



New  
Horizons  
Care

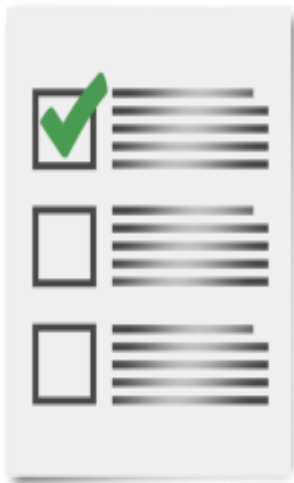
# Driving up Quality

**Self Assessment  
November 2015**



We have spent much of 2015 improving the quality of our paperwork and auditing our service in line with Care Quality Commission's fundamental standards of care.

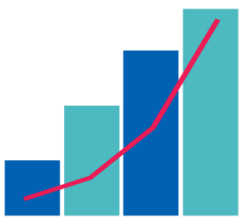
We have appointed a new Registered Manager who has started to make changes to improve what we do. He is very much person focused and has taken a lead in developing the delivery of person centred training with our case Management Team.



We have an action plan which is being led by the management team and operational staff that is looking at areas where we are good but more importantly is looking at where perhaps we need to improve and increase the quality of what we do.



This document identifies areas with a traffic light system to give a clear idea about the improvements we have made with the supporting actions taken. Red indicates that work on the improvement plan has not yet started, amber indicates that work has started or is in progress and green indicates that work is completed or near completion on the action.



This is still in its early stages and we have much more to do going into 2016, but we feel that we have started to make progress and have achieved some notable improvements and we are very pleased with the work on our easy read documents.



## 1) **Support is focussed on the individual**

All of the people we support have a support and care plan that shows what their needs are and how they wish to be supported.



The people we support are involved in deciding what goes into their plans but the format we use is not always useful to the person and some of our terminology (or language) is not always memorable or perhaps clear to them, we need to look at how this can be presented in a more accessible easy read format.



In recognition of this we have engaged with the services of the Northamptonshire Quality Checkers to work with us on making improvements to our easy read documents and will be working very closely with them over a number of sessions evaluating and amending our Safeguarding Policy , Complaints Policy , Recruitment Process and our Service user Guide.

This process involves people with learning disabilities fully participating in this particular area of work and their views and recommendations will reshape our easy read documentation.

We have taken on board the early comments from the Quality Checkers and have decided to start from the ground up and completely rework these documents so that they are set out in a way that is understandable to someone with a learning disability.



Red

## What we have identified

Support plans quickly go out of date and they generate a lot of paperwork, we are going to look at how we present these and we may re-design aspects of them to make them clearer and accessible to the people they are about and make available in an them easy read version.

We also want to show when things have changed so that outcomes reflect this and plans are kept up to date and accurately reflect people's needs.

## What we will do

We will be looking at this area in 2016 as part of our person centred planning review .

We will look at this with our supported living clients first to pilot how we do this before we roll it out across the company..

Our Registered Manager is going to meet in December with the lead case manager for this service to start this process .

They will also look at how we conduct person centred reviews, and how we document and evaluate the good work that our support teams do.



Green

## What we have done

We have changed our client feedback questionnaires so that these are in an easy read version and accessible in a number of formats including an on-line version with Survey Monkey.

The changes made to this have resulted in a greater % of people responding and giving their feedback in comparison to previous years.

## What we are doing



Amber

Our managers and support workers do a wide variety of training for specific care and support needs, however we all feel that we need to do further work on person centred planning and make this the focus of 2016. We encourage the people we support to take positive risks in trying new things and learning new skills, however we are not consistent in our approach to this and as our support workers know the people they support the best we should therefore empower them to do risk assessments that ensure that we are all supporting people to make real positive and meaningful risks on a daily basis.

We are in the process of planning to start client forums so we can meet and discuss care and how we can improve communication with our clients. We aim to have these in place by the end of January 2016.





We are doing this in line with the Health and Social Care Act Regulation 11 of CQC's Fundamental Standards where we ensure that consent is obtained by all people using our services or by those lawfully acting on their behalf.

We are also mindful that consent is an important aspect of providing care and treatment and we recognise that in some cases acting strictly in accordance with clients consent will mean that some of the regulations cannot be met.

We recognise that where this may be the case we will have to work with our clients to ensure that at all times we are providing a safe and appropriate service and are mindful that just because someone has consented to care or treatment that is possibly unsafe we should not be put in a position where we condone that, and we would have to work closely with our clients to find a workable solution.

## What we have identified

## What we will do



Red

We want to move to a position where people we support are fully involved in interviews for new support workers and are involved in developing service profiles based on their needs and wants to help personalise job adverts.

We want to move to a position where the people we support are involved and engaged in formal interviews and have a greater say in who we employ to provide their support.

We also want to look at how we involve people with profound learning disabilities or who are non – verbal with communication difficulties in interviews in a meaningful way.

We will take advice from the Quality Checkers on how we can make improvements in this area and share their experiences of good practice in how other organisations have achieved this.

We recognise that this will be a long term piece of work but it is something we are committed to and want to improve on for 2016.

