

**Annual Service User**

**Quality Assurance Report**

**2018**

**(Results compiled in April 2019)**

**Contents Page**

**Section Page Number**

1. **Insight Specialist Behavioural Service Ltd 3**
2. **Introduction 4-5**
3. **Method 6**
4. **Client Quality Assurance Questionnaire Findings 7-13**

1. **Conclusion 14**
2. **Recommendations 15-16**
3. **Appendices 17**
4. **Quality Assurance Questionnaire 2019 example**
5. **Insight Specialist Behavioural Service Ltd**

Lynda Cashford and Jackie Hales formed their partnership in September 1991, developing a specialist behavioural service for adults with a learning disability and additional behaviours which challenge community services. Insights philosophy was based upon the belief that an ordinary quality lifestyle, could be provided within the community for some of the most difficult to place people. Insight strives to engrain the Government white paper ‘Valuing people’ Four key principals: promoting client individual choices and control over their own lives, promote their rights, support independence and inclusion in the community as well as being valued as an individual person and treated with respect and dignity. Insight aims to provide the highest quality care not only for the clients that live within the service but for the staff team, client’s families, advocates and for all outside agencies linked to the service and local communities to all the properties.

Aims and Objectives:

**•**The Mission of Insight Specialist Behavioural Service is to provide adults who have intellectual impairments and additional behaviours that challenge services the opportunity to achieve meaningful and rewarding lives.

•Insight is committed to providing a service within valued community settings and supporting people to access generic health, education and leisure facilities within the locality of their home.

•Insight will achieve this through the empowerment of the people it serves by protecting and valuing their right to individuality, safety and respect.

•Insight will be transparent in all aspects of its business and provision of care**.**

Insight’s properties are located in four locations across Medway and Swale:

Minster – House Manager Lucy Loft

Teynham – House Manager Adam Cashford

Sititngbourne – House Manager Paul Briggs

Waldersalde – Andrew Edwards

1. Introduction

To ensure Insight are delivering the care they propose within the company mission statement, the Annual Quality Assurance Questionnaire was designed to assess the quality of care it currently offers to those who use or who are linked to the service. Insight is keen to hear the thoughts and feedback from all persons that are linked with the service and these are completed on an annual basis. This feedback will identity and highlight areas of strengths and weaknesses of the service. Recommendations for change to the service will be actioned to ensure Insight continuously maintains the highest standard of care and support.

Insight based their questions for the Quality Assurance Questionnaire 2019 on ‘The Driving up Quality code’ and the ‘Care Quality Commissions five standards’. The Driving Up Quality Code outlines the good fundamental practices for organisations that support people with learning disabilities.

The driving up quality code sets out 5 key areas that indicate the practices of a good organisation:

1. Support is focused on the person
2. The person is supported to have an ordinary and meaningful life
3. Care and support focus on people being happy and having good quality of life
4. A good culture is important to the organisation
5. Managers and board members lead and run the organisation well

The Care Quality Commission (CQC) are an independent regulator of health and adult social care. They are responsible for monitoring and inspecting service providers to ensure a high standard of care and encourage care services to improve.

The CQC use 5 key questions whilst undertaking inspections in services:

1. Is the service Safe
2. Is the service Effective
3. Is the service Caring
4. Is the service Responsive to people needs?
5. Is the service Well led?

Insight used CQC’s 5key questions and the 5key areas of good practice to create their own questionnaire to rate the quality of service and care they provide.

The questionnaire was split into seven key areas:

1. Support is focused on the you
2. Support to Lead a meaningful life
3. Support with Health and Wellbeing
4. Do you feel safe in your home?
5. Private and Confidential: Storage and access of personal/sensitive information
6. Culture at Insight
7. Are you happy and can Insight make your life better?

The full questionnaire which details the questions within each section can be viewed in appendix A.

The Annual Quality Assurance report will be presented in three sections:

* Section one client questionnaire feedback
* Section two parents, outside agencies and advocates feedback
* Section three Insight Specialist Behavioural service staff feedback

1. **Method**

The questionnaires were completed with clients across Insight service in March 2019 to review the past twelve months care and support they have received. During the period of time the questionnaires were completed there was a total of thirty-one clients living at Insight service, however not all clients at the service have capacity to complete the questionnaire. Clients undertook a pre-assessment which assessed understanding of the questionnaire and determine if the person answers the questions in terms of recency or if they acquiescence.

