



ubu driving up quality Self-Assessment and action plan – North West

Reviewed May 22

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

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

1. Support is focussed on the person

| What works well | What is not working well? |
|---|---|
| <ul style="list-style-type: none">• People felt that they had been kept safe through the pandemic and staff have cared for them and provided reassurance.• To revise activity planner to ensure this reflects summer months and people being out and about• Recruitment is proactive and all planned in weekly with good relationship with local agencies• Most People we serve love interviewing through teams from their own homes.• Induction process is in depth with shadowing for 4weeks and specific training for each person is identified and co | <ul style="list-style-type: none">• Some people like to interview in person and struggle on teams, to ensure that people we support are leading in the face-to-face meet and greet.• Making sure people's homes are always personable and kept to an excellent standard following COVID and no availability for workmen to do jobs• More Healthier activities and exercise on the Microsoft team's calendar• To continue the focus and good work with infection control to continue keeping us safe. |



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| <ul style="list-style-type: none">• Person led plans for all individuals we serve in a format that is accessible and reflect the assessments completed on This Is Me.• Each area has a Healthy Lifestyle Planner Calendar for people to go to get fit and meet new friends. | <ul style="list-style-type: none">• To ensure that all activities within the local community are brought to the attention of people we serve, and an activity file is kept up date to choose from |
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2. The person is supported to have an ordinary and meaningful life

| What works well? | What Needs to be done? |
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| <ul style="list-style-type: none">• Asset based initiatives being used to support the people we serve in their lives to ensure that individuals we serve have full community participation including – volunteering in local projects gardening and local market, doggy day care and charity shops (ensuring COVID secure)• Joining up of staff and support to attend healthy lifestyle activities and local environmental events such as pick up plastic, beach cleaning• People we serve who have been in hospital or secure settings for a period of time have been supported to be part of their new community and their contribution to their community is positive with regular reviews of progress and support specifications updated in line with changes in needs.• People we serve have been supported to identify their goals for this year and have the support identified to achieve these• Infection Control Training has been rolled out quarterly to ensure all staff are kept vigilant and well trained and up to date. | <ul style="list-style-type: none">• Ubu have secured an allotment to get this moving and working on making this a community space• Each person we serve to have an outcome to find work unless retired• To increase people we serve leading of events within their local community so each support has an event run by them in the community with their teams.• Developing friendships to be promoted through a full and active life. |



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

| What works well? | What needs to be improved on? |
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| <ul style="list-style-type: none">• Detailed and planned inductions for all new staff members including comprehensive shadowing period, attendance on a residential induction to ensure all new team members understand their role and the organisation.• New Learning and Growing process to ensure that all staff reach their competencies and potential within their role with clear career path for every staff member• All training has been delivered through teams ensuring a well-trained work force.• Review process, This Is Me assessments focus on dreams and aspirations and what is meaningful for each person. Each person has a bespoke package specific to them• To celebrate all achievements and submit stories through ubu website.• Tenants' forum on teams has enabled more people to actively access this forum and be an active part of this.• Actively seeking feedback from families and significant friends during out auditing checks. | <ul style="list-style-type: none">• To promote Let's Keep talking and staff wellbeing to have a happy and healthy staff team• To engage with significant others to keep communication current and up to date• To focus on asset-based initiatives ensuring all the people we serve have a meaningful and full life within their local community and making an equal contribution.• To promote the support groups available for families supporting elderly relatives and people with autism to help with signposting and sharing experiences |



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4. A good culture is important to the organisation

| What works well? | What is not working well? |
|--|---|
| <ul style="list-style-type: none">• All managers have completed the ubu Management Training, all Enabling staff have attended and completed the ubu Care Certificate and induction programme ensuring clear and consistent expectations of peoples roles and people are inducted into ubu vision, mission and values• Strong Cultural Brand with engagement from support teams• Complaints process• Website, blogs for Chief Exec, photos, new, tv, social networking promote the culture and values of the organisation. Sharing outcomes and news• Workforce consultation• Matrices reflected on Carista rota that people hours are being delivered as they choose consistently, people first• Personal weekly lifestyle planners accessible to the people we serve. | <ul style="list-style-type: none">• Roll out of Peer audits and actions from the peer audits and gain feedback and monitor improvements• To introduce teams to hold more forums and discussions for the people we serve to feed into ubu• More picture formats to be incorporated within supports to aid in communication |



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

| What works well? | What needs to improve? |
|---|--|
| <p>Regional Managers presence at team meeting, significant friends, recruitment, consumer forums</p> <ul style="list-style-type: none">• Members of the board have direct involvement with people we serve• Board attends inductions along with managers and people we serve• Chat 2 Change meetings to be held quarterly for feedback on working for ubu | <p>To promote and engage more in parent and carers of people supported by ubu to ensure communication is shared effectively about the organisation</p> |



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Action Plan

| Key Area and Value | Action Agreed | By | Who by and by When | Date Completed |
|--|--|---|--|--------------------------|
| Being Loved, support is focused on person | <ul style="list-style-type: none"> All recruitment events will involve the people we serve, their views on potential new team members will be included in the selection process | Dates for meet and greets to be shared People we serve to be allocated dates to attend at interview planning stage | All Regional managers | 1 st June 22 |
| People's homes to be more personable and kept to an excellent standard | <ul style="list-style-type: none"> To discuss within house meeting, significant friends and visits on standards, jobs outstanding and décor to ensure inside and outside of homes are kept to a good standard To maintain the standard of cleanliness and good infection Control Practices | Deep Clean to be undertaken and identify any updating or works to be done Quarterly training to be Planned on Infection Control/COVID polices for all the teams. | All Service Managers and Regional managers | To be reviewed quarterly |



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| <p>Having Choices- Having a happy and Quality of Life</p> | <ul style="list-style-type: none"> • Each person to be supported to find suitable voluntary or paid employment of their choice through identified outcomes • Activity File in picture format and written format to be in place | <p>Asset Based initiatives to identify people's strengths and match these with what's going on locally, so opportunities are expanded for all.</p> <p>Community researching of what is going on to be done and put together</p> | <p>Service Managers identify and plan with people their outcomes.</p> <p>Every Quarter calendar revised. Regional Team</p> | <p>To be reviewed quarterly</p> <p>To be reviewed quarterly</p> |
| <p>Feeling Safe</p> | <ul style="list-style-type: none"> • We will involve people we serve in auditing supports to gain a more realistic view. • To maintain the standard of cleanliness and good infection Control Practices | <p>The Peer Auditing plans to be completed to ensure quarterly audits are undertaken and using teams.</p> <p>To maintain the standard of cleanliness and good infection Control Practices through training and auditing.</p> | <p>Peer Audit Feedback to be shared</p> <p>Quarterly Training and Auditing to be planned</p> | <p>Peer Audits to be planned</p> <p>Training and Auditing to be planned for year</p> |



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| <p>Good Culture</p> | <ul style="list-style-type: none"> • To ensure all staff have access and support to maintain their wellbeing and resources. • To share good practice and celebrations of achievements achieved on ubu website • To promote and engage people within the differing forums that are available ie Autism Support Group, Supporting Elderly Relatives and Significant Friends | <p>To keep promoting Keep Talking, We Care and Mental Health Champions within the workforce.</p> <p>To submit personally for you stories to celebrate achievements</p> <p>To use all ubu communication channels to talk to and inform people of what is going on and how to be part of this</p> | <ul style="list-style-type: none"> • Regional Managers, Service Managers/All team members <p>Regional Manager, Service Manager, and all team members</p> | <p>To review quarterly</p> <p>To review quarterly</p> |
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