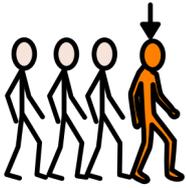




Our Driving Up Quality Report 2017-2018



Our vision



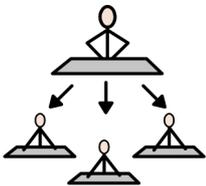
leaders

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



control

We will be controlled by people with a learning disability.



managed

People supported by us can say how Thera East Anglia is directed and managed.



support

People with a learning disability will design the support they want from us.



respect

We 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 Thera East Anglia.



charity

Thera Group will be led by a charity.

About us



East Anglia

Thera East Anglia supports people with a learning disability across Cambridgeshire, Peterborough and Norfolk.

Thera East Anglia supports people with a learning disability in different ways:



home

Support at home

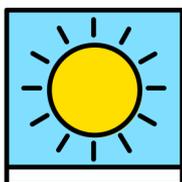
Also known as supported living, we support people in their own homes with all aspects of their daily lives.



community

Community support

We support people to access their local communities and make use of all local amenities.



day support

Day support

We support people to participate in activities, access education and employment.



short breaks

Short breaks

Also known as respite, Thera East Anglia has a short breaks facility in Norfolk to enable someone to have a break from their family home or other placement.



employment

Supported employment

We support people to access voluntary and paid work as well as training opportunities.



How we went about our assessment



assessment

We wanted to reach as many people that we support as possible along with their families and circles of support.

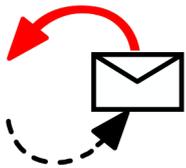
Our project team devised feedback forms linked to the driving up quality code standards.



feedback form

People were asked to rate how well they thought Thera East Anglia performed in each area and invited to make comments on what we do well and where we could improve.

These forms were sent out to all the people we support, their families and circles of support.



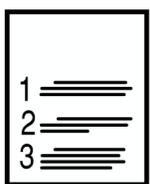
response

We received 113 feedback forms in response to our survey which was a great response!

Our Community Support Leaders reviewed the feedback received from everyone who responded and wrote to them individually to create an individualised action plan where people stated we could do something better.

This way we could ensure all individual comments were responded to and discussed with individuals concerned.

Following this our project team met with the Managing Director to review all feedback received across the whole of Thera East Anglia.



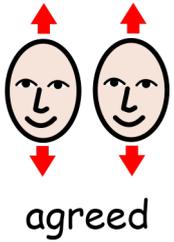
plan

This is what people told us!



feedback

Support is focused on the person



96% of people we support and families **agreed** that the support we provide **focused on the person.**

What people said we do well



- ✓ Staff listen
- ✓ I have choice
- ✓ Staff are helpful
- ✓ Staff know what I like to do
- ✓ My independence is supported and encouraged
- ✓ Understanding and accommodating people's needs
- ✓ Keeping people safe
- ✓ Treating people as individuals

“Sue is treated as an important individual.”

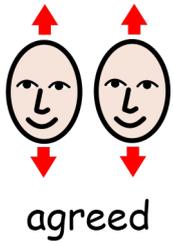
“Staff listen to me and that makes me happy.”

What people said we could do better:



- More support to get help from my landlord
- To be more involved in training my staff
- More options for meaningful activities
- Help me to have more 1:1 support

An ordinary and meaningful life



95% of people we support **agreed** that they have an ordinary and meaningful life

What people said we do **well**:



- ✓ I am supported to go out when I like and where I like
- ✓ I go to the village on my own
- ✓ I am supported to maintain the relationships that are important to me
- ✓ I am supported to volunteer at local charity shops
- ✓ I am supported to meet my goals
- ✓ Encouragement to do different things

“Beverley has great support with all the carers being positive and making her life happy and meaningful.”

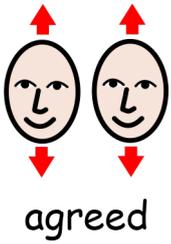
What people said we could do **better**:



- More support to go out to evening activities and clubs
- Help to find more work and education based activities
- Help people to make the most of the money that they have
- Access to different options for transport
- Help to develop more natural relationships
- Make sure you have enough staff to support activities

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

.....



95% of people we support **agreed** that people were happy and have a good quality of life

What people said we do **well**:



- ✓ Staff have a good attitude
- ✓ Staff take time to do things with people
- ✓ Listen to me
- ✓ Staff know me well and pass this on to new staff
- ✓ You employ the right people
- ✓ Being involved in recruitment
- ✓ Respect people's choices

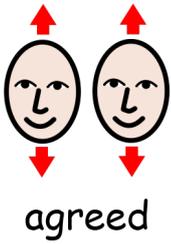
“I feel happy to talk to staff because they all know me well.”

