

1. Support is focused on the person

Good	
A service is built around an individual, or a group of people, designed with them in mind	We complete a comprehensive ' <i>Getting to know you</i> ' document for each new referral which enables us to get a clear insight into the likes/dislikes of each individual. From this we develop a Care & Support Plan that reflects the way the person wants to be supported. This may include involvement in group activity or more 1 to 1 specialist support. We aim to offer a range of activities and opportunities and individuals are supported to make choices.
All staff have training that is centred on the person and everyone supported has a plan that is centred on them	Our comprehensive training programme ensures staff are competent and confident in providing support that has the individual as the focal point. Staff are trained in Person Centred Planning/thinking and, through supervision, their knowledge and understanding is monitored. Everyone we support has a Person Centred Care and Support Plan along with comprehensive Risk Assessments. We collate all training on a database which ensures individual training is kept up to date and regularly monitored.
People choose where they live and who they live with	When setting up a service, we aim to identify the options available to the individual and support them to make a choice. We listen to key people such as the individual's family and carers, but it is the voice of the person needing support that we listen to most. People have a right to choose where they want to live and who they want to live with. External factors such as finances, however, do have to be considered. We support people to make realistic and achievable choices; we never promise something that is unachievable.
People choose their staff	People who use services are involved in the recruitment process. This could be through participation in interviews or, when someone has more complex needs, by meeting the candidates prior to the formal interview. People who use services are regularly asked how they are getting on with their support staff. If any issues of concern cannot be resolved, staff are offered work elsewhere within the agency and staff that are chosen by the individual are brought in to provide their support. We speak to the individuals and their families regularly to ensure that they are happy with the staff who are supporting them.
Individuals have a network of people in their lives who are not paid	We encourage those we support to continue and sustain relationships with families and friends. Where required, we facilitate people meeting up in social groups and tailor services to be as flexible as they need to be. We enable people to join new groups and try new things so that their Circle of Friends can grow. We deliver a number of social events, so that people can interact and meet new people. We have a programme of internal activities that enable people to interact more with their peers.

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Questions to ask yourself and your organisation:	
What proportion of the people you support are receiving a service that demonstrates the description of 'good' above? What are you going to do about the rest?	We strive to ensure people receive a service of the highest standard possible. We welcome feedback and will change how a service is delivered to ensure it is in a Person Focussed way. We send out regular questionnaires to get feedback from all parties to ensure we are providing a service that meets expectations. Our staff encourage communication and feedback from families, carers and commissioners to assess how we are doing and identify possible areas for development.
What has your organisation done to make people's lives better?	We actively listen to people, their relatives, friends and carers to identify how we can 'make a difference' We will happily invest in equipment and facilities to ensure we can deliver a bespoke individualised service to each person. We embrace and promote new initiatives to maximise and enhance people's life experiences.
How do you measure outcomes for the person and their family?	We measure outcomes by having regular review meetings with all parties and share information. Our Strategic Plan includes reporting measures to ensure positive outcomes for everyone we support. Managers keep in regular contact with individuals and their families and respond to all requests made.
What has changed as a result of what families have said?	Services continually change to ensure the best outcome for individuals. We have listened to families and have a more robust skills match for staff to ensure we have the right people supporting individuals. We aim to provide continuity of service as far as practicably possible.
How are people supported in your organisation to discuss their lives on a daily basis i.e. to make those daily choices and changes with flexibility and control?	Staff are encouraged to listen to people they support and act upon their wishes. We have regular meetings in each service and this information is taken on board. Team Leaders work along side staff and this provides internal monitoring of staff practice. People are encouraged to speak up about any issues and concerns. We then work with the person to put an action plan together to ensure a positive outcome.
How are people you support and families involved in checking quality?	We circulate a questionnaire that asks people for their comments on various areas of our agency. Managers have informal discussions with individuals to check how they are and if anything needs to change. We have a proactive keyworker system where people are supported to discuss issues about their daily lives. We strive to ensure we promote a culture of openness and honesty, so that everyone feels comfortable in having their say.
What has changed as a result of what people you support have said?	We have identified new leisure opportunities. Our Day Projects have varied their operating times, so services can be more flexible for working parents. We have also developed weekend provision as people requested that they wanted to spend time with their peers. We will not rule out trying new ideas that are suggested and we will research every possibility eg: Wheelchair Ice Skating.

