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Private and Confidential

Written report for Solutions Social Care
Following a Quality Check by Expect the Best

Date(s) of Quality Check:	23 rd September 2015
Time of Quality Check:	10:00am
Number of Quality Checks:	Service users: 3 Carers: 0 Total: 3
Number of Service Users:	Three
Date of verbal feedback:	16 th December 2015
Time of verbal feedback:	10:30am

Dear Buko,

Thank you for allowing Expect the Best access to Solutions Social Care to deliver a Quality Check.

As you know, Expect the Best is overseen by the North West London Consortium and this service is funded by the Department of Health.

We have collated the observational findings taken from the Team Manager / Quality Checker(s) and we have added these to the findings obtained from the surveys conducted with your service users / clients / customers. Please find below the observations, outcomes and recommendations from this check. We look forward to receiving your feedback on this Report.

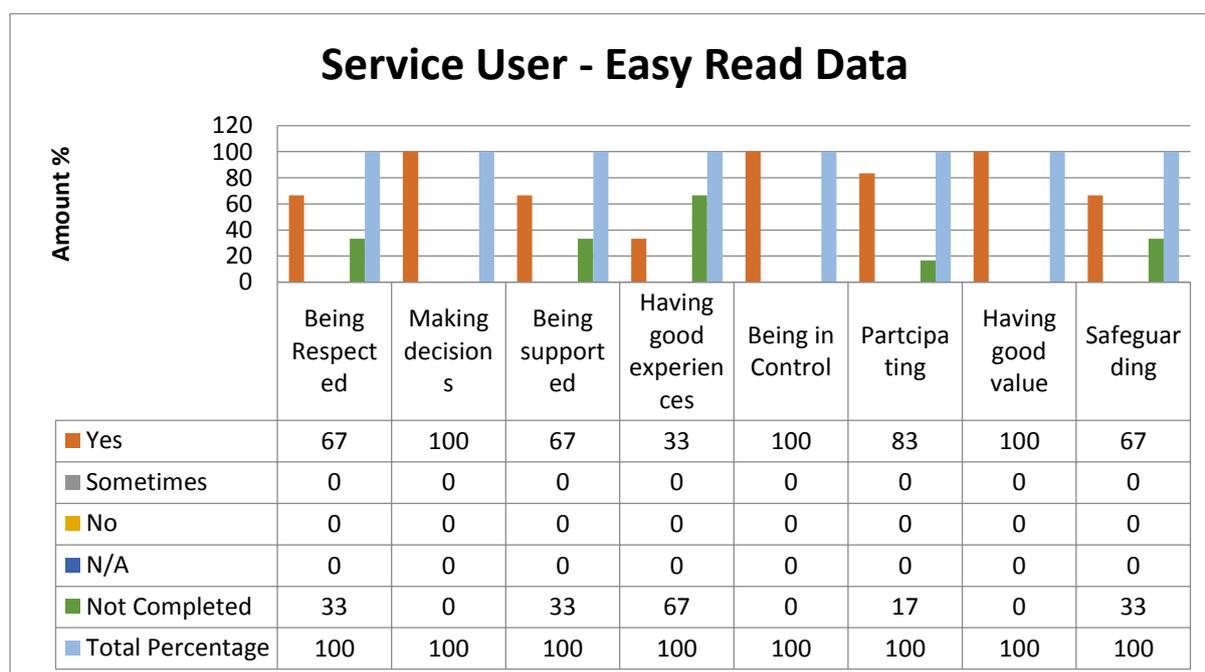
Kind Regards,

The Expect the Best Team

Survey Findings

“Expect The Best aims to provide Service Providers with useful feedback and data to clearly identify where you are performing well and where improvements may be needed. The results from our easy read quality checking questionnaires are analysed and categorised into the eight areas seen in the graph below.

Whilst this data is always accurately reported in our reports, it is important to remember that in smaller services, (where less than 10 service users have given responses), the data and percentage ratings in the graphs may be less relevant than for larger services, as results in small services can be influenced by a single response due to the small sample sizes involved”.



