





GRANTHAM AND DISTRICT MENCAP –  
HOW ARE WE DOING 2019?



## The Cree Centre



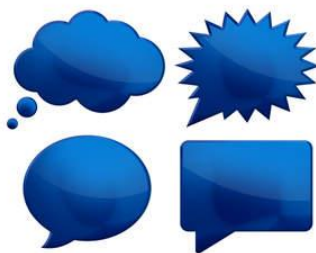
<b>What people said</b>	<b>What we will do</b>
<p data-bbox="220 1041 813 1131"><b>Some staff said that they wanted to feel more valued at work</b></p> 	<p data-bbox="890 1146 1356 1236"><b>We will talk to staff about their ideas</b></p>
<p data-bbox="213 1485 823 1574"><b>Some people said that tables and chairs have still not been replaced</b></p> 	<p data-bbox="884 1592 1359 1736"><b>The manager of the Centre will look at what needs to happen first</b></p>

**Some people said that information to and from the Cree Centre could be better**



**We have asked a staff member to make sure more newsletters go out every year**

**Some staff said that communication could be improved**



**We will have more meetings between the Cree Centre and Fairview Farm**

**Some staff said that more staff are needed when other staff are off work**



**We have staff that can help us when other staff are ill or on holiday. We will work hard to make sure there is always enough staff**

**Some people said that they wanted more activities**



**Staff will ask people for their ideas**

**Some people said that the Cree Centre needed decorating**



**We are already doing this**

# Gateway Club



<b>What people said</b>	<b>What we will do</b>
<p><b>Some people wanted more outings in Grantham</b></p> 	<p><b>Staff will talk to people about their ideas</b></p>
<p><b>Some people wanted better chairs and tables</b></p> 	<p><b>The Cree Centre are looking at what needs to be replaced first</b></p>

**Some people wanted more information to and from the Gateway Club**



**Staff to talk with people about what they would like more of**

**Some people wanted more choices of activities**



**Staff to talk with people about what they would like more of**

**Some staff gave suggestions for training**



**The manager is looking at training for this year and will look at what staff need**



## Fairview Farm



What people said	What we will do
<p data-bbox="248 976 799 1066"><b>Some people said they wanted more activities</b></p> 	<p data-bbox="874 1084 1382 1279"><b>Staff will ask people in house meetings about the type of activities they would like more of</b></p>
<p data-bbox="217 1447 831 1536"><b>Some people wanted better chairs and tables</b></p> 	<p data-bbox="879 1518 1382 1816"><b>New tables in the dining rooms are now in place. There is also some new furniture. The manager is looking at buying some new chairs soon</b></p>

**Some people wanted to talk more about meal choices**



**Staff to talk about meal choices in the house meeting. The menu is always based on what people want**

**Information to and from Fairview Farm including the newsletter could be better**



**The manager has already written to families about how they would like to receive information. Regular newsletters are on display at Fairview Farm**

**Some people still did not know about their support plan**



**There are person-centred reviews now happening at Fairview Farm. This will help people to understand what a support plan is**

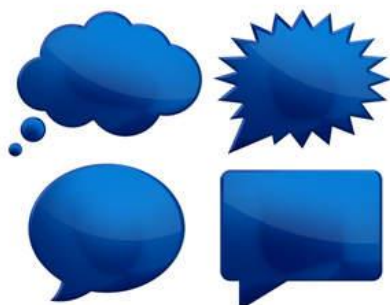


**Some people don't know how to complain**



**We will tell people how to complain in every house meeting**

**Some people said that we could share information better**



**We will have more meetings between Fairview Farm and the Cree Centre**

**Some people said that we could improve teamwork**



**The manager will ask staff for their suggestions for how to do this**

**Some staff said that recording of information could be better**



**We will check people's records more often to make sure these are good**

**Some people said we could get better at meeting visitors**



**We will look for training to make sure that we always treat people well**