



**GRANTHAM AND DISTRICT MENCAP**  
**ANNUAL QUALITY QUESTIONNAIRE**  
**REPORTS AND ACTION PLANS**  
**2019**

**INDIVIDUAL SERVICE REPORTS FOR:**

- **The Cree Centre**
- **Gateway Club**
- **Fairview Farm**

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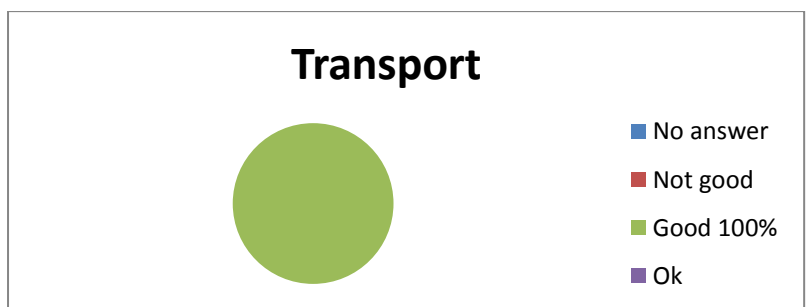
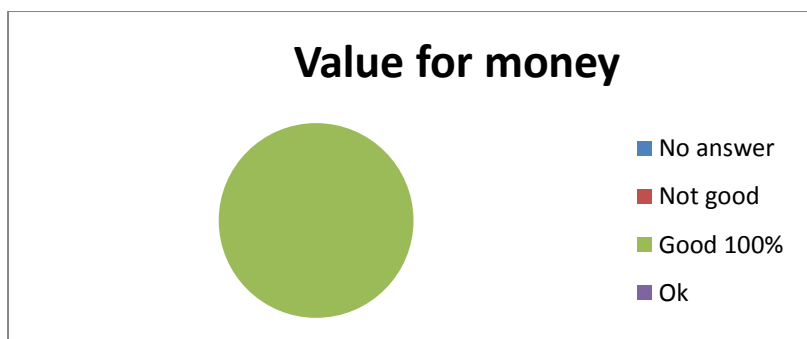
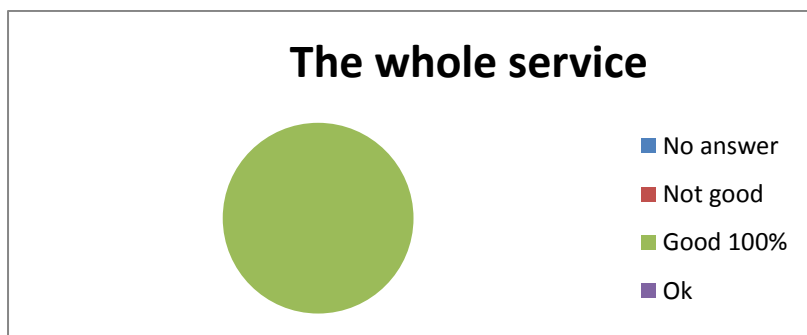
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\*Questionnaires issued January/February 2019

## The Cree Centre – The results

### Service users or parents/carers on behalf of service users.

21 questionnaires issued, 6 returned. **Response rate = 29%**



### Activities



- No answer
- Not good
- Good 100%
- Ok



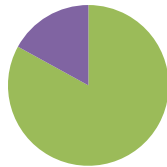
### Helpful when you telephone



- No answer
- Not good
- Good 100%
- Ok



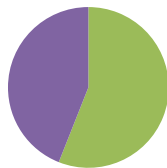
### Outings



- No answer
- Not good
- Good 83%
- Ok 17%



### Furniture and equipment



- No answer
- Not good
- Good 56%
- Ok 44%



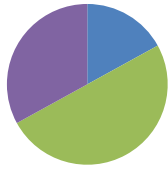
### Information from and about the Cree Centre



- No answer
- Not good
- Good 67%
- Ok 33%



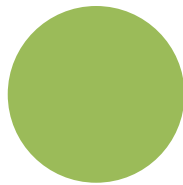
## Newsletter



- No answer 17%
- Not good
- Good 50%
- Ok 33%



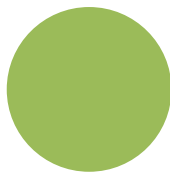
## Choices



- No answer
- Not good
- Good 100%
- Ok



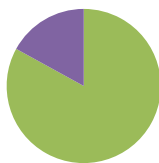
## Staff team



- No answer
- Not good
- Good 100%
- Ok



## Do you know about your support plan?



- No answer
- No
- Yes 83%
- Not sure 17%



## Do you know how to make a complaint?



- No answer
- No
- Yes 100%



**Comments/suggestions:**

“Brilliant service and fantastic staff, keep it up.”

“Service is brilliant.”

“[Name] loves it here. Best place with all lovely helpers and friends.”

“[Name]’s review was well attended.”

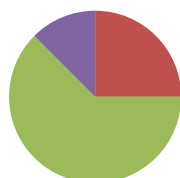
“My impression is that the staff continue to do sterling work under the guidance of the highly skilled, experienced and totally committed managers.”

## The Cree Centre – The results

### Staff

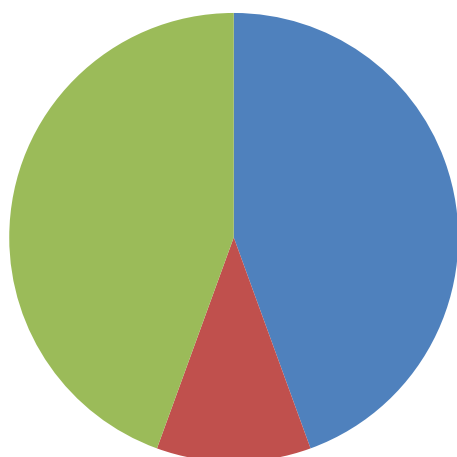
17 questionnaires issued, 8 returned. **Response rate = 47%**

#### How long have you been employed by the Company?



- No answer
- Between one and two years 25%
- More than two years 62.5%
- Less than one year 12.5%

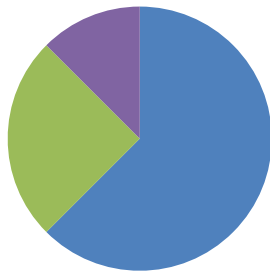
#### In your opinion, over the last year, has the overall standard of care improved, gone down or stayed the same?



