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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:	13 th November
Time of Quality Check:	11:00am
Type of Service:	Activity Service Indoor activities & Community activities.
Number of Quality Checks:	Service users: 5 Carers: Total: 5
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.

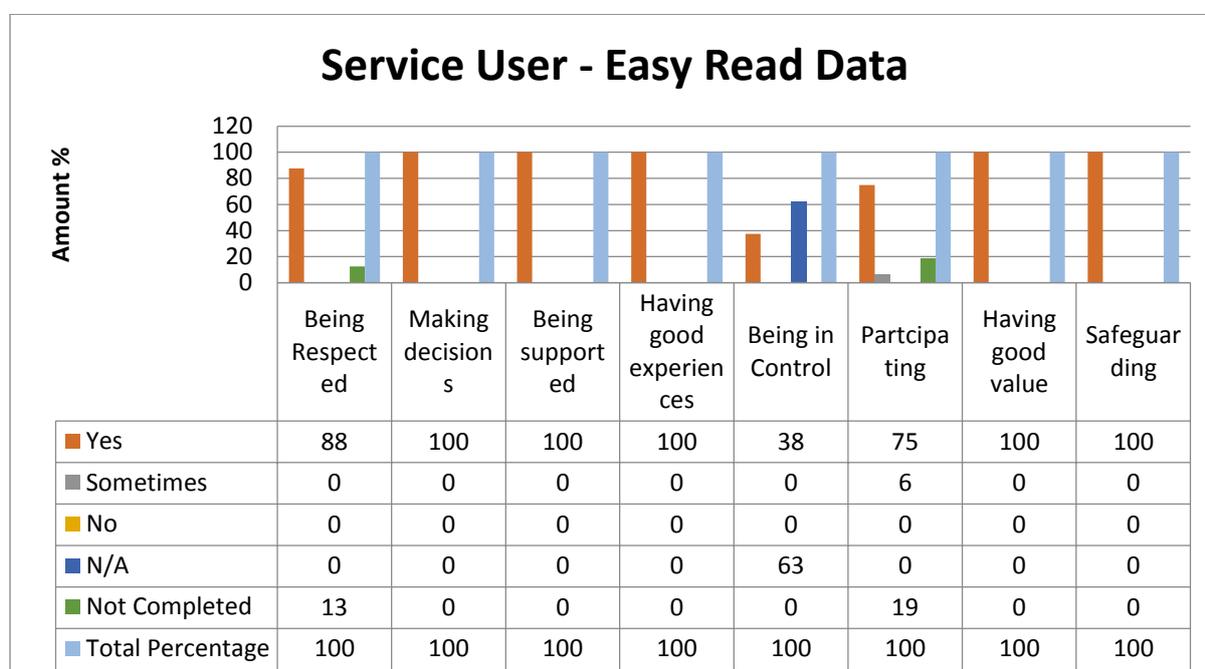
Kind Regards,

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 been observed), 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



Solutions Social Care is an activity-based support group who work with individuals both within local centres and in the wider community; accessing local facilities for the groups to enjoy.

On this occasion, the team went out into the community to observe Solutions Social Care deliver a 5 a-side football activity. This service has a base within a local community hall where activities are also available, observations have been detailed in section one below.

This check was delivered as an observational check only.

SECTION 1

What Solutions Social Care did well (Observations):

Summary of observations: Team Managers and Quality Checkers.

Headings for observations:

This was the second visit to Solutions Social Care to deliver a Quality Check.

Staff

The staff were incredibly friendly both towards the Expect the Best team (EtB) and more importantly in observational interactions with service users.

The senior Care Worker introduced all the team to EtB and they gave their time to talk directly and openly about the service and those who access it.

The team observed staff to be extremely engaging and we were encouraged to see an atmosphere of fun and friendliness. The staff encouraged the EtB team to get involved in activities as they themselves were throughout the check.

Staff were observed delivering a high quality interactive session with service users, facilitating both one to one high quality care and also support as a larger group. There was enough staff on duty to help co-ordinate the football activity and travel to the session safely. The Quality Checker observing said “**Staff have a caring nature, rubbing their hands to check they are warm**”, this was nice to see and added to the overall quality show of care from staff.

Staff were observed allowing service users to be themselves, to allow them to run and have fun whilst still ensuring service users safety. There was also a limitless amount of high fives and applauding engaged in by all.