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How are people and their families involved in training for staff?	Individuals and families are involved from the onset in helping us formulate their package of care. Specific areas of training are identified and implemented to ensure individual needs are met. Training is reviewed and updated regularly and any new training that is required to meet need is commissioned as soon as is practicable.
What does your organisation do if it's difficult to support someone? Who do you seek advice and input from? How do you learn what works for them?	<p>We have a wealth of internal experience and knowledge that we can draw upon and look at finding a solution to an issue. We would listen to the individual to see if we can do things differently in a way that suits them. We would assess the issue, review the outcome.</p> <p>We have good links with health professionals and colleagues in the social care sector. Specialist training has been bought in when deemed a requirement in order to deliver a quality, safe service.</p>
What do you do when poor commissioning practice means that it is very hard to be 'good'?	<p>If we felt a commission process had not been thorough and meeting the individual's assessed need, we would raise our concerns with the Social Worker or the relevant Commissioner. We work with the Commissioning teams, to ensure a positive outcome for individuals and their families. We would raise concerns in an appropriate and professional manner in the best interest of the Individual.</p>

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

Good	
People are supported to have friends and intimate relationships	<p>Everyone we support is encouraged to maintain existing and develop new friendships and relationships. Friendships are important and we promote positive interaction and opportunities for people to enjoy leisure and relaxation time, in 1 – 1 and group situations.</p> <p>Should relationships develop, we offer support to ensure that emotional needs are met as well as sexual awareness and safety measures are in place.</p>
People don't need to live in hospitals/secure setting to have their needs met	<p>Our staff teams are experienced in managing a range of complex support needs. This enables us to provide suitable support within a person's home or whilst involved in community activities.</p> <p>There are times where people need to be in hospital for their physical or mental health. However, people flourish and develop more when living in their own environment with people they know supporting them.</p>
People have opportunities for employment, education and leisure	<p>Whilst the ideal would be work for all, It can be difficult to find employment for some people with disabilities. We ensure everyone we support has an opportunity to be involved in meaningful occupation that ensures they are mentally and physically stimulated. It is important that people enjoy what they are doing and therefore we seek to offer opportunities that promote individual choice.</p> <p>It is paramount that people continue to learn and stimulate their minds. We offer a variety of opportunities for people to be able to continue learning and develop their skills either with the opportunity of furthering education or just learning for fun.</p> <p>We have been successful in supporting people in voluntary work, where they have gained experience in various working environments.</p>
People contribute to their local communities to the benefit of others. This means mainstream communities, rather than segregated/isolated services designed for people with disabilities	<p>We support people to be members of their community and attend forums such as the Neighbourhood Networks. People are prompted to be involved in community activities and use the facilities provided for the general public, such as leisure centres and community groups.</p>
People are generally happy and healthy	<p>Our aim is to ensure everyone we support is happy and healthy. We fully support access to all health promotion opportunities and encourage people to have meaningful activities which they enjoy participating in. We work closely with specialist health professionals when the need arises and liaise with GP and Practice Nurses.</p> <p>We promote the use of Hospital Passports and use Health Action Plans as a working tool.</p>

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Questions to ask yourself and your organisation:	
Is your organisation ambitious for the people it supports? How is this demonstrated through your standards, involvement in national initiatives in government, staff training and messages to staff, and information sharing?	Our ambition is to maximise the opportunities for everyone we support and continually strive to ensure we provide the best possible support. We reinvest into all our provisions to ensure our projects are fit for purpose. The standards set by the Care Quality Commission are implemented across all our services and adhered to by all. We have systems in place to disseminate relevant information to the staff teams and the people we support. Our training programme ensures all staff are competent and we have identified 'Champions' that feed back their specialist knowledge gained from training and conferences they have attended. We Chair the Provider Forum and support the networks in the sharing of information. We have representation on most of the Task Groups and Partnership Boards and will attend any forum that will be beneficial to the people we support.
How does your organisation encourage friends and relationships that are non-paid and don't live with the person being supported?	We have a varied programme of leisure activities, including a weekly Friday evening disco. People are welcomed and have the opportunity to mix and make new friends in a safe environment. When a friendship develops, we work alongside the individual to ensure they have opportunities for the friendship/relationship to grow. We work with people to ensure they take only calculated risks and keep themselves safe.
How do the lives of the people you support compare to yours, and what are you doing to raise their ambitions?	We work closely with the people we support and staff teams to ensure everyone has a good work/life balance. We acknowledge that Individuals are more prone to isolation; hence our proactive approach to identify and develop new and exciting opportunities. It is difficult to quantify comparisons as each person is an individual. We strive to support each person in the way they want to be supported and enable them to lead a fulfilling and positive life.
How does your organisation work with local communities to better involve people? How do you measure how people are connected with communities?	We work closely with local communities to ensure people can be involved as much as they would like to be. We have really good examples of people belonging to Church groups and local clubs. We work with neighbours to develop relationships so that people are recognised as part of their community.
What is your organisation's approach to positive risk taking? How do you balance individual dreams vs. organisational risk?	Everything we do is risk assessed. We look at an individual's hopes and dreams and find a way to support them to achieve their goal. If something was particularly high risk, decisions would not be made in isolation and we would look at all the ways we could make something happen, whilst ensuring the person can be as safe as is practicably possible.