- Stayed about the same 37.5%
- Got worse 12.5%
- Improved 50%
- I have not worked here long enough to form an opinion



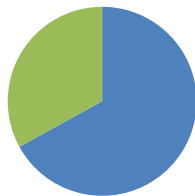
## Do you get job satisfaction working for the Company?



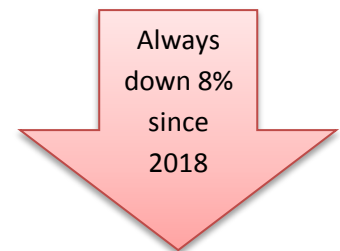
- Most of the time 62.5%
- Never
- Always 25%
- Sometimes 12.5%



## Do you feel valued as a team member by the Management of Grantham and District Mencap Ltd?



- Most of the time 67%
- Never
- Always 33%
- Sometimes



## Do you think you have received the right amount of training to perform your role well?



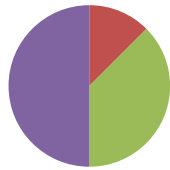
- No training received
- Not enough
- About right 100%
- Too much



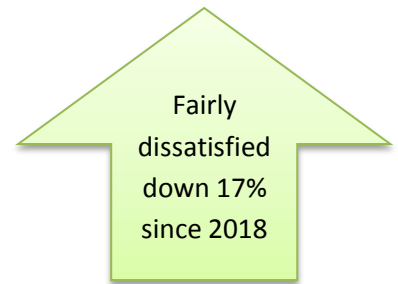
***Suggestions for training were: Team building, communication, Makaton train the trainer***



## How satisfied are you with the way the management team communicates with staff?



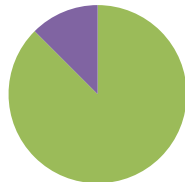
- Fairly dissatisfied
- No response 12.5%
- Very Satisfied 37.5%
- Fairly satisfied 50%



**Is there any way we could improve communication between management and staff? Comments received included:**

***“Improvements have been made since last year. However, we should always be looking at ways to improve our face to face, electronic and written communication.” “More regular supervision.”***

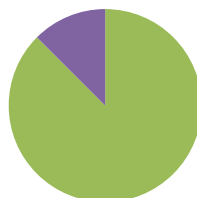
## Do you know if the Company has a whistleblowing policy?



- No answer
- No
- Yes 87.5%
- Not sure 12.5%



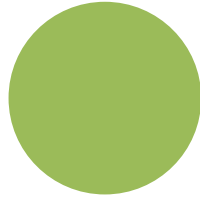
## If you saw a service user being abused by another individual/s and you reported it to a manager, how confident are you that...



- Not very confident
- Not confident at all
- Very confident 87.5%
- Quite confident 12.5%



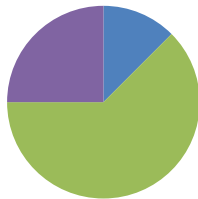
**If you had concerns about the quality of the care the service users received, who would you feel most confident discussing...**



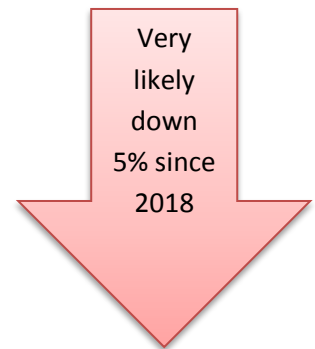
- CQC
- Other
- Manager 100%
- Team leader



**If you had a relative or friend who required the level of care provided by the Company, how likely are you to recommend us?**



- Unlikely 12.5%
- Very unlikely
- Very likely 62.5%
- Likely 25%



***What is really good about working for the Company? Comments included:***

*“Lovely service users, some caring staff members.”*

*“Hours of work, pay, training, working within a team.”*

*“Good care, respect to people who use services, helping people and families.”*

*“Good reputation in the locality. Positive workplace behaviour, making a difference to people’s well-being, good hours, good environment and good team.”*

*“Opportunity to spend time with service users, relaxed and fun environment, feel supported by managers.”*

*“The job satisfaction, the Company ethos, the workforce.”*

*“Everyone is respectful to staff needs and members. You can have a laugh and enjoy working hard. It has changed my life for the better, enjoying what I do helping members have a better life.”*

*“The support I have received to develop my skills and knowledge, the organisation embracing change.”*

***Do you feel there are any improvements which could be made to support the staff team? Comments included:***

*“Less gossip, more privacy and confidentiality, more structure and leadership at the centre.”*

*“More team building and better communication between the two sites. More incentives.”*

*“Job swap – carers to swap to see others’ jobs at opposite site.”*

*“More cover for illness or sick leave.”*

*“More time for staff to read care plans.”*

*“Admin support would enable managers to get out of the office more. Conduct more frequent audits.”*

***Do you feel there are any improvements which could be made to enhance the care and support service users receive? Comments included:***

*“More activities, more one to one time and more outings.”*

*“More equipment. Knowing when people who live at Fairview Farm are going out to plan better. To redecorate the day centre.”*

## The Cree Centre – The results

### Professionals

17 questionnaires issued, 12 returned. Response rate = 71%

How long have you been visiting people at the service?



■ No answer ■ Between one and two years 10% ■ More than two years 45% ■ Less than one year 45%

In your opinion, over the last year, has the overall standard of care improved, gone down, or stayed about the same?



■ I have not visited enough to form an opinion 42%  
■ Declined  
■ Improved 50%  
■ Stayed about the same 8%

Unable to compare due to large number of people not visiting enough

When you visit people at the service, how satisfied are you with the way that staff greet you on your arrival?



■ Fairly dissatisfied ■ Very dissatisfied  
■ Very Satisfied 100% ■ Fairly satisfied

No real change since 2018

When you visit people at the service, is the person aware of your appointment and expecting you?



■ Sometimes ■ Not applicable 17% ■ Always 66% ■ Usually 17%



How satisfied are you with the way that staff assist you and provide you with information during the course of your visit?