Activities

The team observed various activities on the day; we saw service users enjoying puzzle games and videos on the laptops when we arrived and during that time at the first location (which was a centre of the church), we observed a service user and member of staff playing badminton in the large space. This one service user loves sport and is often contributing to bowls and darts sessions.

The team went into the community at a local football centre, the team observed this to be engaging and inclusive! The session was well organised and everyone was encouraged to take part in this session. Some service users were able to take part in kicking the ball, passing and scoring goals; whilst others are encouraged to walk, run and shout out loud which was enjoyed by all attending.

The team spoke with management and was pleased to hear that there were lots of other activities enjoyed in the community throughout the week, that were person centred and chosen by service users; these included activities such as Trampolining, swimming, Horse Riding, Cinema, Bowls and lunch/meals out.

Materials

There were many materials available and on offer, these were observed in those activities above. They were appropriate to those who were accessing them; the team observed bowling, badminton and board games whilst at the check, members of staff supported all these.

This service delivers from a church and had ample space to deliver indoor games and had a music system that the service users accessed. The team were there primarily to observe service users at a football 5-aside game. The facilities were described as “**excellent**” by our Quality Checker, there was a large enough pitch that even those that did not want to play football had the opportunity to run around and have fun. The staff factored in a half time session and the group were treated to refreshments in the main lounge area, before they got back to the second half of the match.

The team observed many smiley and happy faces!

Safety

Firstly the team met with the service from the church, that they run the services from, we were asked to sign in and Identification was asked for which was great to see. The building is slightly offset from the main road and had a safe feel, which was a positive feeling.

There were no clear safeguarding signs, easy read notices or displays. The team are aware that this is often the case when it is a shared building as it's not always appropriate to place around a rented building.

Support staff were available and there was an adequate number to ensure the safety of all service users, which encouraged the team.

The EtB team travelled with the service users and staff in the minibus and the safety continued throughout. Staff helped service users (that required it) onto the mini bus and supported/encouraged those to strap themselves in, this again highlighted that the right of independence and support was shown by staff; the ride to the centre went smoothly and we all arrived on time.

At no point during the observational visit did the team feel that any of the service users felt anything but safe, during the day the team were encouraged to see big smiles and high fives throughout.

The football activity went very well, lots of fun was enjoyed by all, the staff threw themselves into this and were involved with service users, from the beginning; they looked like they were having as much fun on the day!

For the service users who did not want to take part in the football, they were seen walking casually around the centre and enjoying the warmth and refreshments of the lounge area.

Overall, the team had no issues or concerns over the safety of those attending this activity in the community, it was well organised, well attended and very much enjoyed by those service users (and staff) attending.

Environment

The main meeting place benefitted from a large area that had been utilised for indoor games, music sessions and activities that involved quite a lot of space. The team observed a badminton session and joined in as part of the quality check experience.

Staff were welcoming, again the senior support worker gave his time to introduce the other support workers and service users to the team and the team were pleased to enter such a friendly place. The Quality Checker on the day stated “**I was asked questions by the support worker which was nice, he seemed to care about what I do with EtB**”, I was the team manager on the day and I echoed this statement.

The premises was in really lovely condition, the setting had a large car park was a lovely addition.

The premises was very natural in its décor, the team were looking for clear input from service users into the décor of the centre, again the team feel this is due to more than one occupier. However, it was clear that while the service is using this building, their presence is known, with games, toys and boxes on display during those times.

Client's views and general feedback

The Quality checker on the day felt that this service benefitted from staff who he believed genuinely cared for those they were supporting; he complemented the staff by saying **“everyone gets involved, everyone is like the service users”**. I believe this is a positive to any provider, to have an ethos and staff that are giving of their time and tactile with their experiences and approach.

The feedback the team received was mainly through non-verbal methods, we observed laughter, joy, celebrations, team work, support and interaction between all attending, for those that didn't take part in the running around, there seemed quiet contentment to watch and walk around the different pitches.

In conclusion, the Quality Checker felt the staff had created a warm and friendly environment in which those who accessed this service, were able to confidently express themselves through verbal and non-verbal communication methods and either way have their message listened too and understood.

SECTION 2

What Solutions Social Care did well (Questionnaire Data):

This Quality Check was delivered as an observational check only. We gained observations of interactions, support, independence and friendships through the experiences of our Quality Checker, who himself accesses services across London.

