

Quality Assurance Survey June 2014 - Summary Report

1 Quality assurance

Caritas Care aims to provide a quality service to those we support. Our Disability Services are person-centered and informed by those people who directly benefit.

We aim to promote and safeguard the health and welfare of individuals with learning disabilities by providing an individually tailored and needs-led service which continually reflects ongoing assessment. We work in partnership with those we support, their parents/carers and other agencies towards achieving this.

Our staff support team possesses a high level of expertise in working with individuals who have specific needs and undertake individual assessment of needs to help develop the appropriate service for an individual. We strive to provide a range of choices, experiences and opportunities to enhance personal growth, skill sets, dignity and self-esteem.

This year, Caritas Care signed up to 'Driving Up Quality', a code for providers and commissioners who are committed to driving up quality in services for people with learning disabilities. Find out more on their website: <https://www.drivingupquality.org.uk/home>



2 Questionnaires

We seek out and value the views of those individuals we support, their families and carers; this information enables us to reflect on what we are doing well and where we might improve. Questionnaires are sent out each year to evaluate all aspects of the service, its staff and resources; the responses allow us to develop and plan for the future. The most recent evaluation, in April this year, provided feedback from 55 individuals (a total of 76 questionnaires were sent out). This report sets out what we have learned from the responses we received.

Whilst questionnaires play an important part in how we obtain feedback, there are other ways too. We encourage communication – verbal and non-verbal. Our team of support staff regularly communicate with parents, carers, professionals and, of course, those who we support. We believe that good communication is essential in order to establish confidence and trust. Every effort is made to ensure that this happens.

If anyone has any concerns they are encouraged to raise them and are supported to voice them. It is important to us that people feel listened to.

Every effort is made to develop practical ways in which we can record general feedback. We aim to respond to any issues or concerns quickly and in confidence in line with Caritas Care policies and procedures.

Caritas Care Disability Services

3 Positive outcomes

Overall, feedback received has been very positive. The responses received this year indicate that:

our staff

- are friendly and helpful
- are knowledgeable about individuals' care
- are motivating, enthusiastic and encouraging
- respect individuals' privacy and dignity
- listen to and understand the needs of individuals

Individuals:

- are happy with the care and support we provide
- feel the service delivered is focussed on individual needs
- are given plenty of choice and feel safe whilst being supported
- are supported to choose what they want to do
- enjoy the activities they participate in
- are advised if there are to be any changes made to their service
- know how to make a complaint and are supported to do so

4 Individual achievements/progress

Overall we received many positive comments. Here is a small selection:

- "I am happy with the service I receive".
- "All the staff are lovely and they help me with my confidence".
- "I'd like to thank for always doing their best to organise my support when I need it".
- "The service has a great impact on's life and meets her needs".
- "Project is brilliant and so are the staff"
- "Excellent service as usual"
- "Staff always make time for me".
- "No comment – Happy with the service".
- "My support is always appropriate to me".
- "Thank you Caritas Care"

Caritas Care Disability Services

5 Areas for improvement

We received two negative comments:

- “.....short of contracted staff as staff move on and Caritas has to use casual staff and staff from other projects”
- I do not like to have different bank staff instead of regular staff I have known for the past few years.

Employees move on from time to time in pursuit of new opportunities and we need to have a support contingency of sessional staff to provide a continuous service until new staff can be recruited. New staff work alongside an experienced member of the team as they develop their skills, knowledge and expertise. They are subject to regular supervision meetings, training and refresher courses.

6 Improvements made

We have increased the range of activities/sessions available to offer a broad range of learning, relaxation, community inclusion and exercise opportunities.

Our new Learning and Development Centre based at Marian House, Beech Grove, Preston will offer a range of courses and learning opportunities across a wide range of subjects such as art, gentle exercises, IT etc. For more information contact Maureen Santarcangelo at maureensantarcangelo@caritascare.org.uk or phone 01772 732313.

We promote our work through publicity and through social media sites such as Facebook and Twitter @CaritasCareUK

Visit our website at <http://www.caritascare.org.uk/>



7 Summary

Overall the responses received have been positive. This is not to say that we are complacent; we are always looking for ways to develop, improve and grow our services.

In closing, I would like to thank all Caritas Care Disability Services support staff for their dedication and professionalism. They place those in our care at the centre of all they do. A number of our staff have taken the initiative in organising fundraising events within the last year to raise monies that can be used specifically to enhance the life experiences of those we support.....whether through the purchase of equipment or to fund activities and short breaks. Funds have been raised by parents/carers/friends of those we support; we are most grateful to them for helping us make a difference.