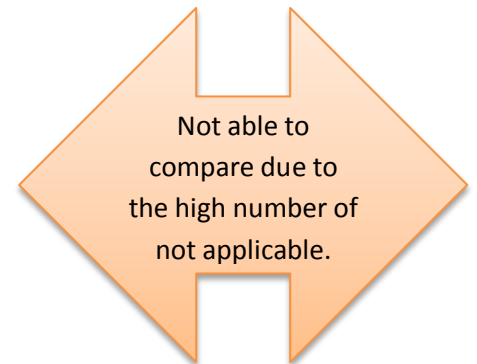
■ Fairly dissatisfied ■ Very dissatisfied  
■ Very satisfied 100% ■ Fairly satisfied



How satisfied are you with the information contained in the person's support plan that you visit?



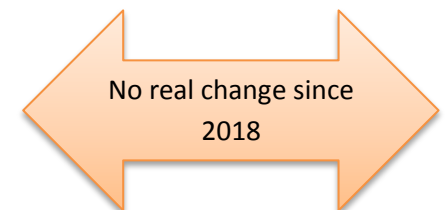
■ Fairly dissatisfied ■ Not applicable 58%  
■ Very satisfied 25% ■ Fairly satisfied 17%



Do staff treat the service users with the dignity and respect that you would expect?



■ No answer ■ None do ■ Yes 100% ■ Some do



If you make recommendations for the care of service users, do staff carry out your recommendations?



■ Not applicable 42% ■ Never ■ Always 42% ■ Usually 16%

Not able to compare due to the high number of not applicable.

If you had concerns about the quality of the care a service user was receiving, who would you feel most confident discussing your concerns with?

Staff on duty 6 The manager 12 CQC 0 Other 0

If you had a relative or friend who required the level of care provided by the service, what is the likelihood of you recommending it to them?



■ Unlikely ■ Very unlikely ■ Very likely 75% ■ Likely 25%

No real change since 2018

#### Comments received:

**"I was warmly welcomed not only by the staff who I had meetings with but by other staff members who popped into the meeting room to say hello and introduce themselves."**

**"Information in support plans is always relevant and the support plans are person centred."**

**"The staff are excellent and take great care of the members."**

**"The Cree Centre have always provided an excellent service to the people that it supports. They are always looking at ways they can make improvements and keep themselves updated with legislation and legal codes of practice."**

**"I feel that support plans are not static and should be continually developed and changed in light of legislation and new evidence that becomes available."**

**"Making the signposting of where different information can be found clearer in the support plan."**

**“They regard feedback as an opportunity to develop further the positive service they already provide.”**

**“The service provides invaluable respite for carers/families and I would have no hesitation in recommending or using the service for a family member or friend.”**

**“How often are the support plans updated?”**

**“Joined up data with the local authority so that information can be shared easier.**

## The Cree Centre action plan

<b>Area to improve:</b>	<b>Action</b>	<b>By who</b>	<b>By when</b>	<b>Completed?</b>
Furniture and equipment	Fundraising has occurred that has been put aside for new furniture. Manager and deputy manager to consult with members and staff to get this spent on furniture that is required.	Manager / deputy manager	31.05.19	
Information to and from the Cree Centre	A staff member has been identified to compile a regular newsletter to be sent to members / carers and added to Facebook page and the Company's website.	Staff member with the support of the manager / deputy manager	First newsletter by 31.05.19	
Job satisfaction	Appraisals and supervisions are taking place – staff are being asked their opinions and solutions. Managers are supporting staff to work with individuals to promote satisfaction and achievements.	Manager / deputy manager	31.05.19	
Staff feeling valued	Appraisals and supervisions are taking place to understand what staff fully mean when they don't always feel valued.	Manager / deputy manager	31.03.19	
Communication	Team leader meetings have recommenced and are planned to	Manager / deputy manager / team leaders	Throughout 2019	



