

Driving Up Quality Feedback Day

St Vincent’s & St George’s Association has signed up to the Driving Up Quality Code. As our commitment to the Code we want to improve the quality of our services so that we are going beyond meeting minimum standards. We are passionate about supporting people with learning disabilities and want the people we support to have much more say in the services we provide.

On 23rd October 2015 we held an All Service User meeting. Trustees and service users were invited. The aim of this was to bring people together from across the organisation and give them the opportunity to get to know each other better. We wanted to gather feedback from people about their experiences of the organisation during 2015. And we also wanted to know what people would like from the organisation in the future.

The Agenda of the meeting was as follows:

JG (Trustee) “What do I do?”

What have we done this year?

Getting to know each other

What do we want to do next year in our services?

What do we want to happen in the charity next year?

We’ve summarised the feedback, and whilst a lot of it was positive we realise that this is just the beginning of looking at the Code.

Support is focussed on the person

Positives from 2015	Goals for 2016
<p>Making our house in to flats. The residential property has been reconfigured into 3 flats to enable to people to have more independence.</p> <p>Cooking at day service. People can now choose to be involved in preparing lunch for everyone and will be supported to help with this.</p>	<p>Decorate our own rooms at WCH in our flats. Now the residential house has been reconfigured people would like to be able to decorate their own rooms.</p> <p>DW asked if she could stay at WCH this was agreed.</p> <p>More interactive equipment for day service. People would like to have more touch screen computers available.</p>

The person is supported to have an ordinary and meaningful life

Positives from 2015	Goals for 2016
<p>Working at D Nursery. GW really enjoys her part-time job working in the shop at a local garden nursery.</p> <p>Working at B. School. MK helps out as volunteer at a local SEN school.</p> <p>Gardening. People living at the residential house are enjoying having more freedom to garden now that this activity is not influenced by volunteers.</p> <p>Going to art club. A number of people really value this club and being able to develop art skills.</p> <p>Our job doing the bird feeder in the park. People from the day service are being supported with this voluntary role at the local park.</p> <p>Working on reception and doing the bus rota. RB helps to greet people on reception at the day service. He also now helps prepare the weekly bus rota and liaises with the drivers.</p> <p>Job walking dogs. MK loves animals and enjoys a regular dog-walking job.</p>	<p>Find more jobs in the community. A number of people would like to have a paid or voluntary job role.</p> <p>More community events to help with fund raising. As a charity we have fundraising events to help enhance the services we can offer. A number of people we support like being involved in these, especially the community involvement.</p> <p>GW asked if she would be able to work on reception at day service. She was advised to contact the team leaders to organise when she could do this.</p>

Care and support focusses on people being happy and having a good quality of life

Positives from 2015	Goals for 2016
<p>Going on holiday independently. Two people we support have been on holiday independently for the first time. Each had support included in the holiday so enjoyed time independent of our support.</p> <p>Going out to town for a coffee. More people are enjoying the opportunity to visit a café in town with support from the day service.</p> <p>Music at day service. These sessions have proved so popular we have arranged an extra one each month.</p> <p>Going to sensory sessions. These sessions continue to prove really popular.</p> <p>Boccia games. New equipment was purchased and the sessions are proving popular.</p>	<p>A summer party and a Christmas Party. SS asked if they could have 2 big parties a year, this was agreed by CEO and the trustees.</p> <p>Socialise in the town & dancing. Some people would like more opportunities to get out I the evenings.</p> <p>Watching wrestling at theatre. Some people in the residential house already do this and would like more opportunities.</p> <p>Bowling. A few people would like more opportunities to go bowling.</p>

A good culture is important to the organisation

Positives from 2015	Goals for 2016
<p>Being involved in recruitment. Service users really appreciated being involved in interviews.</p> <p>Care planning & review meetings. These have been held regularly for individuals and been useful for a number of people to set new goals.</p> <p>Tenants meetings. These take place in each of the supported living houses and tenants appreciate the time to discuss any issues.</p>	<p>Service user meeting. Service users were asked if they would like to hold an event like this more than once a year. All asked for this to be held twice a year, this was agreed.</p> <p>Service user forum. CEO asked who would be interested in meeting monthly for the service user forum, so service users' views and requests can then be fed back to the board. SS, PA, CL, V, GW, RB and TC all wished to become involved in this. Dates will be sent out for the meetings to commence in January.</p>

Managers and board members lead the organisation well

Positives for 2015	Goals for 2016
<p>Trustees. Les and Jean talked about their roles as trustees. In addition to their monthly meetings most of the trustees contribute in other ways particularly in giving advice in their area of expertise.</p> <div data-bbox="212 1200 501 1352">  </div>	<p>More BIG projects. We currently have a new building under construction for young people transitioning to adult services. Projects like this can be quite exciting for those involved and 2 people felt that they would like to see more of them.</p>