SECTION 1

What Solutions Social Care did well (Observations):

Summary of observations: Team Managers and Quality Checkers.

Headings for observations:

Staff

The team arrived at the service and was greeted by Buko (The Manager), who had made a visit to the service specifically to introduce the team to the members of staff and service users. The team were glad to see that a senior member of staff attend specifically for the check and it was clear, during the time Buko was at the check he was well known by service users and hands on, which was a good example shown.

The team had access to all members of staff on the day and observed very good interaction between service users and support workers. Those staff spoken to, were friendly, open and had a very good understanding of the people they support, allowing a very good insight into different communication styles, body language and gestures.

Staff were keen to be involved in the check, helping to answer questions and supporting those service users to interact with the team during the check. The Quality Checker noted **“a genuine care was seen in the interaction between staff and Service User”**.

Staff had a clear understanding of the service users likes and dislikes and created daily activities that were personal and specific to each person supported, an example of this is the team observed a service user, who enjoyed tactile/textured items, ripping paper, moulding play dough and rustling newspaper, therefore, activities were designed around this core support principal. The service user came across happy and content with doing this and her support worker explained this is encouraged as it provides relaxation and stimulation to the individual.

Activities

The team observed service users and staff integrating in the main activity room.

There were board games, blocks & jig saw puzzles being used by service users and staff helping to support these activities.

The team heard during the survey that one individual loved sports, and already that morning, had already taken part in Badminton and Football; the service user was delighted in telling the team this.

During the final stages of the check, the team observed the same service user taking part in a game of darts (the plastic version), with members of staff, which he clearly enjoyed.

As previously mentioned, the team were made aware that one service user felt relaxed when handling tactile objects, so laid on the table were various items such as Paper, Play Doh and other touchy, tactile & textured items. The team observed these being used by the service user and enjoyed.

Materials

Having spent time looking around the building, it was evident that there were boxes of different activities, some physical (sports equipment) and some more quiet, relaxed and leisurely.

There was also a laptop being used by a service user, he was watching visually stimulating cartoons, which again he seemed to very much enjoy. This was alternated with playing Kaplunk with his support worker.

Materials were in good condition, well looked after and appropriate for the needs of the client group. The team were happy that service users were engaged and participating in activities they enjoyed and importantly those they chose to do.

Safety

The team arrived and was greeted by all staff, which was nice to see, we were shown into the main building (which we couldn't gain access into without being let in), which again was an important safety point noted by the Quality Checker.

The team also highlighted positively the request for Identification upon arrival and we could see that all staff collectively wore their ID's at all times.

We were not asked to sign in on that day as the signing in book was left on the minibus, this was raised while we were at the service and the team believe that this was a mistake on the day. However, it is an additional point raised in the action plan at the conclusion of this report.

The team were aware that this was not a building owned by the service, instead it is rented 3 days a week. This could account for there being no easy read policies, fire evacuations and safeguarding policies obviously and conveniently displayed.

The team do feel this to be an important part of keeping service users safe, so an additional point is raised in the action plan below.

Overall, the team were confident to say that service users appeared safe and comfortable whilst accessing this service.

Environment

The team were greeted by friendly and approachable staff. We entered the building and witnessed support sessions and activities in progress, which was great to observe. Staff and service users were sharing the space and the team observed smiles and general happiness. This added to an overall happy feeling in the room.

The building was not owned by Solutions Social Care but they made the best of the space. Mark the senior support worker, was on hand throughout the check to support the team and he gave an in-depth overview of the service and service users. There was clear evidence of service user input into the daily timetables and it was evident that they contributed to the activities being completed.

Overall, the team were very happy with this engaging, open and welcoming environment created.

SECTION 2

What Solutions Social Care did well (Questionnaire Data):

The Quality Checking team used observational techniques, peer led experience of accessing services and questionnaire tools during this check. The recommendations made are based on guidelines from Department of Health 'Caring for our Future' white paper.