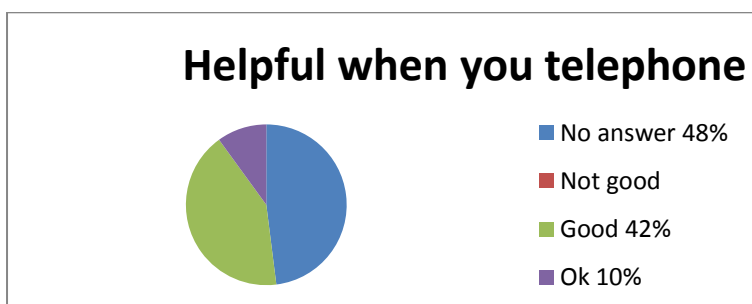
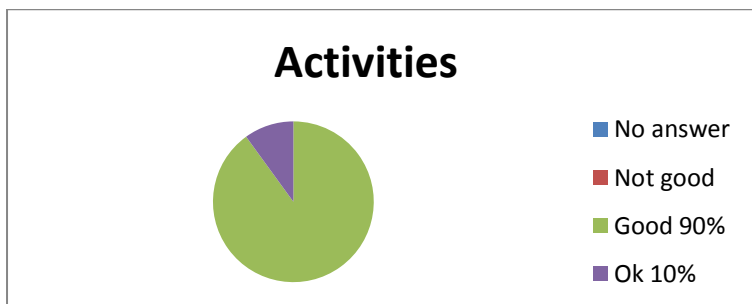
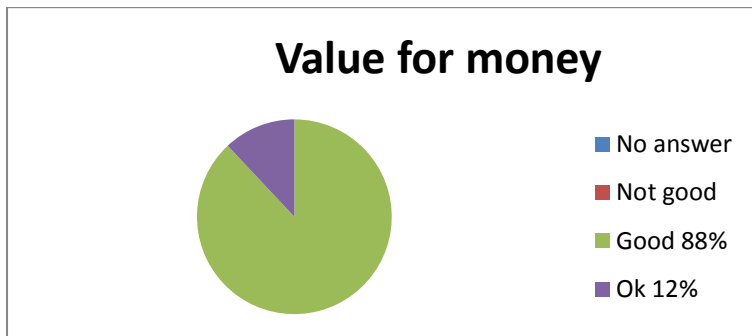
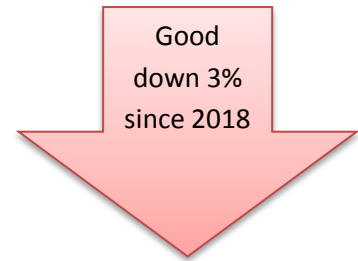
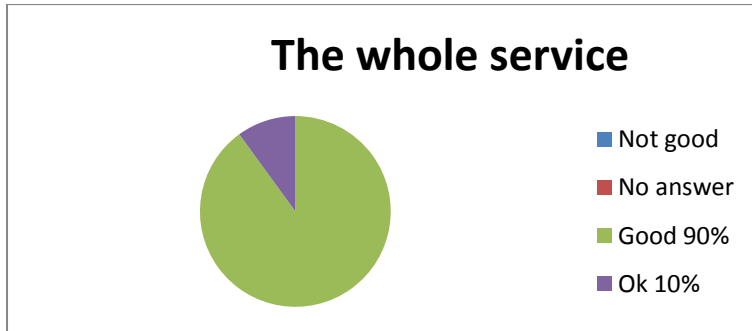
	occur more frequently.			
Knowledge about the whistleblowing policy for staff	Team leader to discuss with safeguarding ambassador about sign posting staff to the policy and procedure which is available to staff. Both to complete a joint presentation to staff with a quiz.	Team leader / safeguarding ambassador	31.05.19	
Staff feeling that they would always recommend the service	Staff to be asked to put their views in writing in the suggestions box or to their line manager during supervision and appraisals	Managers and team leader to promote	31.05.19	
Some staff felt that team building would help build stronger relationships at work	Discussion to take place regarding a team building activity / social activity	Day centre manager / deputy manager to initiate	31.05.19	
Some staff felt that a job swap would help to understand the wider services	To be discussed in the next manager's meeting	General manager	21.03.19	
Some staff felt that more cover for sickness was required	Relief staff have been recruited. The use of relief staff is dependent upon on-going funding and agreements which is to be confirmed by the local authority	General manager to continue to monitor	On-going	Completed March 2019. Relief staff are in place
Some staff thought that more time for staff was required to read care plans, organise care plans better and review them more often	Files are currently being updated and organised. Reviews of files are on-going Staff need support to organise time to read and understand the information.	Day centre manager/ deputy manager to organise time for staff to be able to complete this.	30.06.19	

Some staff thoughts that admin support would help to manage time better	Currently there is no additional funding to create an additional post or to progress an apprentice.	General manager	31.03.19	Completed – subject to review going forwards
It was felt by some staff that more audits were required to improve the quality of the service	An audit folder is currently being created with various checks included. This will be used to identify areas for development	General manager to complete audit file and then day centre manager / deputy manager to carry out audits and to delegate those which are appropriate	30.04.19	
Some staff felt that more structure and leadership would benefit the service	There is a new structure at the Cree centre from March 2019. This will be continually reviewed.	General manager to review to make sure the structure is effective	Throughout 2019	
Some people and staff felt that more activities were required	Staff to ask people what activities they are interested in undertaking	Support staff	30.06.19	
Some staff felt that the centre required redecoration	Work is currently in progress to update communal areas of the centre	Maintenance team	31.03.19	

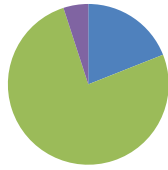
## The Gateway Club – The results

### Service users.

21 questionnaires issued, 21 returned. **Response rate = 100%**



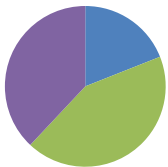
### Outings



- No answer 19%
- Not good
- Good 76%
- Ok 5%



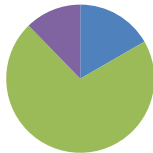
### Furniture and equipment



- No answer 19%
- Not good
- Good 43%
- Ok 38%



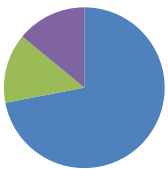
### Information from and about The Gateway Club



- No answer 19%
- Not good
- Good 67%
- Ok 14%



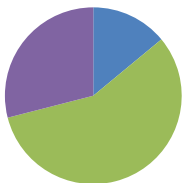
### Newsletter



- No answer 72%
- Not good
- Good 14%
- Ok 14%



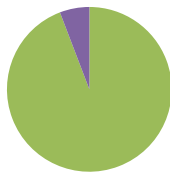
### Choices



- No answer 14%
- Not good
- Good 57%
- Ok 29%



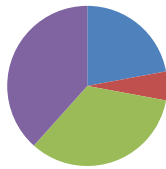
## Staff team



■ No answer  
■ Not good  
■ Good 95%  
■ Ok 5%



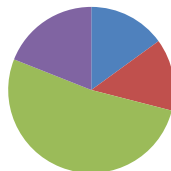
## Do you know about your one page profile?



■ No answer 19%  
■ No 5%  
■ Yes 29%  
■ Not sure 47%



## Do you know how to make a complaint?



■ No answer 15%  
■ No 14%  
■ Yes 52%  
■ Not sure 19%



### Comments/suggestions

“You do everything I like doing.”

“I like it here, I like to see my friends.”

“I like meeting other people.”

“Use local activities more.”

“Gateway is excellent.”

“Different games (more).”

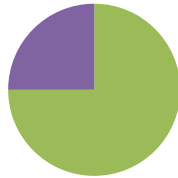
“More equipment for the club.”

## The Gateway Club – The results

### Staff

6 questionnaires issued, 4 returned. **Response rate = 67%**

#### How long have you been employed by the Company?



- No answer
- Between one and two years
- More than two years 75%
- Less than one year 25%

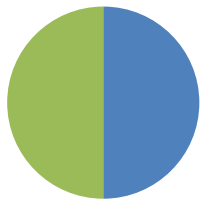
#### In your opinion, over the last year, has the overall standard of care improved, gone down or stayed the same?