A total of twelve clients across Insight service completed the Annual Quality Assurance Questionnaire with the PCP Manager. Nine of these clients completed it independently and three clients required support staff to assist them. A further two clients refused to complete the questionnaire.

Please note that some clients may answer questions in ‘that moment in time’ and this sometimes may not be a true representation. Client responses may be affected by their feelings and behaviours that day and may be mood dependant. Whilst conducting these questionnaires with clients the PCP manager tried to take this into consideration for the truest representation of their thoughts and feelings. Two clients required several visits in order complete the questionnaire.

1. **Findings**

The results for each seven sections of the questionnaire have been complied and presented in a total score percentage. In the ‘Culture at Insight’ section, two questions required a reverse score to determine the positive and negative outcome.

**Chart 1: Support is focused on you,** relates to Section 1 questions A-F within the questionnaire. The participant response suggested that 74% support is focused on them, 11% suggested support was not focused on them, 12% suggested they did not know whether the support was focused on them, 1% suggested it didn’t apply to them and 1% did not answer.

Quotes provided by the clients for their answers include:

‘They were able to choose what they wear’

‘I have my own car which I go out in my own car when I want too’

‘Staff help me do things I want to do, and my mentor is helping me learn to cook as I want to live on my own’

‘I want more support and sometimes we are short staff so I can’t go out and do things I want to do’

‘No, they don’t give me any support as I can do things for myself’.

**Chart 2: Support to lead a meaningful life**, relates to section 2 questions A-I within the questionnaire. The results from the participants suggest that 74% receive support to lead a meaningful life, 17% suggest they are not supported to lead a meaningful life, 6% did not know, 2% suggest doesn’t apply and 1% did not answer.

Client’s comments suggest they were supported to contact and see their family and some clients had their own phones or were helped with the telephone numbers. Client’s felt ‘they had enjoyable jobs within their home and were involved in making their own meals’. All clients responded yes, they had access to their money and the majority shared they had their own bank cards or went to the bank. No client had a job in the community and the majority said, ‘they did not want one’.

**Chart 3: Support with Health and Wellbeing**, relates to section 3 questions A-F in the questionnaire. The participants responses suggested a score of 81% support with their health and wellbeing. 11% responded they did not have support with health and wellbeing, 7% did not know and 1% did not answer if they were supported with their health and wellbeing.

Client comments for health and wellbeing support:

‘I am helped with my doctors’ appointments’

‘Staff helping me do my own medication’

‘I go to cooking classes’

‘Yes, I want training for my diabetes’

‘I can’t get to training as sometimes short staff’

‘I tried training but get bored’

‘I talk to the shift leader and staff when I feel upset’

‘I’m told not to eat too much chips and eat healthy foods like fruit and veg’

On viewing the recorded data over half the clients answered no or don’t know when asked if they had access to training and education.

**Chart 4: Do you feel safe in your home,** relates to section 4 questions A-D. The participants response scored a positive 77% that the clients felt safe in their home. 8% suggested they did not feel safe in their home, 15% did not know if they were safe in their home.

Clients reported they had bedroom door locks to keep their things safe, door alarms and were reminded off road safety and taking mobile phones when in the community. One client said, ‘I always talk to the staff before leaving and tell them about I’m going and when I will be home’. On reviewing the data half of the clients felt they were treated fairly but the half either replied no or did not know. All clients responded they were encouraged to stay safe in their home and when out in the community. The majority of clients said they were supported to report damage and named the maintenance team.

**Chart 5: Private and confidential: Storage and access of personal/sensitive information** relates to section 5 questions A-D in the questionnaire. 38% of participates responses conclude that clients have knowledge and understanding of personal information stored about them and their access to this information. However, 33% participants responded no, and 29% responses did not know.

Client quotes for the answers:

‘Yes, it is kept on the tablet’

‘Yes, I have my own things and my clothes are kept private’

‘People over here things that live in this house’

‘Things about me are kept on the tablet’

‘There’s things written in my folder about me’

‘I can see things, but only about me’

‘There’s things about my history and things I do, but I don’t know if I can read it’

**Chart 6: Is there a positive culture at Insight,** relates to section 6 questions A-G in the questionnaire. 70% of the participant responses felt there was a positive culture at Insight, only 14% response was no and 15% did not know if there was a positive culture at Insight.