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

Good	
Staff know how to support people to be happy.	Staff undertake a comprehensive induction programme and are allocated to work with people they are competent to support. Staff are given opportunities to get to know the person they are supporting and understand what makes the person happy. The comprehensive records we keep offer information on what individuals need in their lives to enhance them.
Staff feel valued and the organisation quickly deals with staff who are not living up to organisational values	It is essential that all staff are valued and we ensure this by offering regular Supervision, Team Meetings and the opportunity to meet with Service Managers if they have any concerns. Our probationary reviews ensure staff and management have the opportunity to assess and evaluate work practice and implement any support mechanisms that may be required.
Support plans truly reflect an individual's preferences, fears and put people in control	Everyone we support has a 'One Page' Profile. This enables support staff to immediately recognise likes and dislikes. The main support plan is completed with the individual and their family/carers. People are encouraged to participate at every opportunity which reduces their fears as they are given control over their service delivery.
Staff are recruited, trained and developed to understand the value of getting to know the person being supported and recognise that small things are important	Our robust recruitment process includes a training programme to ensure staff are matched with the people they support. We facilitate sessions where staff can work alongside an experienced member of staff during a ' <i>getting to know you</i> ' session. Sometimes, small things make a big difference and staff are made fully aware of individual programmes and plans. All staff are encouraged and given the opportunity to obtain QCF training.
Staff creativity is valued and encouraged	Regular team meetings take place as well as regular supervision. Staff are encouraged to put forward suggestions and ideas that will enhance the service we deliver. All staff contributions are taken on board and acted upon if appropriate. Creativity is not only welcomed but actively encouraged.
Staff have the confidence, skills and authority to make decisions	Staff are supported to develop their own confidence and to obtain the skills to make a calculated decision. Staff have contracts and job descriptions that enable them to know their role and what decisions they can make. There is a clear management structure in place where authority can be sought for more comprehensive decisions. This ensures safety measures for the staff team and a process of authorisation and monitoring, which incorporates accountability and reduces delays in decisions that need to be made. Managers are approachable to offer guidance and support at all times.

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There is evidence that individual staff make a big difference	We send out annual questionnaires to Individuals and all parties involved in receiving our services. We encourage negative and positive feedback about our services, our staff and the organisation. All positive feedback is given to individual staff and we prepare a development plan to address any negative feedback. The Supervision/Appraisal processes identify areas of success as well as areas of development. Positive feedback is given.
Training is produced alongside the people being supported and their families and focuses on the individual needs of the people being supported	Before we offer support, our Initial Assessment and <i>Getting to Know You</i> processes, help us identify any areas of training required to support individuals. We ensure relevant and necessary training is undertaken and updated and all staff feel competent and confident to offer the required support.

