

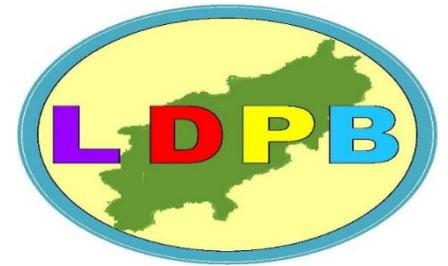
Welcome to the Quality Checkers Presentation

Northamptonshire Quality Checkers



How did the Quality Checkers project happen?

- The quality checkers project has been jointly funded by:
- Northamptonshire Learning Disability Partnership Board
and
- Nene and Corby CCGs



What do we do?

- We go into homes where people with learning difficulties live and we look around the home to see if it's safe, clean, tidy and homely.
- We also go to supported living homes, we do not look around their home unless they invite us to as its very different to residential.
- We also go to visit some day centres



- We talk to the residents and staff to make sure they are safe, happy and being looked after well.
- We check to see that people are making their own choices as much as they are able to.
- We make sure people are supported to be as independent as possible.



Why do we do Quality Checks?

- The person's voice will be heard, they might tell us things that they have not told other staff.
- Quality Checking is good for the people who give a service it gives them a chance to improve.
- Its good for commissioners to know that the money is being spent well on the person.



Who are the quality checkers?

Paul



Mike



Alex



Dawn



Debbie



Employing the Quality Checkers

- We had information days in January 2014 to talk about what we were going to do and to see who would be interested in working with us.
- People who were interested gave us their name and address.
- We interviewed people in February 2014



- We took on 12 casual workers.
- This did not work as well as it could and we changed it this year.
- We now have 1 permanent senior employee and that is Paul, he works 1 full day a week.
- We have 4 casual workers.



Why didn't it work?

- Some people had lots of other things to do and they could not do the checks when we needed them to.
- Some people decided not to do it.
- Some people had problems with benefits.



What we do after the quality check visit?

- We write a report about what people have told us and what we have seen.
- The report is sent to the commissioner and home/service manager.
- If its supported living we need the persons permission to send the report, we also send the person a copy.



What's in the Quality Checker's Report ?

- The report will say what's Good (so good practice can be shared and celebrated)
- What's not good
- Recommendations for improvements



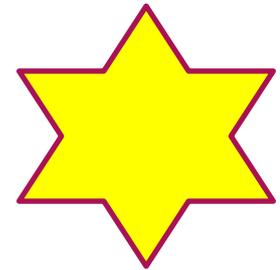
How the visits are going

- The visits are going really well.
- Most of the staff have been willing to listen to us.
- We have met lots of interesting residents.



How the visits are going

- We have been learning the different ways people communicate.
- Most of the homes have been good and we have helped to sort out some issues while we have been on the visit.
- All the services so far have said they have acted on or will be acting on our recommendations





Recommendations- what's changed?



They need to sort out the cracks as he didn't like it

The staff could also help with the dentist and help the resident to have her teeth done

Staff need to knock on doors



He want's a girlfriend, he might find one at PHAB or staff could help him find a girl on the internet- he could go to a social Group and meet people

The lady spends all the time in bed- can a buddy service go and see her like they do in hospital?

If he can't have a cat in the home maybe the staff could take him to the RSPCA



Benefits of the Project

- Changes to the home will make people happier.
- It will help residents to be safe, as we have to report what we see and hear.



Benefits of the Project

- The Quality Checkers are learning and getting good work experience.
- They are being paid a good wage.
- This project can improve the lives of people with learning difficulties.



What people have said about

US.

You were really good and explained it to me well.

He was a pleasure to meet our young people connected with him

They (residents) are more relaxed discussing aspects of their care as opposed to with an inspector.

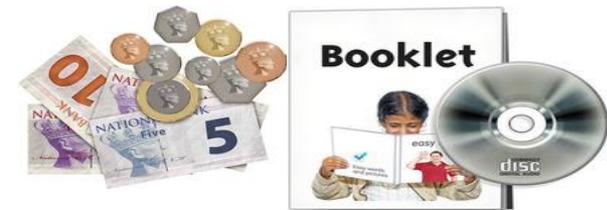
It is helpful to get feedback on potential improvements and to get input from someone who can bring ideas and suggestions

Service users were able to express wishes that had not been discussed previously

"Quality Checkers Change Attitudes"

What else have we done?

- We helped the CCG Commissioner think about what they needed for supported living service providers. We had a workshop to tell them.
- We met with all the Supported Living services that were chosen to tell them what we found, what was good and what was not so good.
- We were then paid by one service to help them with their easy read information.



- We have also been paid to do some private checks in supported living homes.
- We have been to lots of meetings to talk about our service.
- We have done lots of presentations to tell as many people as we can about our service.
- We have also been paid to train some people in supported living to do their own checks.



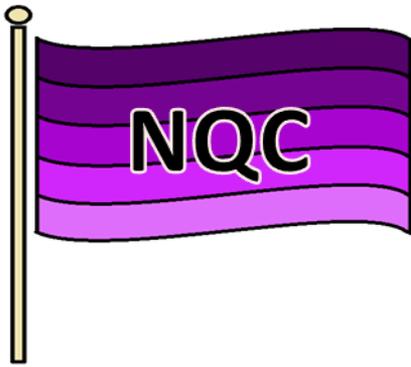
Hope for the Future

We hope that the project will continue and we will get more Funding to make it bigger.



We hope that this could lead to more permanent jobs for some people to earn their own money.





Any questions?

Northamptonshire Quality Checkers