Again as part of our person centred planning review we will look at how we can implement this and engage with our clients so that they are much more involved in this process.

This is another area we will review in 2016 and this is something that we will work with our case management team on and develop a client working party to work with us on improving client participation.



Amber

## What we are doing

We want to get to a position where we are providing services that are built around an individual and are designed with them in mind.

We want to set a goal for 2016 to have all of our workers trained in person centred planning and ensure that everyone we support has a plan that is centred on them that includes:

Choice about where they live and who they live with

People have a greater say in their choice of support workers

We provide training that reflects the aspirations and needs of the people we support.

What will we do?



Review Support planning. Paperwork needs to be more reflective of goals and outcomes and be presented in a much more user friendly format that is meaningful to the people that we support, we will be reviewing this with our clients in Supported Living first to ensure that we get this right before looking at extending this to a wider group of clients.

We will work with our support workers to empower them in positive risk taking and using positive language in risk assessments.

We will work with the Quality Checkers to ensure that all of our easy read documents and support plans are of the required standard and are in a format that meets the requirements of the people that we support.

We started this work in March 2015 and have a over a number of sessions now completed the first easy read documents.

Progress by when : June 2016



## **2) The Person is supported to have an ordinary and meaningful life**



We encourage people we support to take part in things they like doing and get involved with education or day time activities and employment (Teamwork). We would like to be able to support people in finding more work opportunities especially for those who have profound learning disabilities.



We know that this can be difficult. Where possible we look at how we can work with individuals to attend college, courses, community groups and social activities which will increase their confidence so that they are better skilled and more confident to try new experiences. People are fully supported to do activities of their choice at times that are suitable to them.

We welcome our clients friends and families (where appropriate) to actively take a role in the life of the people we support.



We recognise the importance of our clients having a well trained team of support workers in place who fully understand the needs of the people they support and can fully engage with positive risk taking and people living rewarding and meaningful lives.



All of our support workers receive training in line with the Care Certificate as part of their induction training; additional client specific training is also given so that we are able to meet the individual support needs of the clients that we support and deliver this in a way that reflects how they wish to be supported.



All of the people we support and their families are provided with information about New Horizons Care including our Statement of Purpose, Service User Guide including our new easy read guide, how to provide feedback on the service including compliments, concerns or complaints.

New Horizons Care has identified that we still have much to do in driving up quality and we have spent a large part of 2015 reviewing policies and procedures in line with CQC, s fundamental standards.



We have reviewed all of care and support plans and identified where changes can be made to improve things that we do, we have worked hard at providing all of our clients with a continuity of care plan, that has been agreed and worked on with them, so that in the eventuality of a regular team member being off sick or unavailable we have a clear plan in place that is followed so that care is never compromised and is always delivered in line with the clients wishes.

Leicester Mercury  
**CARER**  
OF THE YEAR  
**AWARDS**  
2015

IN ASSOCIATION WITH

Signature | South Lodge  
A sign for the carer ESTABLISHED

 **Sturgess**  
MOTOR GROUP



One of the first things we will be doing in January 2016 is sponsoring the Leicester Mercury Carer of the year award.

We have engaged with everyone across the company on this and have asked all of our clients to consider the achievements of the teams who support them, and to think about anyone they may wish to nominate for this award that recognises the valuable contribution that support workers make.



### **3) Managers and Board Members lead and run the business well**



New Horizons Care has management team in place that is balanced, skilled and rounded in its qualifications and experience.

Our Case Management team are focused and committed to the clients that we support and offer a high level of interaction and hands on support.

New Horizons Care has put into place a new Quality Management System. Our Quality Management System is ISO 9001:2015.



This includes documented policies and procedures which provide guidance and consistency to our staff and management.

We have carried out audits based on the Care Quality Commission Key Lines of Enquiry and included these as part of our audit schedule for the ISO 9001:2015 Quality Management System. Our policies and procedures have been written with the Care Quality Commission regulations as their driving factor, which means that demonstrating compliance with ISO 9001:2015 will also provide evidence that we are compliant with Care Quality Commission regulations.

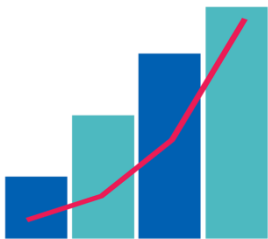


We have listened to the feedback and comments from our client survey questionnaires and we can identify that there are clearly some areas where people have told us we need to improve.



Amber

We can see that people want more contact from their case manager and do want to have regular reviews. People have also told us that when rota's change they wish to be consulted and have changes agreed in their continuity of care plan. People have also told us that we need more carers so that cover is always provided by people that a client knows.



We have responded to these comments and have an action plan in place to ensure that we are going to work hard for the remainder of 2015 to make sure that we can drive a marked improvement in this area.

We still have additional work to do in 2016 to ensure that our Care and Support focuses on people being happy and having a good quality of life as well as ensuring that our culture is important to life in our organisation.

We will be updating people with our new newsletter in December 2015 of all the progress we have made this year, and in early 2016 we will be launching our new revamped website to improve information about the company and how we communicate with people that we provide services to .

We are all looking forward to the challenges that 2016 will bring .