- Stayed about the same 50%
- Got worse
- improved 25%
- Not worked long enough to form an opinion 25%



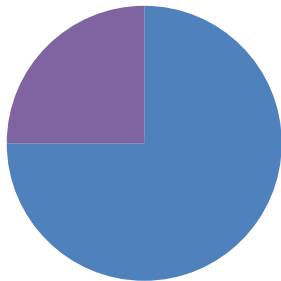
### Do you get job satisfaction working for the Company?



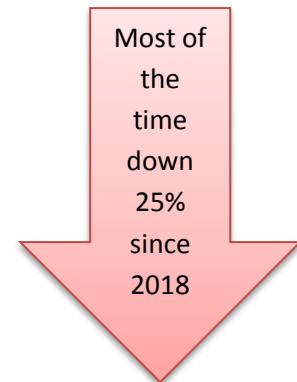
- Most of the time 50%
- No response
- Always 50%



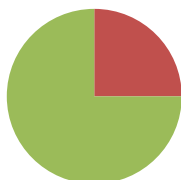
### Do you feel valued as a team member by the Management of Grantham and District Mencap Ltd?



- Most of the time 75%
- No response
- Always
- Sometimes 25%



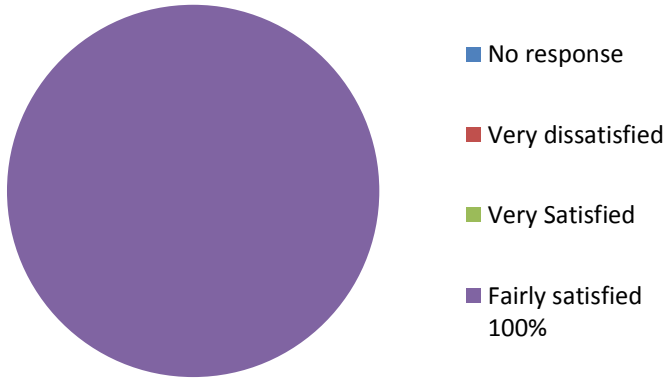
### Do you think you have received the right amount of training to perform your role well?



- No response
- Not enough 25%
- About right 75%
- Too much



**How satisfied are you with the way the management team communicates with staff?**



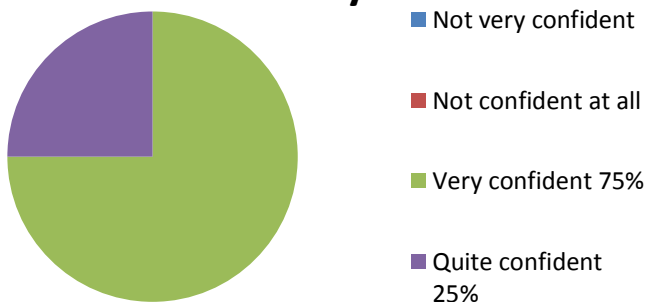
No real change since 2018

**Do you know if the Company has a whistleblowing policy?**



Yes down 25% since 2018

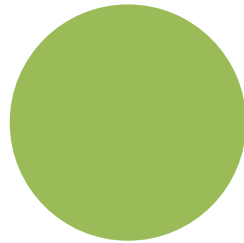
**If you saw a service user being abused by another individual/s and you reported it to a manager, how confident are you that...**



Very confident down 25% since 2018



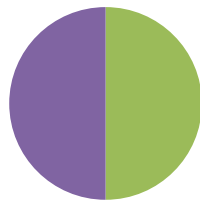
**If you had concerns about the quality of the care the service users received, who would you feel most confident discussing your concerns with?**



- CQC
- Other
- Manager 100%
- Team leader



**If you had a relative or friend who required the level of care provided by the Company, how likely are you to recommend us?**



- Unlikely
- Very unlikely
- Very likely 50%
- Likely 50%



***What is really good about working for the Company? Comments included:***

“Friendly staff.”

“Pleasant environment.”

“The members – seeing their enjoyment and achievements.”

“The encouragement and support I get.”

***Do you feel there are any improvements which could be made to support the staff team? Comments included:***

“Better communications.”

“Autism training.”

