

HESLEY GROUP DRIVING UP QUALITY ACTION PLAN

Some Feedback

Yes, lots of effort and planning has been put in place to achieve our son visiting a local pub recently! This is quite a milestone....”

“He is loved wherever he goes”

“He has lovely relationships with the staff. He seems to respect them and also has lots of fun with them. He also enjoys friendships with his peers and visits them in their houses”.

“My son is encouraged to bake and help cook his meals, which he enjoys”. “It is amazing to see him no longer needing these medications and we are really grateful that his behaviour is being managed without these”

“Lots of positive and well-planned experiences. We are amazed at his ability to access the pub and soul bar which is what any young person his age likes to do. As a teenager he also has plenty of time to “chill” and “be lazy”. If anything, we would like more weekend activities.”

“The staff give my son the life he deserves. They give him a much better quality of life then I could at home.”

“A full program of activities which work really well transport permitting!”

“Facilities management have been excellent in tailoring our residents flat to meet their needs and self-injurious behaviour. The standard of upkeep is high and great effort is made to continually modify and customise the accommodation.”

“He is well respected by all his staff team and other staff at Hesley Village.”

“Care staff value his individuality.”

“I feel that he is liked and respected.” “I think this is maintained and supported by familiar staff.”

“Very grateful for weekend accommodation in log cabins, excellent.”

“May visit anytime that we wish.”

“Regular phone calls from our son and we phone often. We are always welcomed when there and the log cabins are a great boon.”

“Variation, inconsistency response to her needs at all levels. Some very good staff but let down by the fact they are not given credit and dismissed by others who feel they are more important, so their views at times override the residents view and needs.”

“Should be accessing the community more such as cafes, library or sports hall.”

“I would like more regular updates about him even just by email. If I ask for an update, I will always receive one. I have no problems arranging visits.”

“We receive regular phone calls home from support staff to let us know how his day has gone and to let us know of any issues. Also, management contact us directly if there are any big issues or incidents.”

“Staff should be aware of what resident has done/been like in the previous 24 hours to be able to give a meaningful feedback on phone calls.”

“Response to our main concern over the lack of consistency in the assignment of our son’s core staff has been slow until recently.”

What we do well	What we can do better	What are we doing about it?
<p>We use lots of different ways of communicating depending what people need. We have self-advocacy groups and the services of an independent advocacy provider</p>	<p>We still need to spend more time listening to people we support and getting their ideas</p>	<p>Everyone's MDT preparation to include asking the person about their life, their care, their staff and making sure it makes a difference.</p> <p>We are introducing the Iplanit support planning system that is more person centred and includes people supported to be more closely involved with their plans</p> <p>Increasing the use of signing and use of total communication initiatives across all areas</p>
<p>We have activities that are designed to meet people's needs and Active Support is used in some services</p>	<p>We need to be better at making sure activities are person centred</p>	<p>Evaluating potential and benefits of having Active Support across all services for adults</p>
<p>Our support plans aim to be person-centred but they are not easy for people we support to understand</p>	<p>We need a better person-centred care planning system that people we support can use as well as their staff</p>	<p>As above, we are in the process of getting an electronic planning system that people supported will be able to also use</p>
<p>We work hard to make sure people are healthy and stay healthy and out of hospital but we can do better</p>	<p>We need to use the Health Equalities Framework and the STOMP to help us measure and improve what we do to help people</p>	<p>We are working closely with local CCGs and aim to use Health Equalities Framework for everyone at Hesley Group during</p>

<p>We plan care and support that is based on outcomes for people.</p>	<p>We need to be better at assessing outcomes for people so we know more about progress and what has made a difference</p>	<p>Work is under way to introduce the Outcomes Star across services during 2018 We use Therapeutic Outcomes Measures as one means of assessing progress and planning appropriately for next steps and pathways</p>
<p>We do value our staff and we want them to feel valued and rewarded for their hard work. This helps build stability, consistency and relationships</p>	<p>Further significant pay rises agreed for 2018. Values Led Recruitment package during 2017/2018 Focused work is continuing on recruiting the right people and keeping them is aimed at maintaining core teams.</p>	<p>Ongoing work – commenced September 2017. Plan to be updated before 1 April 2018. New Hesley Group Awards for 2018 with several different categories and significant prizes – anyone can nominate a person.</p>
<p>We want to support people to be healthy, stay healthy and stay out of hospital</p>	<p>Improved healthcare checks and need for implementation of the Health Equalities Framework to support this.</p>	<p>Implementation of the Health Equalities Framework is already underway and MDT processes look at people's health and wellbeing on a regular basis. People are supported to access health care providers as and when necessary and this is challenged on their behalf as needed. GPs are expected to undertake annual health checks rather than us merely providing them with a set of information for them to assess and this is supported by the CCG Plugged into the Care & Treatment Review process to support unnecessary admission & appropriate admission to hospital.</p>

