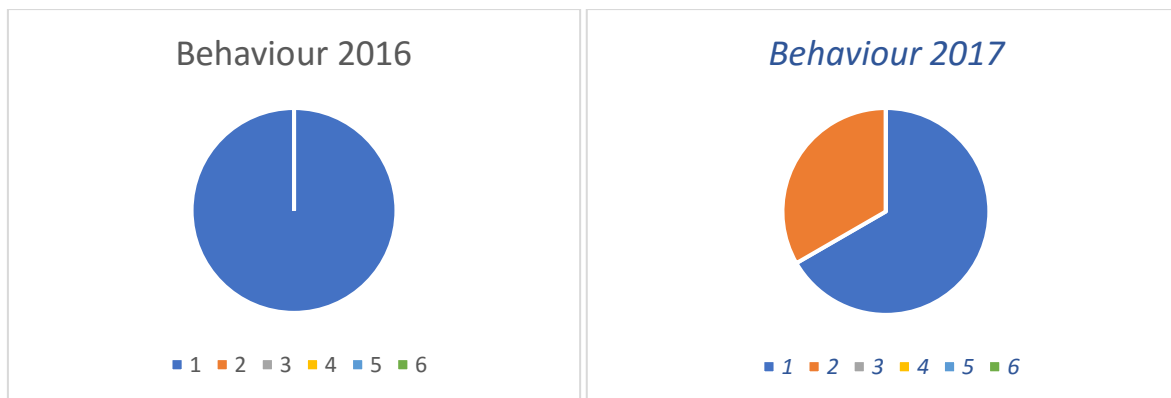
Pie chart key- 1- strongly agree 2- agree 3- neutral 4- disagree 5- strongly disagree

Questions asked by questionnaire that link into part 4 of DUQ:

I am treated with respect by Support'ed Limited

I feel listened to by Support'ed Limited

I am not discriminated because of my sexual orientation
I am not discriminated because of my religion, belief or lack of religion
I am not discriminated because of my race, including colour, nationality, ethnic or national origin
I am not discriminated because of my disability
I am not discriminated because of being in a civil partnership or being married



Pie chart key- 1- strongly agree 2- agree 3- neutral 4- disagree 5- strongly disagree

Questions asked by questionnaire that link into part 4 of DUQ:

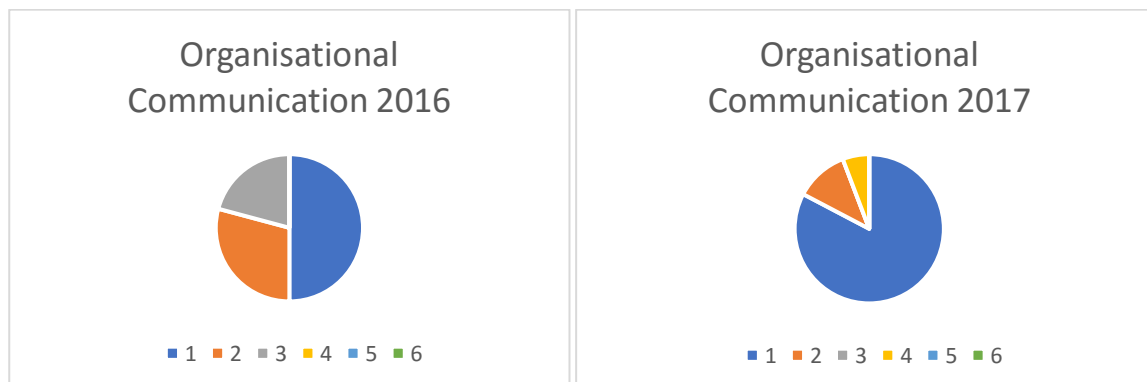
Support workers in the team show respect for each other
Our Organisation's complaints procedures are fair and effective
Support workers in our Organisation demonstrate sensitivity to racial and ethnic issues
Service leaders in our Organisation demonstrate sensitivity to racial and ethnic issues
Our Organisation protects those we support and their support workers
Service leaders in our Organisation demonstrate genuine concern for the well-being of my son/daughter
Support workers in our Organisation demonstrate genuine concern for the well-being of my son/daughter

What's working or what's good

What's not working or what can we improve

We ensure that staff are able to develop through professional training as well as mentorship and ensure that all staff are having regular supervisions and team meetings and that all involved are able to take an active part in this. We have worked hard to ensure that all the people that are involved with Support'ed feel that they are listened to and respected and this is echoed in equal opportunities pie charts which have improved between 2016 to 2017. However, there appears to be a dip in the behaviour which we have been working towards a creative way to solve this as everyone should be respectful of each other. This is echoed in team meetings, supervisions, appraisals and ad hoc meetings to ensure that this value is instilled throughout the company.

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



Pie chart key- 1- strongly agree 2- agree 3- neutral 4- disagree 5- strongly disagree

Questions asked by questionnaire that link into part 5 of DUQ:

You feel welcomed by the directors

Your views are seriously considered when decisions are made

You had a good understanding of the Organisation's future plans and operations

You receive information about the Organisation



Pie chart key- 1- strongly agree 2- agree 3- neutral 4- disagree 5- strongly disagree

Questions asked by questionnaire that link into part 5 of DUQ:

Parent/guardian feel welcome in our Organisation

The views of parents/guardians are seriously considered when decisions are made

Parents/guardians have a good understanding of the support provision and operations

Parents/guardians receive information they need about the support

What's working or what's good

What's not working or what can we improve

We recognise that people have felt that they are growing in confidence with Support'ed and therefore feel more welcomed by Support'ed. This is something that we will continue to push to ensure that all people involved with Support'ed are able to feel welcomed and taken seriously by the Organisation. We have also developed more ways in which people outside of the immediate Organisation- friends/family are able to be more involved with Support'ed using social media which is echoed in the findings for 2017 Organisational Communication and this will be something that we continue to improve upon. Considering the outcome of the questionnaires we will be reviewing our guidance and information for the people we support and family members to ensure that parents/guardians feel that they are being considered when decisions are made.

Conclusions

In conclusion; we believe that Support'ed have provided a high standard of support to the people being supported in all areas and ensured that all feel welcomed by directors and that all views are considered during any changes. Support'ed also finds that support members have been proven to have a very professional manner and their behaviour is of a high level. Also, all support have shown to be aware that appropriate training is given to all staff to be able to complete their roles when required.

However, Support'ed will continued to work hard to improve in ensuring that parents/guardians (where applicable) are involved in updates about provisions and operations and ensure that they receive needed information. Support'ed will also ensure that home resources are in place and appropriate to the person being supported and to continue to ensure that individual pathways for all staff are in place and that the staff are aware of this.