Service Users were asked a range of quality checking questions from our easy read Questionnaire. Many Service Users had communication difficulties and so were supported by staff members to give their responses.

Many of the questions were either not completed or not further evidenced with additional information, this due to verbal communication difficulties of those individuals interviewed. Those additional responses given, whether by the service user themselves, or through the view point of support workers have been displayed below.

There were no negative responses by any of the service users interviewed, this backed up the positive observations given by the EtB team.

2.1 Being Respected:

This question is based on service user's views of your staff; Are the staff kind and interested in you as a person? Are the staff polite to you? If you have a belief that is really important to you, does this service respect it?

During observations the team were confident that staff were respectful of service users, they displayed an interest and knowledge of the person(s) they support and allow support and independence where appropriate.

2.2 Making Decisions: This question is based on service user's views of service user's decision and choice; are you given information to help make decisions about your care? Are you asked about how to make the services better? Are your views taken seriously? Do you decide what you do here?

During observations the team witnessed service users making decisions what activities they wanted to do. There was good and clear interaction, often not verbal, to indicate what choices services users wanted; this showed a good understanding of body language and methods of communication that was non-verbal.

2.3 Being Supported:

This question is based on service user's views of being given support by the service and its staff; Do you have enough support from staff? Do you feel in control of what you do here? Who decides what you do when using this service? Do you have enough support to do the things you would like to do here?

The team observed service users that were well supported.

EtB witnessed positive responses to this support, through various communication methods. Following conversations with support staff, these comments endorsed this:

"Mimics, Interacts with staff"

2.4 Having Good Experiences:

This question is based on service user's views of independent experiences whilst accessing the service: Are the activities you do here interesting? Do you get the right amount of support? Do you like what you do here?

The team observed smiley and happy faces, clear signs of laughter and enjoyment in the activities that were being accessed. The team observed individuals supported in games, sports and sensory activities. Further expanding on observations, the team received the following information which further supported this:

"likes play dough, trips, swimming, park royal, reflections, music, walks, park, like tactile things"

"Likes walking, cartoons, jenga, connect 4, board games, park royal, trips to Brighton, bowling, reflections, dance. Likes the dynamic atmosphere"

"Back from holiday- been on a motorbike, likes puzzles, swimming, badminton trips and favourite thing is football. Love it"

2.5 Being in control:

This question is based on service user's views of money: Do you have money to buy things when you are here? Do you manage your own money when using this service? If you need to buy something, are you given support? Would you like more support to understand money and how you can use it?

These results were obtained through conversations with support staff, to help better understand how money is spent. This is budgeted through service users, if an additional activity is engaged then money will be received from families for example.

The service tries to subsidise costs of activities attended.

2.6 Participating:

This question is based on service user's views of friends and meeting new people; Do you have friends here? Would you like to meet new people? Do you feel an important member of the group here with good friends? Would you like to have more things to do and chances to meet new people?

The team observed good interactions between service users, these contributed to a safe environment.

Further observations are detailed below:

"Very sociable, like meeting new people"

"socialble with users"

"To begin with shy but with time become friends"

2.7 Having Good Value:

This question is based on service user's views of do you know how much it costs to use this service? Has anyone helped you check if this is a good service? Has anyone helped you to look at other services and check this is the best one for you?

These results were again obtained through conversations with support staff, therefore no additional service user information was given.

2.8 Safeguarding:

This question is based on service user's views of safeguarding and supporting documents: Do you feel safe here? Have you seen a copy of an easy read safeguarding policy? Do you know how to make a complaint if you are unhappy? How would you feel about making a complaint here? Do you feel safe when using this service? Do you feel safe with the staff, with other service users, in this building? Are you left alone for long periods of time?

The team were happy and confident that service users felt safe at this service. We gained a good insight into how service users communicate and the types of body language used. The team felt that service users showed relaxed body language whilst being supported.