Additional information was supplied by Solutions Social Care Management and staff; this information is detailed below.

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?

The team observed lovely interaction between staff and service users, obvious shows of care and support were seen. With examples of encouragement shown, by staff, to enable service users to attempt to do things for themselves, showed the development of independence and promotion of support if needed.

Following conversations with support workers and observations in practice, the team have detailed the below positive interactions;

Observation: A service user shouted Buko to come over to join in the game, he was smiling, happy and cheering when he did; this showed the team clear interaction and friendships.

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?

The team observed clear decision making, support workers enabling those to choose whether they wanted to take part in football or not on the day. Choices were also observed in positions on the pitch, goal keepers were chosen by service users as was the team input. The team observed service users acting confidently when being asked, which encouraged the team.

The following observation and support worker feedback was given to the team:

“Information given through parents + Decides on the day”

Observation: Service user was given choices on the day

Observation: Doesn't want to play football so doesn't

Observation: Chose to play in goal

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 Quality Checker on the day was particularly impressed by the levels of support staff gave to service users and the calm response that echoed from the person supported. The Quality Checker observed staff enabling independence whilst still supporting through tasks and he remarked that **“Whatever the people do the staff do too, right by them”**; again this was a positive.

The following observations and support worker feedback further endorsed this:

“Help walking around supporting her as she walks”

Observation: QC was rubbing Service Users hands cold

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?

There were clear signs of enjoyment whilst at the service, the team observed confident and relaxed body language during observations. During conversations with staff it was evident that support workers knew the individuals they support well, and at times had been supporting these individuals for many years.

The team were fortunate to observe a well enjoyed activity in the community and have detailed the responses below:

Likes Playdough, Swimming, Reflections, Music, Walks, Park, trips & Park Royal

Likes Walking, Cartoons, Jenga, Connect 4, Board Games, Park Royal, Brighton, Bowling, Reflections & Dance

Likes walking, Staying in lounge and around area, watches from the window

Observation: Big smiles and High Fives

Back from holiday, been on a motorbike, likes puzzles, football, badminton and trips

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?

To obtain this information, the team spoke with management and the structure of payment was detailed. Service users are able to access money to buy things whilst at the service, or to attend other activities that cost additional money.

The team were pleased with the understanding of service user money.

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?

Friendships were clearly obvious within this service; good interactions were seen between service users especially when goals went in, lots of smiles, high fives and cheering for their mates. This was also apparent in the staff encouraging this behaviour and environment, which was a positive.

The team have detailed the following observations and support worker feedback;

"Very sociable"

"Interacts with Staff and sociable with other service users"

"Good interactions"

"I'm everyone's friend"

Observation: All in group playing and smiling

Likes meeting new people

Shy to begin with but after time makes 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?

The team are aware from conversations with staff and management that lots of activities are accessed within other services, this is a big positive as it enables people to access a wider range of personalised pleasures. The team would like to encourage the continuation of this.

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 are confident that service users are safe both accessing the service inside and out in the community, the team have witnessed both elements of this during the two checks conducted and can confidently say that service users come across as relaxed and confident in their surrounds, with other service users and with staff.

The following observation and support worker feedback was given to the team:

Observations: Calm and confident

Observations: Good body language

Observation: very confident around the support worker

“Safe in the building, with staff and the service 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 and as such the team have found it incredibly difficult to offer any further recommendations.

Small safety details have been picked up on for discussion during the feedback session

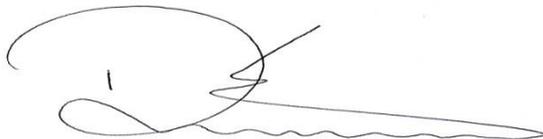
These general observations include;

Safeguarding

The team are aware that this service rents its space and does not own it, however, it is important that safety notices are available and displayed throughout the time of the visit. The team would like to discuss potential ways to develop these areas during the feedback session and agree a plan of action moving forward.

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:

Activities (Observations)

EtB were informed that Solutions Social Care are now looking for indoor activities, whilst the weather is colder. A gardening club is being set up and tennis sessions are in the process of being organised for March 2016.

This service also wants to set up a football tournament for local groups and other providers to take part in. This would be to raise money for funding streams. EtB think this is a good idea and encourage the idea of this.

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.