<p>We want to support people to only have psychotropic medication if they really need it and there is nothing else that can help</p>	<p>Sign up and implement STOMP This stands for “Stopping the over-medication of people” (with a learning disability, autism or both)</p>	<p>Action plan agreed and in place in services for the STOMP reviewed quarterly at Quality Governance Board Meetings on behalf of the Hesley Group Board and at team management level</p>
<p>We work to support positive relationships with family and friends seek out the views of families. We welcome complaints and comments about people’s experiences. Family forums take place regularly.</p>	<p>Consultation required on an ongoing basis through a range of means.</p>	<p>85% of respondents to the November 2017 questionnaire said they felt satisfied their relative had a meaningful and ordinary life. 7% were not satisfied and 8% were neither satisfied nor dissatisfied.</p> <p>92% said we valued people’s individuality, 3% were not satisfied we did this and 3% said they were neither satisfied nor dissatisfied.</p> <p>76% were satisfied with the communication they received, 7% were not, 13% did not express a view either way and 3% did not answer</p> <p>Families helped us devise some of the questions we asked of them.</p>
<p>We think that people need support in developing relationships and making friends and how this may be better supported. Contact with family is good but it’s not quite the same as having friends.</p>	<p>Full implementation of Positive Behaviour Support, training staff and managers in developing and supporting rewarding relationships</p>	<p>Ongoing actions are planned in respect of further application of Positive Behaviour Support (PBS) planning and approach, training and understanding of individual staff members to understand the need for friendships and relationships, difficulties people face in developing relationships and making friends and how this may be better supported. Work is to continue on this project throughout 2018.</p>

<p>The Executive are accessible and have a good understanding of the people we support. We need to make sure our Board and Executive Team are closely involved with and know about the experience of people we support and people we support know what the Board and Executive are for.</p>	<p>All members of the executive team spend time in the services, meeting staff, people supported and their families.</p> <p>We could improve the quality and accessibility of our communication with people supported so that they know who is on the Board and Executive and who does what.</p>	<p>Work during first half of 2018 to Improve on accessibility to Board and Executive by people we support. To look at pictorial communications of board and exec members and what they do and where they are. Offer board/exec members to restore attendance at People’s Choice, House Meetings – possibly quarterly. Review success in Autumn 2018.</p> <p>Pictorial information to be developed during the first half of 2018 to fit with our total communication strategy</p>
<p>Representatives of the Board and Executive Team attend family forums and have contact in other ways with family members</p>	<p>Family attendance is limited by due to geographical locations. Parents also contact Operations Director, Quality Governance Manager & CEO directly. We could improve on the quality of information provided to families about the Board and Executive Team.</p>	<p>Provide better standards of information for families in respect of the Executive and Board and who does what – contact details. Review success in Autumn 2018.</p>

<p>New initiative “Hesfest” was undertaken in 2017. An all-day festival for everyone supported by and working for Hesley Group and their family and friends. Included lots of live music acts, stalls, games, food stalls, circus acts. 600 people attended. People supported were put at the centre of the preparation and planning.</p>	<p>Was so enjoyable for everyone that it is planned to become an annual event. 2018 is booked. Some lessons have been learned about how we can improve what was already a success.</p>	<p>Plans are already underway for the spectacular Alice in Wonderland Mad Hatters Tea Party Event in July 2018.</p>
<p>Music and signing is known to be beneficial for staff and people we support. Hesley Group Choir is a small but effective musical group that includes some people supported. We have performed at public concerts also the Hesley Group Christmas carol concerts. Services also have signing choirs. We performed at Hesfest too on the big stage.</p>	<p>Reaching out and recruiting more singers</p>	<p>Weekly reminders, posters, photos.</p>

<p>Hesley Group Board and Executive Team understand how to keep people safe and receive safeguarding and health and safety training annually. The Operations Director is also the designated safeguarding lead for the organisation and has had DSL training</p>	<p>Look at introducing a more sophisticated and focused “case review” to share with the organisational leads at Quality Governance Board when things have not gone so well and what we have learned/changed in terms of keeping people safe within the parameters of Making Safeguarding Personal</p>	<p>Incident review board has been set up to undertake this and have a transparent discussion about risk and positive risk management within the PBS and Making Safeguarding Personal Frameworks.</p>
<p>Making and maintaining positive environments is important to the wellbeing of people we support and for our staff and can be especially challenging at times</p>	<p>Making sure we keep on top of damage done and breakages</p>	<p>We maintain a safe working and living environment. Electronic facilities management system is used for managers and staff to input need for repairs. Replacements are sought as soon as possible. Policies been updated in terms of staff caring for and respecting people’s personal possessions and maintaining their environment in a way that suits them.</p>