## The Gateway Club action plan

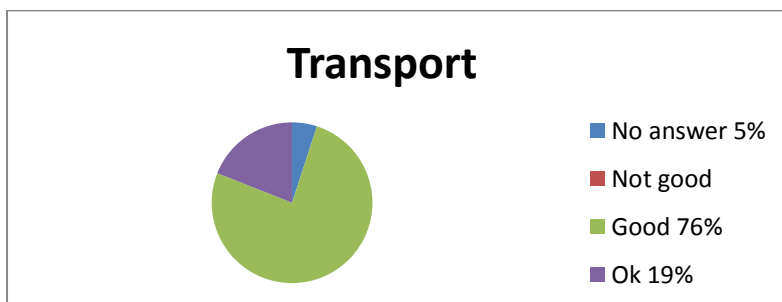
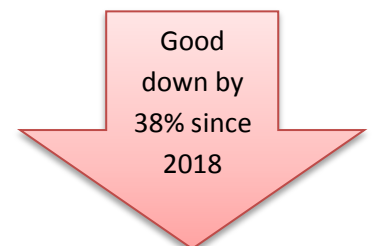
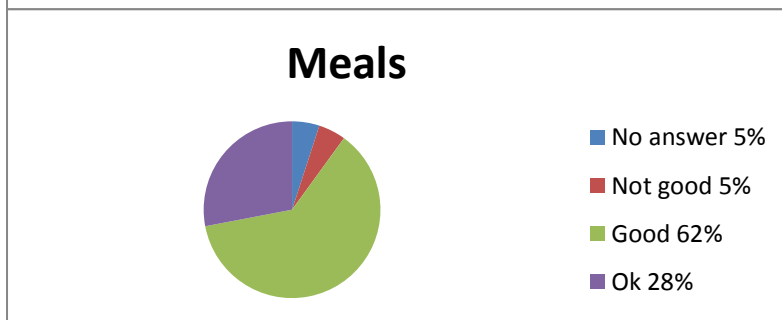
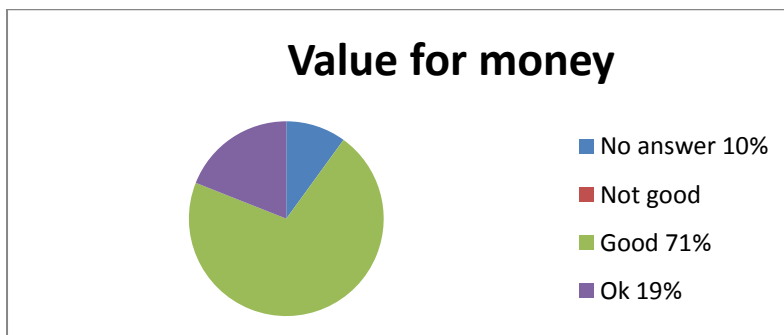
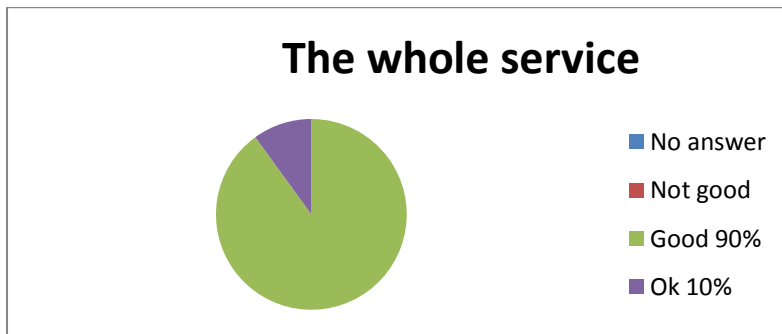
<b>Area to improve:</b>	<b>Action</b>	<b>By who</b>	<b>By when</b>	<b>Completed?</b>
The whole service	To continue to seek feedback from Gateway members in planning meetings	Gateway leader and Gateway staff	Throughout 2019	
Outings	To discuss with Gateway members the type of outings they would like to take part in.	Gateway leader and Gateway staff	31.05.19	
Equipment	To discuss with Gateway members what equipment they feel the Gateway club requires	Gateway leader and Gateway staff	31.05.19	
Information from and about the Gateway Clun	To discuss with Gateway members what information they would like more of	Gateway leader and Gateway staff	31.05.19	
Newsletter	To discuss with Gateway members what information they would like more of	Gateway leader and Gateway staff	31.05.19	
Choices	Gateway Leader to observe and to assure herself that people have good choices at the Gateway club	Gateway leader	30.06.19	
Local activities	Gateway leader to research the local area to find out activities that are suitable to offer Gateway	Gateway leader	Throughout 2019	

	members			
Different games	To discuss with Gateway members the type of games they would like to take part in.	Gateway leader and Gateway staff	30.06.19	
Staff feeling valued	The management team will consider ideas for this at the next management meeting	Managers	30.04.19	
Training for volunteers	Gateway leader to look at the training available and to nominate volunteers for this – e-learning	Gateway leader	30.04.19	
Whistleblowing information for volunteers	Gateway leader to give to all volunteers the policy and procedure for whistleblowing	Gateway leader	31.03.19	
Autism training	The general manager is looking at the training needs of the company and will consider this request	Mark Collings		
Better communication	Gateway leader to discuss with staff in the gateway meeting how this could be improved.	Gateway leader	30.04.19	
Confidence in reporting abuse that something will happen	Gateway leader to share with all staff and volunteers the safeguarding policy and procedures.	Gateway leader	31.03.19	

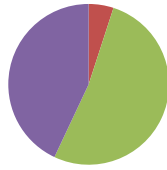
## Fairview Farm – The results

### Service users or parents/carers on behalf of service users.

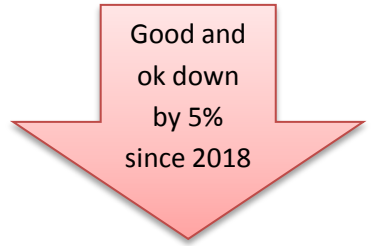
21 questionnaires issued, 21 returned. **Response rate = 100%**



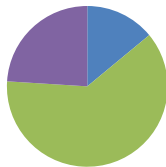
### Activities



- No answer
- Not good 5%
- Good 52%
- Ok 43%



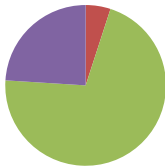
### Helpful when you telephone



- No answer 14%
- Not good
- Good 62%
- Ok 24%



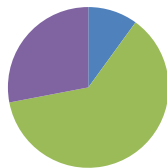
### Outings



- No answer
- Not good 5%
- Good 71%
- Ok 24%



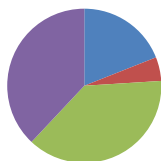
### Furniture and equipment



- No answer 10%
- Not good
- Good 62%
- Ok 28%



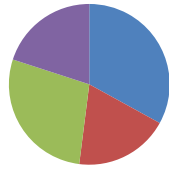
### Information from and about Fairview Farm



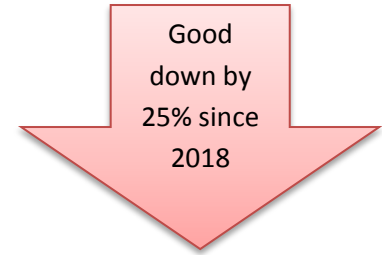
- No answer 19%
- Not good 5%
- Good 38%
- Ok 38%



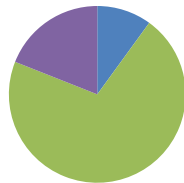
## Newsletter



- No answer 33%
- Not good 19%
- Good 28%
- Ok 20%



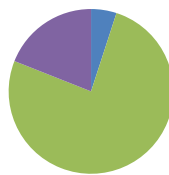
## Choices



- No answer 10%
- Not good
- Good 71%
- Ok 19%



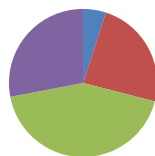
## Staff team



- No answer 5%
- Not good
- Good 76%
- Ok 19%



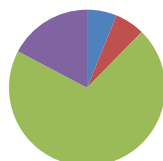
## Do you know about your support plan?



- No answer 5%
- No 24%
- Yes 43%
- Not sure 28%



## Do you know how to make a complaint?



- No answer 5%
- No 5%
- Yes 57%
- Not sure 14%



**Comments/suggestions:**

“Fairview is nice.”