We also received the following additional information direct from a service user:

"Safe with building, staff, other users"

SECTION 3

What Solutions Social Care didn't do so well (Data & Observational Findings):

Considerations for Future Action Plan:

Overall, the results show that those service users who participated in this Quality Check were happy with the service, in fact no one commented negatively about any of the questions asked by the Team.

With this in mind, the team have found it hard to feedback any key priority points, in this action plan. However, it has been noted below, areas the service could be improved to benefit those people using Solutions Social Care.

These general observations include;

(Reference relevant sub-heading numbers)

Action Plan Summary:

(Reference relevant sub-heading numbers)

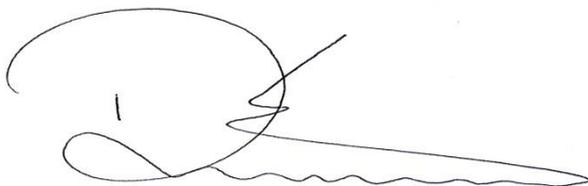
2.8 – Safeguarding

The team observed a safe environment, with good one to one interaction between staff and service users. Those accessing activities seemed calm, relaxed and confident in their environment and the feedback we received further endorsed the teams observations. During the visit, the team did pick up on a couple of minor items that we would like to see implemented to ensure the safety of those accessing the service:

- **Signing in Book** – Although it was clear there was a signing in book, it wasn't available of the day, as it had been left in the minibus. Signing in books are an important safety procedure and as such need to be available at the service during service hours. This is a small recommendation but with safety procedures it is important that systems are followed each time.
- **Easy Read Documentation** – The team are aware that the building is rented and not owned solely by Solutions Social Care. However, the team would like to recommend that safety notices be made visible, either on walls (if possible), or a board created by service users, that can be taken down during days not rented. These are to be created in Easy Read as the team feel this is the most appropriate way to display this information material.

Due date of second visit if agreed:

Best Regards



David Watts

Team Manager

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Provider Permission Required

Sharing this report with your Local Authority

It is important that people who receive support are treated with dignity and respect. It is the responsibility of the provider to be open and transparent in the way they deliver health and care.

By allowing Expect the Best to deliver an independent Quality Check of your service, you have shown a commitment to ensuring the ongoing responsibility and development of a transparent, best-practice and service user led provision.

Expect the Best work closely with commissioners and local authorities to identify those services that are offering best practice and those who are working towards a better standard of care. We would therefore like your permission to share this report with Local Authority Commissioners, so that they can better understand how those people within your service, and the wider borough, view the care they receive.

Permission Granted

Name:

Signature:

Position:

Date:

Monitoring and Evaluation Permission

The NCVO Charities Evaluation Services (CES) is working alongside Expect the Best to ensure that we have the appropriate tools to effectively monitor the work we undertake.

As part of this process, an external evaluation is conducted whereby the CES consultant carries out a small scale, qualitative evaluation by interviewing a random selection of service providers in order to provide an independent view of what Expect the Best has achieved and what could be improved on.

Please confirm that you would be willing to participate in this process. If you agree, we will give the name of your service to the CES consultant and you may be randomly selected to take part in this evaluation process, which would be conducted over the phone and could take up to one hour.

Permission Granted

Name:

Signature:

Position:

Date:

Service Provider Feedback

A meeting was arranged to discuss the findings of the Quality Check. The report was received well and the feeling was that it had captured the good work of the service as well as giving recommendation(s) to focus on.

The report was delivered and each point was discussed in detail; additional information was given to the team and is detailed below:

Safeguarding

In the action plan it was recommended that the service utilise a board to display easy read signage and important notices. The service accepted this and are happy to take this recommendation on and implement it in the near future.

It was discussed that main contact numbers could be added to this and different easy read documents.

Overall, the report was received well; the recommendations were taken and acknowledged by the management. David felt that this was a very good service and that it had been difficult to suggest recommendations to a service that delivered such a great Quality Check.

The EtB team wish Solutions Social Care the best for the future delivery and are confident that the recommendations will be achieved in the near future and the service will continue to maintain its high standard of quality.