



## Thera North Self Assessment

### INTRODUCTION



introduction

The Driving Up Quality Code has been developed in response to the shocking abuse of people with learning disabilities at Winterbourne View. It was developed by a Steering Group, chaired by the Housing and Support Alliance that gathered together representatives from a wide range of organisations in consultation with people who use services and their families. The aim of the Code is to prevent what happened at Winterbourne View from happening again. About the Driving Up Quality Code Self Assessment

The Code sets out 5 areas that indicate the practices of a good organisation



areas

1. Support s focussed on the person
2. The person is supported to have an ordinary and meaningful life
3. Care and support focuses on people being happy an having a good quality of life
4. A good culture is important to the organisation
5. Managers and board members lead and run the organisation well

Thera North has signed up to the Code so that as an organisation we can assess ourselves against the 5 key areas to be reflective, open, honest and inclusive.

In 2014 Thera North Senior Management Team started to engage with staff, people we support and families to gain feedback on their

experiences of the support provided, to recognise the good things that were happening in people's lives and to address areas where we feel we could do better.



feedback

As of January 2015 we have received feedback in connection with the first 3 key areas.



evidence

We gathered evidence across the organisation through Activity Days, Local Manager and House meetings and individual meetings with all the people we support and their families covering Lancashire, Cumbria and Durham. The Board have been actively involved in the Activity Days and rotated their meetings across the organisation's operational area and have recruited Non Executive Directors with personal experience of learning disability or who have been elected by Thera North's company's members so that they have a voice in the direction the company takes and the decisions it makes.



development

We recognise that during 2015 there is further work to do on completing the remaining 2 areas and to implement and development plan that year after year will deliver real change in attitudes and aspirations that impact on the lives of people with learning disabilities.



encourage

Thera North welcome the opportunity to share its experiences with others through the self assessment process and remains committed to a better future for people with learning disabilities by delivering on its vision.

## Our Vision



vision

- Thera will show that people with a learning disability can be leaders in society.



control

- Thera will be controlled by people with a learning disability.
- People supported by Thera can say how their Thera company is directed and managed.



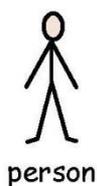
design

- People with a learning disability will design the support they want from Thera.
- Thera will respect the rights and wishes of people at work, at home and in the community.



quality

- People with a learning disability will check the quality of support from their Thera company.
- Thera Group will be led by a Charity



## AREA 1: SUPPORT IS FOCUSED ON THE PERSON

| WHATS GOOD   | WHAT WE CAN BE BETTER  |
|--|--|
| People have plenty freedom to do many activities with emphasis on choice           | Some people may benefit from more choice if staff were moved around on a regular basis       |
| Staff trained to appropriate levels to meet the needs of people                    | Involve people more in staff learning  |
| Visits by Quality Company to enable people and their families to have their say    | Encourage families and people to be more involved in how the company is managed and directed |
| People visiting family without support   | Consider the involvement of regular volunteers in activities                                 |
| Staff are open to feedback and managing difficult situations where opinions differ | Share good news stories on a more regular basis  |
| Involvement of the person and family when recruiting                               | Provide more opportunities for training and employment                                       |



life

## AREA 2: THE PERSON IS SUPPORTED TO HAVE AN ORDINARY AND MEANINGFUL LIFE

| <b>WHATS GOOD</b>   | <b>WHAT WE CAN DO BETTER</b>   |
|---|--|
| People get out and about to do activities and go on holiday                 | If risks too high what alternatives are there to do other activities   |
| Thera employ staff with a learning disability                               | Think of how we can plan ahead more to ensure ambitions are met        |
| People have good contact with families                                      | Where there is an interest encourage people to develop new friendships |
| Relationships encouraged to be developed with their neighbours              | Encourage people to be more aware of the things they can achieve       |
| People have nice homes  | Where possible, encourage people to have greater independence          |
| Approach to risk taking allows people to achieve more things in their lives | Broaden opportunities for training, volunteering and employment        |



quality

## AREA 3 CARE AND SUPPORT FOCUSSES ON PEOPLE BEING HAPPY AND HAVING A GOOD QUALITY OF LIFE

| <b>WHATS GOOD</b>  | <b>WHAT WE CAN DO BETTER</b>  |
|--|---|
| People can have a say in the recruitment of their staff                    | Improve staff interviewing skills and provide training in using accessible interviewing processes to involve people |
| Support plans regularly updated in line with a person's changing needs     | Let families know more about what's going on across the company   |
| Personalising adverts where possible                                       | People we support to be more involved in and presenting the learning and development sessions.                      |
| Person centred rotas   | Making comment and complaint cards more accessible  |
| Right management structure in place to support people and staff            | Being a more active company member  |
| Staff learning and development modules specific to the needs of the person | Encourage greater family involvement in having their say in the direction and management of the company             |



plan

| <b>THERA NORTH</b>              |  |                |   |
|---------------------------------|--|----------------|---|
| <b>DEVELOPMENT PLAN 2015/16</b> |  |                |   |
| <b>OUTCOMES</b>                 |  | <b>WHEN</b>    | <b>ACTIONS</b>  |
| 1.                              | Encourage families and people to be more involved in how the company is managed and directed                 | January 2016   | To promote and develop the role of Company Member                                   |
| 2.                              | Where there is an interest encourage people to develop new friendships                                       | January 2016   | Design and pilot a volunteer programme  |
| 3.                              | Making comment and complaint cards more accessible   | September 2015 | Service Quality Director to implement and review with Operational Staff             |
| 4.                              | Self assessment completed for the key area - 'A good Culture is important to the organisation'               | March 2015     | Consult widely to identify areas where we are good and areas when we can do better  |
| 5.                              | Self assessment completed for the key area – 'Managers and Board members lead and run the organisation well' | March 2015     | Consult widely to identify areas where we are good and areas where we can do better |