



## ubu Driving Up Quality Self-Assessment and action plan 2021-2022 - York, Scarborough and Selby

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. Each person we serve has a “This Is Me” assessment by a Competent manager, Assessment details of how the person can give consent prior to any support being provided.</li><li>2. Best Interest decision are in place and people we serve have individualised risk assessments in place based on an assessment of needs that promote customers to take informed risks.</li><li>3. meetings with family members recorded visitors’ logs including family members and any housing persons attending.</li><li>4. TIM and outcomes for all people we serve up to date and all are person led.</li><li>5. Monthly communication meetings for the people we support.</li><li>6. Daily logs clearly show consent and choice.</li></ol>	<ol style="list-style-type: none"><li>1. Medical forms need to complete consistently, and Health action plans are completed following any medical appointment.</li><li>2. Quarterly reviews to take place and where changes in needs have been identified their personal preferences and choices considered when changes are planned.</li><li>3. People we support budgets need to be reviewed in line with the current cost of living crisis.</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. People we serve have opportunities for employment on a regular basis and opportunities are explored for all</li><li>2. People we serve contribute to their local communities to the benefit of others. We have several people that work on a volunteer basis that give back to the community – people are also involved in fund raising event.</li><li>3. Tenants meetings are planned and implemented consistently.</li><li>4. People we support are supported to plan and go on holidays.</li><li>5. People are supported to develop relations by being part of the local community e.g., church groups day service libraries.</li><li>6. People are supported to maintain effective contact with their families and friends and other significant people.</li></ol>	<ol style="list-style-type: none"><li>1. Additional opportunities for employment to be explored and to be expanded across all services.</li><li>2. Need to look at other ways to further develop relationships outside of the immediate support, this could be online for the people that have difficulties accessing community.</li></ol>



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### 3. Care and support focuses 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. People we serve are in control of their lives and are happy and are supported to develop person led plans</li><li>2. Staff are recruited, trained, and developed to understand the value of getting to know the person being supported and recognise that small things are important</li><li>3. People we serve to be more involved in the recruitment process to include them from the start of the process and through to the final decision making</li><li>4. Outcomes are in place that focus on the person preferences and desires</li><li>5. Each person we support has a principal enabler and this person will ensure that person led plans are being followed and outcomes achieved</li></ol>	<ol style="list-style-type: none"><li>1. Staff teams to be involved in quarterly tenant's forum meetings and support the people we serve to be engaged in the process.</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. People we support and their family have involvement in checking the quality of support compliments and complaints procedure evidence how change has resulted from the voice of people being supported and their families at all levels</li><li>2. Staff are represented at every level through the Enabler Partnership. All members are voted in for this group and every level of the company is represented. Minutes are circulated across the organisation and actions followed up at each meeting.</li><li>3. Peer audits are taking place quarterly on a consistent basis.</li></ol>	<ol style="list-style-type: none"><li>1. Feedback to staff members after surveys have been collated need to be undertaken accurately and in real time.</li><li>2. Staff to be encouraged to put forward ideas for improvement and attendance at chat 2 change improved</li><li>3. Further development required too support teams to celebrate the achievement of the people we support via submission of stories</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. Feedback from forums are channelled to the senior team effectively and in a timely fashion.</li></ol>	<ol style="list-style-type: none"><li>1. 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>Medical forms need to be completed consistently, and Health action plans are completed following any medical appointment</p> <p>Quarterly reviews to take place and where changes in needs have been identified their personal preferences and choices considered when changes are planned</p> <p>People we support budgets to be reviewed in line with the current cost of living crisis</p>	Service Managers and Regional Manager	Julie Parker and Service Manager	Ongoing
The person is supported to have an ordinary and meaningful life Care and Support focuses on people being happy and having a good quality of life	<p>Additional opportunities for employment to be explored and to be expanded across all services</p> <p>Need to look at other ways to further develop relationships outside of the immediate support, this could be online for the people that have difficulties accessing community</p>	Service Managers and Regional Manager	Julie Parker and Service Managers	Ongoing



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<p>A robust open and honest culture is important to the organization. The whole organization will celebrate the excellent work being done.</p>	<p>staff teams to be involved in quarterly tenant's forum meetings and support the people we serve to be engaged in the process development required to support teams to celebrate the achievement of the people we support via submission of stories</p>	<p>Service Managers and Regional Manager</p>	<p>Julie Parker and Service Managers</p>	<p><b>Ongoing</b></p>
<p>Managers and Board members lead and run the organisation well.</p>	<p>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.</p>	<p>Lead team, Area, Regional and Service Managers and teams</p>	<p>Regionally and Service Managers.</p>	<p><b>Ongoing</b></p>