



## ubu Driving Up Quality Self-Assessment and action plan 2022-2023 - Harrogate/Knaresborough

Reference can be made to driving up quality code: Self-Assessment Guide found at [www.drivingupquality.org.uk](http://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"><li>1. All our staff complete a service and person specific induction programme.</li><li>2. 2 day care certificate attended by all staff in their first 2 week induction.</li><li>3. This is me assessment is carried out with involvement with families and outside agencies.</li><li>4. People we serve are always fully involved in the interviewing of potential new employees.</li></ol>	<ol style="list-style-type: none"><li>1. Forums for the people we serve need to be more consistent and everyone attending.</li><li>2. Self-Directed reviews to be planned in and be consistent through the year.</li><li>3. More evidence to ensure people's 1:1 hours are not reduced due to Local Authorities budgets.</li><li>4. Creative and sustainable outcomes planned for people to achieve throughout the year.</li></ol>



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### 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"><li>1. We change the local communities' perceptions by starting community events and participating in local events, we deal with any issues quickly and effectively.</li><li>2. We have supported a number of people to move from long stay hospitals and institutionalised supported into their own flats at the heart of the community.</li><li>3. Achievements are discussed with the people we serve and their significant others and recorded onto ulink. Support and risk plans are developed to enable the staff members to follow the process for that person and celebrate successes.</li><li>4. Opportunities are sought to support the people we serve in employment and education.</li><li>5. Social value opportunities are constantly being sought out and actioned,</li></ol>	<ol style="list-style-type: none"><li>1. People we serve do not have enough unpaid support and friends.</li><li>2. People we serve do not have enough resources available to meet new people for friendships/relationships.</li><li>3. Employment opportunities are difficult to source. External resources are difficult to engage.</li></ol>



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### 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"><li>1. As soon as new needs are identified we immediately provide training to the teams.</li><li>2. As changes occur the This Is Me's, support and risk plans are redeveloped or updated to reflect that need.</li><li>3. New person led This Is Me have been developed and all team members have been trained.</li><li>4. Additional aids, resources, 1:1 hours are actively sought to ensure that the people we serve have meaningful lives.</li><li>5. We evidence and assess our staff competency on support through continuous observations.</li><li>6. Each person we serve has a principal worker who ensures that all needs are met.</li></ol>	<ol style="list-style-type: none"><li>1. People we serve need to be involved with feedback on staff in a more consistent way.</li><li>2. We need to evidence that staff are reading and understanding all This Is Me's and all subsequent updates/changes on support plans and risk plans.</li><li>3. Ensure that all documentation is completed in real time.</li></ol>



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### 4. A good culture is important to the organisation

What works well?	What is not working well?
<ol style="list-style-type: none"><li>1. We continue to challenge establishments like the NHS and Housing associations regarding institutionalized support and have great outcomes</li><li>2. Senior managers visit each support a minimum of three times a month for a meaningful visit</li><li>3. Significant friends' meetings are held quarterly at a time and place that works for them.</li><li>4. Forums take place though out the year with the people we serve and the enablers to establish-morale, additional needs, etc. The information is analyzed and actioned in real time.</li><li>5. All training is tailored to the needs of person to ensure effective competent staff who embrace the values and culture of the organization.</li></ol>	<ol style="list-style-type: none"><li>1. People we serve are currently not involved in quality checking of our supports Peer audits need to be more consistent and training refreshed.</li><li>2. Feedback to staff members after surveys have been collated need to be undertaken accurately and in real time.</li></ol>



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### 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"><li>1. Senior managers are matched to roles based on their skills and passions.</li><li>2. Leaders are recruited for their leadership skills and matched to roles.</li><li>3. We have a strong ethos of responsive challenge role modelled by senior managers.</li><li>4. We have creative visionary members who are always striving for innovative ways of working.</li></ol>	<ol style="list-style-type: none"><li>1. Feedback from forums could be channeled to the senior team more effectively and in a timely fashion.</li><li>2. Communication systems to be continually developed and improved.</li></ol>



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### Action Plan

Key area and value	Action agreed	By	Who by and by when	Date completed
Support is focused on the person	<p>We will guarantee that people we serve will have a consistent, informative forum every quarter.</p> <p>Peer Audit</p> <p>Peoples Partnership Forum</p> <p>Significant Friends meeting</p> <p>Life Skills – 100% of all People We serve will be supported to develop their domestic life skills over the next 12 months by working on an outcome around cleaning/cooking.</p> <p>We will ensure that all are know how to make a complaint and whom they can contact, ensuring that this is discussed within house meetings and forums such as ‘our voice’.</p> <p>We will ensure the organisation will employ a competent trained enlightened work force.</p>	Service Managers, Regional Manager and the organisation	Netty Jefferson and Service Manager	Every quarter
			One meeting to be held quarterly	Every quarter
			Netty Jefferson	Every quarter
				Ongoing
				Ongoing
				Ongoing
The person is supported to have an	We will support each person we serve to re-establish or create additional	Service Managers, Regional Manager	Netty Jefferson and Service Managers	Ongoing



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ordinary and meaningful life	opportunities for Retirement or employment.			
Care and Support focuses on people being happy and having a good quality of life	Feedback will be obtained from the people we serve consistently and discussed with staff in supervision and team meetings.	Service Managers, Regional Manager	Netty Jefferson and Service Managers ongoing monthly	<b>Ongoing</b>
A robust open and honest culture is important to the organization. The whole organization will celebrate the excellent work being done.	More of the People we serve will be quality checkers in order to deliver feedback on services through peer audits, surveys and feedback from house meetings.	Service Managers, Regional Manager	Netty Jefferson	<b>Ongoing</b>
Managers and Board members lead and run the organisation well.	Ubu commit to listen to the people they serve and support them to build lives that have meaning for them and continue to lead high quality values led provision of enablement.	Lead team, Area, Regional and Service Managers	Regionally Harrogate and Knaresborough-Netty Jefferson and Service Managers.	<b>Ongoing</b>