Some Clients provided examples for their answers, they felt they were involved in the recruitment of staff and completed client interviews with potential new staff. On reviewing the data all clients positively responded when they were asked if they felt supported to raise complaints about their care. Clients said, ‘the staff listened to me and speak nicely to me’.

Clients were asked if they were stopped from doing things they wanted to do. On reviewing the data half, the clients gave a negative response. The responses from the clients were ‘we are short staff, and this stops me going out’ and ‘my behavioural stops me going out’. The majority of clients also gave negative responses when asked if staff attended training that helps them support you.

**Chart 7: Are you happy with your home,** relates to section 7 question A in the questionnaire. 75% of participant Reponses suggest they are happy with their home, 17% responded no and 8% did not know if they were happy in their home.

The 17% of clients that responded no, where two clients, one client said ‘No its too noisy here, I have been showed different houses at Insight and I am moving there soon’ and the other said ‘No but I want to stay at Insight and move to my girlfriends at Walderslade Insight house’. Both clients that answered they were not happy with their home, however both responded that they wanted to stay within Insight service.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **In section 7 of the questionnaire clients were asked ‘Would you like to change anything about your life and how can Insight improve your life?’** | | | | | | |
| **Client responses:** |  |  |  |  |  |  |
| 1. I want to life on my own, with my own house | | | |  |  |  |
| 2. It is nice here and I am happy living here, but it wasn’t permanent I can’t wait to move to my bungalow at Insight. The people here I really like, and I will visit them. | | | | | | |
| 3. NO, I like the peace and quiet. I like hearing the birds in the morning and going in the garden. | | | | | | |
| 4. Get out more to buy more things | |  |  |  |  |  |
| 5. No I’m doing well here, life is good | |  |  |  |  |  |
| 6. It’s not fair that I don’t get on with (client name) and he is moving, so I should just move out and live with my girlfriend and he can stay | | | | | | |
| 7. My housemate is moving | |  |  |  |  |  |
| 9. More staff at weekends, I like that staff knock and wait to come into my bungalow | | | | | | |
| 10. Do more cooking in my home | | |  |  |  |  |
| 11. It’s happy here I don’t want any arguing in the house | | | | |  |  |
| 12.Prefer to live with males |  |  |  |  |  |  |

**Chart 8: Rate your care section 7 of the questionnaire,** 33% of the clients responded that the care and support over the last twelve months was Excellent, 33% responded good, 8% responded fair and 25% responded they did not know the rating of their care over the past twelve months. No clients responded that their care and support was poor over the last twelve months.

1. **Conclusion:**

Table 1: Quality Assurance Questionnaire section scores

|  |  |
| --- | --- |
| Quality Assurance Questionnaire Section | Scored above 70% positive results |
| 1. Support is focused on you | 74% |
| 2. Support to lead a meaningful life | 74% |
| 3. Health and Wellbeing | 81% |
| 4. Do you feel safe and secure in your home | 77% |
| 5. Private and confidential: Personal information storage and access | 38% |
| 6. Positive culture at Insight | 70% |
| 7. Are you happy with your home | 75% |

In conclusion the Clients Quality Assurance Questionnaire 2019 findings show that within six out of the seven main categories, scored above 70% positive rating. Key areas the results suggest that clients felt staff supported them to make their own choices, work towards their independence and had support when things go wrong in their life. Clients felt safe and secure in their home and were supported to access the community for things they like to do.

The results highlighted that within section five of the questionnaire, the clients have limited knowledge and understanding of the data that is being collected and stored. It also brought to attention that clients were unaware they could access their personal information or how they could access this information.

The participants response scored 67% Insight an Excellent/good service with no clients rating the service poor.

1. **Recommendations:**

**Table 2:** Recommendations and Outcomes from previous 2018 Quality Assurance questionnaire



**2019 Quality Assurance Recommendations**

* Offer training and education to clients to promote increased knowledge and understanding with regards to data collection, storage and access of their personal information.
* Increase participants for 2020
* Support the 2020 result’s, gather further evidence relating to quality of life measures and personal outcomes from clients unable to participate in the questionnaire thus increasing the opportunity for feedback.

**2019 Client Quality Assurance Recommendation Action plan**



1. **Appendices:**

**Appendix A:** Quality of lifestyle and personal outcomes measure questionnaire 2019