



ubu Driving Up Quality Self-Assessment and action plan 2022-2023 – North East

Local Values – Being Loved, Being Healthy, Feeling Safe, Having Choices, Having Friends.

Reference can be made to driving up quality code: Self-Assessment Guide found at www.drivingupquality.org.uk

1. Support is focused on the person

What works well?	What is not working well?
<ol style="list-style-type: none">1. This is me process being implemented, ensuring all information is updated in real time.2. Flexible approaches to how we deliver support based upon individual need.3. Training is identified through the This is me process and rolled out across supports.4. We involve the people we serve in the interviews for new staff.5. The atmosphere in the supports are very much focused on this being to persons home and respectful attitudes are always observed putting the person at the front.6. The people we serve report back that they have good working relationships with enablers.	<ol style="list-style-type: none">1. Ensuring outcomes are SMART and are monitored and supported in real time and become part of the every day focus.2. Ensuring a whole team approach to the This is me process.3. Engaging more on delivering real and sustainable social value.4. Ensuring that individual needs are communicated effectively across the team to ensure consistent approaches and outcomes.5. More effective communication during hospital visits, communicating needs as well as providing written information and liaising with L.D nurse.6. The one team approach across all supports across the region and not only within patches.



ubu Driving Up Quality Self-Assessment and action plan 2022-2023 – North East

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

What works well?	What is not working well?
<ol style="list-style-type: none">1. We promote positive risk taking for the people we serve and encourage the people we serve to have dreams and aspirations Person led approaches to outcomes.	<ol style="list-style-type: none">1. Broadening our networks to look at real and valued paid opportunities across the region, through the promotion of champions to encourage and support across the region.2. Look at developing significant friends' meetings to encourage attendance and engage in a way significant friends want us to.3. Ensuring family attendance at reviews (with consent) more consistently.



ubu Driving Up Quality Self-Assessment and action plan 2022-2023 – North East

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

What works well?	What is not working well?
<ol style="list-style-type: none">1. Reinforcement of values and mission during interviews, ensuring individual values match those of the organisation.2. Training for staff is focussed around the individual needs of the people we serve	<ol style="list-style-type: none">1. Encouraging and recording comments and compliments Celebrating our success and sharing across the organisation to raise improvements for all.2. Develop a rota for the submission of 'wow' stories each week / month, across the region.3. Looking at ways of reducing the turnover of staff and reliance upon agencies.4. Looking at specific skills mix for teams during interviews who may bring something new or different to the team & for the people we serve.



ubu Driving Up Quality Self-Assessment and action plan 2022-2023 – North East

4. A good culture is important to the organisation

What works well?	What is not working well?
<ol style="list-style-type: none">1. ubu are committed to the practice of servant leadership.2. ubu will speak out against bad practice.3. We create opportunities for staff to get together via training so good practice can be shared and emulated.4. Ubu hold events with the people we serve so that relationships can be developed, and they have an opportunity to be heard in the right way.	<ol style="list-style-type: none">1. Reinforce the servant leadership role and model this across the region, taking time to offer more experiential opportunities to hone this for all, starting with regional managers.2. Share more coaching opportunities within managers meetings to increase learning opportunities and promote good practice.



ubu Driving Up Quality Self-Assessment and action plan 2022-2023 – North East

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

What works well?	What is not working well?
<ol style="list-style-type: none">1. There is strong leadership around challenging inappropriate practices.2. Ubu decision making is based around benefiting the people we serve3. Ubu actively encourages open and honest feedback about what is and what is not working.4. Area managers are visible and present in real time, reinforcing the values and leading by example.	<ol style="list-style-type: none">1. Ensuring the people we serve understand the board and what it does.2. Look at how we can further explore greater input for the people we serve via the peoples partnership and develop a system to feed in to this where people do not want to attend in person.



ubu Driving Up Quality Self-Assessment and action plan 2022-2023 – North East

Action Plan

Key area and value	Action agreed	By	Who by and by when	Date completed
The people we serve are able to live as an independent life a possible	Ensuring outcomes are SMART and are monitored and supported in real time and become part of the everyday focus	Ensure all enablers are part of the discussion and share skills to ensure outcomes become an integral part of everyday life.	SM's and teams	July 2022
The person is supported to have an ordinary and meaningful life – people are supported to have friends and intimate relationships	Broadening our networks to look at real and valued paid opportunities across the region, through the promotion of champions to encourage and support across the region	Looking for volunteers to become employment champions across enablers to broaden people's opportunities and experiences.	SM's and teams	June 2022
Care and support focuses on people being happy and	Develop a rota for the submission of 'wow' stories each week / month, across the region	At each team meeting to include celebrating success and outcomes and followed up by submitting the story.	SM's, AM's	June 2022



ubu Driving Up Quality Self-Assessment and action plan 2022-2023 – North East

<p>having a good quality of life -</p>	<p>Encouraging and recording comments and compliments</p>			
<p>The people we serve will be drivers of the values of ubu</p>	<p>We will ensure that surveys and quality monitoring is assessed, and results reviewed to drive improvements based upon the outcome of surveys.</p> <p>Look at how we can further explore greater input for the people we serve via the people's partnership and develop a system to feed in to this where people do not want to attend in person.</p> <p>Look at skills mix required across supports to bring a more individualised service.</p>	<p>To ensure that when the results of the surveys are received this acted upon where areas of improvement are identified.</p> <p>More effective communication and participation, ensuring people are encouraged through real valued input and by seeing change.</p> <p>Identifying individual needs from this is me & rolling those out in adverts</p>	<p>SM's AM's & RM</p>	<p>June 2022</p>