Questions to ask yourself and your organisation:	
How does recruitment link to what someone being supported says that they want? How does rota planning link to what people say they want?	Individuals are asked what type of staff they want to support them. Individuals are involved in the recruitment process and family members are invited to participate on Interview panels. Rotas/shifts are allocated to staff who are competent in offering the right support for the activity the person is undertaking.
How are people involved in the probation and appraisal processes for their support staff?	People are spoken to informally and confidentially to enable us to get a clear picture of how staff are performing and undertaking their duties. With people who have more complex needs, we observe how the member of staff and the individual interact and respond to each other. We have a Whistleblowing Policy; staff are encouraged and supported to raise any concerns they may have confidentially and any areas for concern are investigated fully.
How do staff know what the organisation wants them to achieve?	Through regular Supervision, Team meetings, internal training and discussion with their Line Manager, staff are made aware of what is required and the targets that we are striving to achieve. We encourage staff to ask questions and contribute to the success of the organisation. Staff are encouraged to review what is happening across all services within the organisation.
Do you trust staff to make decisions? What happens if they get them wrong?	Staff are trusted to make decisions within the boundaries of their job role. Whilst we expect all individual Risk Assessments to be adhered to, we acknowledge things can occasionally go wrong. Staff will be supported in evaluating what occurred and reflect on how we can all learn from it. Action plans can be drawn up to develop safe practices and policies/procedures updated as deemed necessary.
How does the organisation at all levels keep in touch with people to ensure they're happy, beyond the annual 'user' satisfaction survey?	The Key Worker and Team Leaders speak with individuals and their families on a regular basis and in some cases have daily contact. Service Managers speak with individuals and families on a 'spot check' basis as part of our internal quality assurance. Everyone is aware who the responsible Managers are and can make contact at any time to discuss any issues. We ensure that our Compliments, Complaints and

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	Comments Policy is available to all, that people know how to raise any complaints or concerns they may have and are supported to do so.
How does your organisation support people through times of distress?	We do not just look at the individual, but at the family and friends also. We would ask the person how they want to be supported and would not assume we knew best. We are caring, patient and approach each person with respect, dignity and make sure they feel safe. We will offer as much or as little support as required.
How do we accurately gauge values, quality and attitude when recruiting?	We actively seek the views and opinions of those we support in order to identify the qualities they require in the people who support them. Our robust recruitment plan includes an Open Day for people who use services to meet candidates prior to shortlisting and progressing to the informal/formal Interview stage. Some of our questions at interview are scenario based, looking at real life situations. This allows us to assess the values, quality and attitude of the candidates.
How do you manage staff sickness/leave to ensure minimum impact for the individual being supported?	We monitor the hours that staff work to ensure a positive work/life balance. Our robust sickness procedure requires staff to notify their line manager and HQ of any sickness without delay. This enables us to allocate replacement staff and inform the individual who is being supported of the change of staff to minimise the impact on them. Staff returning from sickness undertake a return to work meeting with their line manager and any identified support is offered. During Supervision, annual leave is requested, considered and planned in order to ensure that replacement staff is available to continue the individual's support.

4. A good culture is important to the organisation

Good	
People with disabilities and their families are involved in checking the quality of support	Individuals and their families/carers have regular input into the quality of support received. The service is tailored to individual needs to ensure that a high standard of support is offered.
All levels throughout the organisation consider and involve people being supported and families	The ethos of the Charity is to ensure that the individual being supported remains the focus of our work. People being supported and their families are involved as much as practically possible.
The organisation can evidence how change has resulted from the voice of people being supported and their families at all levels	We have grown in service delivery by responding to what people have asked us to deliver. We listen to what people want and tailor our services accordingly to meet their aspirations. The achievement of those we support provides evidence of a person focussed service.
Staff feel respected and able to voice their thoughts and contribute to organisational development	We have a very open culture where staff are encouraged to have their say on services and how the organisation responds to needs. Regular staff meetings and supervisions ensure people have a voice that will be listened to.
The organisation speaks out about bad practice	We are confident to speak out and raise concerns appropriately if we feel there is bad practice or potential bad practice. There is no room for bad practice in Social Care and all incidents need to be addressed as a matter of priority. We have systems in place which monitor how these issues are being looked into.
Senior managers routinely visit people being supported to seek the views of them and their families	The Service Managers have regular contact with people being supported as well as their families/carers. The Service Managers and Director of Services can be contacted at any time for an informal or formal discussion.
There is a commitment to practice leadership	We have a clear vision and direction in what the Charity wants to achieve. This is disseminated throughout the organisation. Our Managers welcome challenges to agreed processes and enable others to act and take a lead which helps promote directed change and encourages a positive atmosphere within the services.

Questions to ask yourself and your organisation:	
How does your organisation discuss its culture and reflect on what's working/what's not working?	Through our strategic monitoring processes, we regularly review what is working and what is not. We assess and reflect on our work and this helps us formulate future planning. Our Mission Statement and Values reflect the culture that underpins our work.