“I’m happy. It’s all good.”

“Happy with everything.”

“Would like to go out more on a train.”

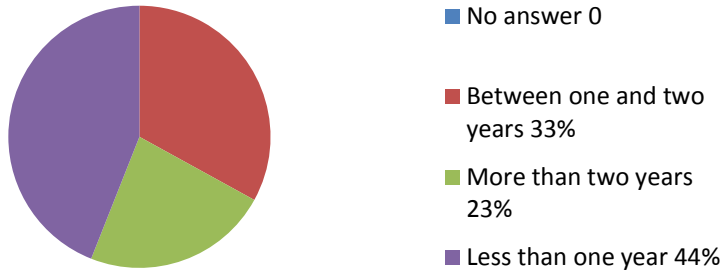
“It’s a nice place.”

## Fairview Farm – The results

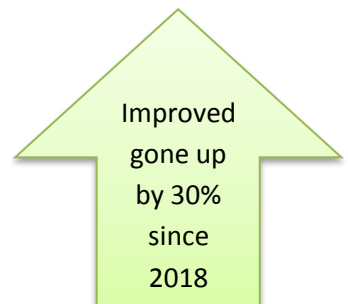
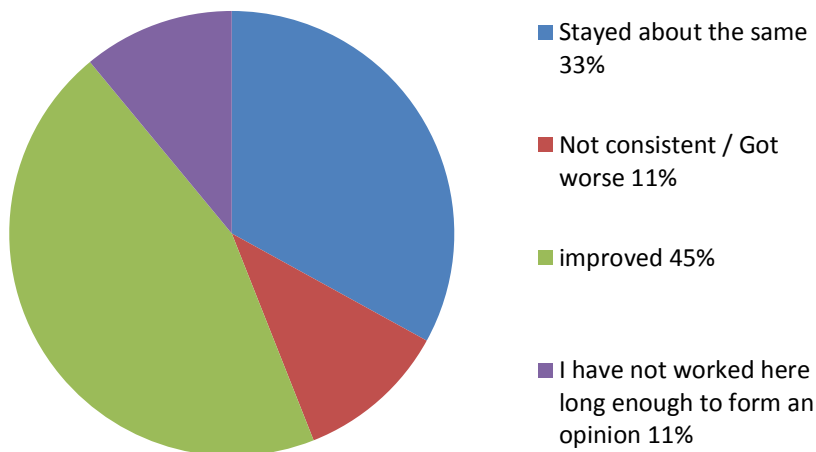
### Staff

30 questionnaires issued, 13 returned. **Response rate = 30%**

#### **How long have you been employed by the Company?**

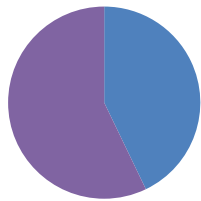


#### **In your opinion, over the last year, has the overall standard of care improved, gone down or stayed the same?**





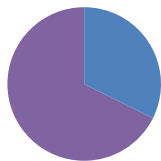
### Do you get job satisfaction working for the Company?



- Most of the time 33%
- Never
- Always 23%
- Sometimes 44%



### Do you feel valued as a team member by the Management of Grantham and District Mencap Ltd?



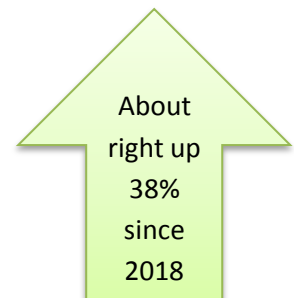
- Most of the time 33%
- Never
- Always
- Sometimes 67%



### Do you think you have received the right amount of training to perform your role well?

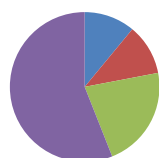


- No training received
- Not enough
- About right 100%



**Suggestions for training were: Training on how to complete paperwork and Makaton training**

### How satisfied are you with the way the management team communicates with staff?



- Very dissatisfied 11%
- Fairly dissatisfied 11%
- Very Satisfied 22%
- Fairly satisfied 56%

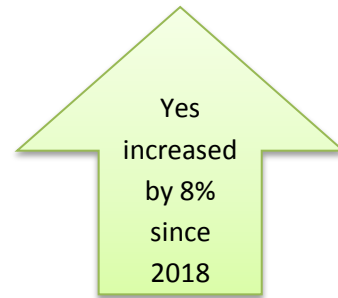


*Is there any way we could improve communication between management and staff? Comments included, "Privacy and manner in which we are spoken to.", "All team leaders working to the standard expected."*

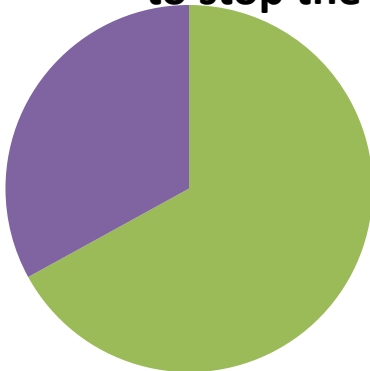
### Do you know if the Company has a whistleblowing policy?



- No answer
- No
- Yes 100%



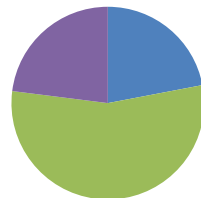
### If you saw a service user being abused by another individual/s and you reported it to a manager, how confident are you that something would be done to stop the abuse?