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How can your organisation evidence that change has happened as a result of feedback from staff, people being supported and their families?	<p>The growth of the services has been in response to feedback from people who use services and others who have inputted into what we provide.</p> <p>Our annual questionnaire has ensured we receive feedback and can make any alterations as required. Our Team Leaders have daily contact with people who use the service and their family members. We can show how we do this by documentary evidence in Team meetings and by speaking to people who receive the service and their families.</p>
What does your organisation do to contribute to society and speak out about bad practice beyond organisational boundaries?	<p>We ensure we have representation at local and regional forums and share information about good practice. We support people to contribute to their communities by taking part in activities within their locality. Our Advocacy project facilitates monthly Self Advocacy forums where people who use services can have their voices heard. Findings from these forums feed into the Partnership Boards.</p> <p>We are not afraid of bringing up issues with other providers and will raise a safeguarding alert if deemed necessary.</p>
When you allocate your budget, how do you make sure you minimise expenditure that doesn't relate to the quality of the lives of people you support?	<p>We have a strict budget planning process where we allocate funds into different budgets to minimise operational expenses and make sure budgets are sufficient to ensure that a quality provision of service can be delivered.</p>
What proportion of resources are spent on investment in getting and retaining the right staff, as opposed to staff disciplinarys resulting from poor practice?	<p>The weekly commitment for HR support cover three elements of work; the maintenance of records (18.5%); recruitment, training and induction processes (70.5%) and support of performance and disciplinary matters (11%).</p>
How do we guard against tokenism when involving the people we support in feedback discussions, in meetings and in planning at any level?	<p>We set feedback discussions at an appropriate level to each individual, to ensure we get the relevant feedback. In appointment of staff at all levels – including our recent CEO appointment – people are involved in the interview process. We aim to ensure nothing we do is tokenistic and do not hesitate to challenge colleagues should we feel this is occurring. We will also challenge others if we feel people are not having their voice heard or not having their views respected.</p>

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

Good	
Leaders utilise the skills within the organisation and inspire those around them	All staff on permanent contracts undertake, or have already obtained, NVQ/QCF Level 2/3. Regular “in house staff training” is provided and competency of each staff member is confirmed. The staff team have been consulted and have played an active role in designing the model of care offered within the service. New initiatives are welcomed and implemented if appropriate, and staff are encouraged to use their gifts and skills to help individuals reach their full potential.
Leaders encourage open and honest conversations about what is and is not working	Regular staff supervision sessions are held and staff are encouraged to discuss all aspects of their work. Additional training or support can be sourced as appropriate. Regular Team meetings and Team Leader meetings are held; all are expected to contribute and share ideas and discuss new opportunities. Monthly Managers’ Forums take place to ensure consistency and upholding of best practice policies and procedures and to ensure good communication. Service Managers and Team Leaders are always accessible to their teams and the people we support.
Decision making is based on the principle of ‘how will this benefit those we support?’	Strategic decisions have to be made across all of our services. It is acknowledged that to provide a quality service we need the appropriate resources and facilities to do so. Building improvements have been undertaken recently to help facilitate this. Annual budgets are reviewed in great detail not only as a means of accountability, but to ensure there is sufficient funding in place to deliver the aims and objectives of the Charity.
There is transparency where there are areas of improvement required and these are shared internally and externally to benefit others	Our Senior Management Team report to Trustees at quarterly Board Meetings where service delivery is reviewed fully. They also facilitate monthly manager’s meetings where areas of development can be dealt with in a proactive manner. Attendance at Provider Forum Meetings and working alongside other local Providers when appropriate is helpful in sharing and promoting good practice and delivering services with in an agreed framework.
There is strong Practice Leadership around challenging behaviour within the organisation	Great efforts are made to generate a positive working environment for the individuals who we support and the staff. Inevitably there are times when issues of concern arise which have to be managed with sensitivity and clear leadership. We try to resolve such matters informally wherever possible but have clear formal procedures in place that are implemented if there is no other option.