- Not very confident
- Not confident at all
- Very confident 67%
- Quite confident 33%



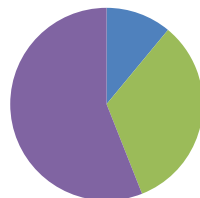
**If you had concerns about the quality of the care the service users received, who would you feel most confident discussing your concerns with?**



- CQC 22%
- Other
- Manager 55%
- Team leader 23%

No real change since 2018

**If you had a relative or friend who required the level of care provided by the Company, how likely are you to recommend us?**



- Unlikely 11%
- Very unlikely
- Very likely 33%
- Likely 56%

Very likely and likely both up by 10% since 2018

***What is really good about working for the Company? Comments included:***

*“Supporting the ladies and gentlemen.”*

*“Able to progress in the Company.”*

*“Family feeling.”*

*“Support.”*

*“Good money.”*

*“Set patterns of work.”*

*“Managers feel approachable.”*

*“Support from the senior team.”*

***Do you feel there are any improvements which could be made to support the staff team? Comments included:***

*"More training in hygiene, personal care."*

*"Communication."*

*"Team work (more)."*

*"Having more time to spend with service users."*

*"Feeling more valued / incentives."*

*"Enhanced pay for night staff when working a bank holiday."*

***Do you feel there are any improvements which could be made to enhance the care and support service users receive? Comments included:***

*"Accurate documentation."*

*"More activities being carried out."*

***Further constructive comments or suggestions? Comments included:***

*"I do love working at Fairview. ~It is a very satisfying job. It is like having a second family."*

## Fairview Farm – The results

### Professionals

18 questionnaires issued, 4 returned. **Response rate = 22%**

**How long have you been visiting people at the service?**



- No answer
- Between one and two years
- More than two years 100%
- Less than one year

**In your opinion, over the last year, has the overall standard of care improved, gone down, or stayed about the same?**



- I have not visited enough to form an opinion 50%
- Declined
- Improved 25%
- Stayed about the same 25%



**When you visit people at the service, how satisfied are you with the way that staff greet you on your arrival?**



- Fairly dissatisfied
- Very dissatisfied
- Very Satisfied 50%
- Fairly satisfied 50%



When you visit people at the service, is the person aware of your appointment and expecting you?



■ Sometimes ■ Never ■ Always 75% ■ Usually 25%



How satisfied are you with the way that staff assist you and provide you with information during the course of your visit?



■ Fairly dissatisfied ■ No response ■ Very satisfied 100% ■ Fairly satisfied



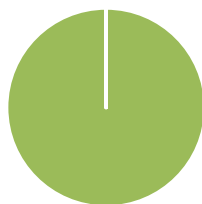
How satisfied are you with the information contained in the person's support plan that you visit?



■ Fairly dissatisfied ■ Not applicable ■ Very satisfied 100% ■ Fairly satisfied



Do staff treat the service users with the dignity and respect that you would expect?



■ No answer ■ None do ■ Yes 100% ■ Some do



If you make recommendations for the care of service users, do staff carry out your recommendations?



■ No answer ■ Never ■ Always 100% ■ Usually



If you had concerns about the quality of the care a service user was receiving, who would you feel most confident discussing your concerns with?

Staff on duty 0 The manager 4 CQC 0 Other 0

If you had a relative or friend who required the level of care provided by the service, what is the likelihood of you recommending it to them?



■ Unlikely ■ Very unlikely ■ Very likely 50% ■ Likely 50%



Comments offered included:

“Staff always spend time discussing best options for residents and give background insight.”

## Fairview Farm action plan

Area to improve:	Action	By who	By when	Completed?
5% of people or their family felt that meals were not good.	More involvement with service users during house meetings	Team Leaders/ staff members who support with the meetings	31.05.19	
5% of service users or their family felt that activities were not good	More involvement with service users during house meetings	Team Leaders/ staff members who support with the meetings. Managers undertaking spot checks of activities	31.05.19	
Furniture there has been no real change since 2018	Fairview Farm is currently fundraising funds for new dining room chairs. New tables and some other furniture have recently been purchased.	Registered Manager/Deputy Manager to source furniture ideas and to show service users choices to gain input and for them to choose	31.05.19	
30% of service users or their family felt that the information from and about Fairview Farm was not good	To send out letters to carers/parents asking for preferred methods of communication	Registered Manager to write a letter to parents/carers	By the end of March 2019	Completed 05/03/2019
19% of service users or their family felt that the information from the newsletter was not good	To send out letters to carers/parents asking for preferred methods of communication	Registered Manager to write a letter to parents/carers	By the end of March 2019	Completed 05/03/2019
24% of people said that they did not know about their support plan	To carry out in house reviews with service users as this will raise awareness	Keyworkers to work with deputy manager to arrange the reviews	By the end of April 2019	
Knowing how to complain - there has been no real change since 2018	To continue to talk about this at every house meeting	Team Leaders/ staff members who support with the meetings	31.05.19	
Staff feeling valued there has been no real change since 2018	Management team to discuss at the next manager's meeting to understand this more fully	Management team	21.03.19	
The way the	Staff to be asked	Management of	By next staff	



management team communicates with staff fairly satisfied has gone down by 20%. 22% of the staff team feel very satisfied	during staff meetings/supervisions for the improvements they wish to see.	Fairview Farm to implement staff team building exercises to take place during staff meetings, which will help to gain the feedback	meetings	
Some staff thought that new staff should receive better training in delivering good personal care	Staff to be asked during supervision if they would like more support in this area	Management to gather information provided to arrange extra support where needed	By end of April 2019	
Some staff thoughts that communication could be improved	Staff to be asked during supervision and staff meetings about what can be done to aid the communication within the staff team	Management to gather information provided to arrange extra support/guidance where needed	By end of April 2019	
Some staff thought that teamwork could be improved	Staff to be asked during staff meetings/supervisions for the improvements they wish to see	Management to implement staff team building exercises to take place during staff meetings/ which will help to gain the feedback	By end of April 2019	
Some staff thought that incentives would be beneficial	Management team to look into incentive ideas	Management	By the end of April 2019	
It was suggested that an enhanced rate of pay for night staff when undertaking a bank holiday would be beneficial	Finance sub-committee to discuss and then feedback to staff	Finance committee	End March 2019	
It was suggested that on occasion, accurate documentation was not always occurring	Staff to be reminded during staff meetings about effective written documentation	The Registered Manager and Deputy Manager to look at exercises to carry out during staff meetings	By the end of April 2019	
Staff greeting visitors on arrival was seen as an area for improvement	Staff to be guided on the correct way to support visitors. There is a new gate system	Registered Manager and Deputy Manager to discuss in	June 2019	

	in place that connects straight to the Team Leader mobile which will help avoid the waiting times at the gate	team meetings and to look if there is a course on The Bridge about customer care for staff to undertake.		
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