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Questions to ask yourself and your organisation:	
How much time do staff, people being supported, and families spend with senior managers and the board? How accessible are they, and how much time do they spend engaging with people?	Our Disability Service Managers are readily available and well known to people we support and their families. Regular conversations take place with people so that any issues can be dealt with promptly. The Board members visit occasionally and meet with people when we have agency events and the AGM. If someone wanted to speak to one of the Directors/Trustees, this would be arranged.
Are senior managers and board members trained in safeguarding?	Caritas Care has comprehensive Safeguarding policies and procedures for those working with children and/or vulnerable adults. Senior Management and the Board of Trustees are trained in safeguarding and have contributed to the implementation of the Safeguarding policies. Staff receive safeguarding awareness training at a level according to their role. This should be refreshed as a minimum every three years. Caritas Care's dedicated Safeguarding Officer is Amanda Forshaw who is Director of Services.
What do senior managers and the board do to demonstrate that they live the values of the organisation?	We are committed to the realisation of inclusion, rights, independence and choice for people with learning disabilities. The recommendations of Valuing People are used to inform our service delivery. Our staff team are trained to ensure opportunities are made available so that each person can be significant in making decisions about their lives and how they live their lives.
How does the board drive up quality and ensure they have evidence of this?	<p>The principal purpose of Caritas Care's Disability Service is the care, support and wellbeing of each individual. Their individual needs are of paramount concern. According to the defined needs of each person, the aim of provision is to:</p> <ul style="list-style-type: none"> promote the wellbeing and autonomy of people with learning disabilities to live as valued members in their local communities through the provision of individual support. equip each person with the necessary skills to achieve a positive life experience within the wider community and to develop into a well-functioning individual. provide a person centred, nurturing and informal approach to developing the necessary life-skills to operate in a home and a community and in an environment that is designed to benefit the individual. <p>We achieve our purpose by ensuring the following:</p> <ul style="list-style-type: none"> each person is treated with dignity and respect and valued for their individual uniqueness

	<ul style="list-style-type: none"> individual time and attention is devoted to each person by support staff who seek to understand and meet their needs individuals are encouraged to make use of the service and to take up the opportunities for personal growth and development access appropriate employment, education, leisure and social opportunities a proactive approach is taken to the person's health people are encouraged and enabled to express their feelings and emotions and are responded to in a non-judgmental way people are helped to understand their own needs people are encouraged to contribute in the process of reviewing future plans for their care and support needs people are enabled and supported to complain about any part of the service which they receive with which they are dissatisfied [Complaints and Concerns Procedure]. the person's social, spiritual, recreational and leisure needs are met and they have opportunity to follow interests and activities enable the maintenance of contact with a range of other people and develop friendship networks as recognised in their person centred plans the staff support team possesses a high level of expertise in working with those individuals who have specific needs. The staff team undertake a specific assessment of needs to help develop the appropriate service for an individual.
How does the board assure itself that it's achieving its mission?	<p>Caritas Care has a 3 year Business Plan which is reviewed twice annually to monitor progress to developing and maintaining quality services and meeting targets.</p> <p>Service Managers contribute to the development of the Strategic Plan and work towards clear targets.</p>
What systems does the board and senior management team have to find out about poor quality services, and what does it do about them? How do they deal with asking difficult questions?	<p>Caritas Care's aim is to sustain an atmosphere in which individuals' contributions are encouraged and their choices are welcomed through user involvement and meetings. Regular communication is encouraged with those who use our services, their parents/carers and commissioners. We proactively seek feedback on the level of care and support we provide and seek out ideas for new activities. Each year, we conduct an evaluation survey. The results from anonymised questionnaires are compiled into an annual report which is available to all and put onto our website. Staff are supervised regularly to ensure good communication and that best practice is shared. We have a Whistleblowing Policy which staff are</p>

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	encouraged to uphold. We ensure that service users and parents/carers have access to and understand our Compliments, Complaints and Concerns Policy.
How does the board and senior management team reflect on lessons learned from safeguarding cases, complaints, and quality concerns?	Each instance is fully investigated with care and professionalism. Action plans are put into place to ensure that improvements are put into place as quickly as possible. Staff are apprised and additional training undertaken if identified and strategies are agreed if required. Full and transparent communication and recording is kept. Caritas Care looks on concerns as learning opportunities to improve and ensure best practice and quality within our services.
How do you ensure there is a sufficient cross-section of skills and experience in board members?	Caritas Care makes every effort to ensure a wide cross section of skills and experience across its board members which is currently represented by those with legal, social work (both child and adult services representation), faith, accounting, psychology, education, health/medical, magistrate, Deputy Chair of Family Panel and fundraising backgrounds