What people said we could do **better**:



- Find out more about what people like and dislike in prospective staff
- Help to have more holidays away from home
- Maintain a stable staff team

A good culture is important to the organisation



86% of people we support **agreed** that the support we provide focused on the person.

What people said we do **well**:



- ✓ Provide a good, supportive environment
- ✓ People know how to complain and those complaints are listened to and acted on
- ✓ Positive and encouraging culture
- ✓ Complaints are listened to
- ✓ I help on the staff to speak on my behalf
- ✓ Encourage people to be Company Members

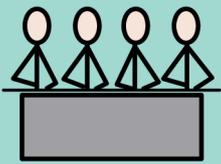
“I am involved in lots of meetings about the running of Thera and I’m happy that Thera does the right thing for us.”

What people said we could do **better**:



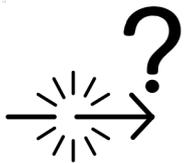
- Explain how people can get involved in the running of Thera East Anglia and what is company membership
- Help people to understand Thera East Anglia as a company
- Tell us more about how the organisation develops their culture e.g. training and development, policies, recruitment

Managers and board members lead and run the organisation well



board

The board and senior management team are passionate about ensuring we are getting it right for the people that are supported by Thera East Anglia.



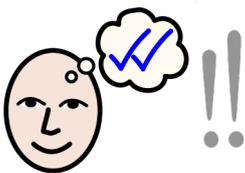
demonstrate

We are demonstrating this in the following ways:



plan

- The board and the senior management team meet on a regular basis to review our performance and the feedback we have received. The board sets clear actions on what we can do to improve.
- Thera East Anglia has a three year business plan with 5 strategic ambitions. The first ambition is that Thera East Anglia will maintain strong and skilled leadership to achieve the Thera vision and work within its values.
- Our Service Quality Director and Executive Board Member has a learning disability and is an expert by experience. Our Service Quality Director visits and meets the people we support on a regular basis to receive feedback first-hand about their experience of support, which is then reported back to the board.
- We have recently recruited a Non-Executive Director with a learning disability who is an expert by experience.



expert

Managers and board members lead and run the organisation well



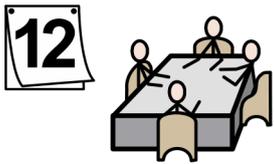
procedure

- We have a robust and easy read complaints procedure and the board reviews all complaints received to ensure they have been responded to with a good outcome.



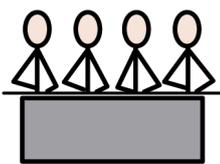
develop

- We support our managers to develop their leadership skills through our accredited ILM programme and Total Talent programme to ensure they are great sector leaders.



AGM

- We held our third Annual General Meeting in December 2017, attended by 28 people. This included our Company Members who are people we support, staff members and family carers. At this meeting our members approved our annual report and accounts.



board

- Our Company Members meet on a quarterly basis with our Independent Director, who is also a member of the board. They feedback questions and suggestions for the board to consider and respond to.
- We undertook a review in 2017 to look at strengths and development areas for the board.



Ideas and complaints

How to make a complaint

Step 1: Get help



Get help from:

- Friend or family
- Advocate
- Staff
- Care Manager
- Or talk to your GP

Step 2: Make your complaint



Tell your Therapist about your complaint

Step 3: Agree



Thera East Anglia agrees to do things better

Step 4: Sign your complaint



Your complaint is signed and dated

Step 5: Listening

3



Within 3 working days of looking at your complaint

Step 6: Resolving

28



Within 28 working days of looking at your complaint



We would like to know if you have something to say about Thera East Anglia. You can share your ideas and your complaints with us. Thera East Anglia will listen to you.

Your ideas



We want to know if you are happy with your support and the work that Thera East Anglia does. We also want to know if you have any ideas on how we can make our work better.



If you have any ideas, please fill in a Being Heard comments card and send it to the Service Quality Director or tell your staff team.

Your complaints



If you are unhappy with your support or the work that Thera East Anglia does, you can make a complaint.

A complaint is a formal way of telling someone about what you are unhappy with.



Look inside this booklet to find out how to make a complaint.

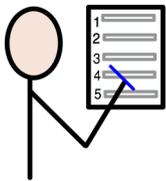
We have developed an easy read comments and complaints leaflet

Areas that we will work to develop and incorporate into our business plan for the next 12 months



opportunities

- **Increase meaningful, educational and employment opportunities for people:** we will continue to use the 'Better Lives' person centred planning tool to help people decide and find different and meaningful opportunities in their local community.



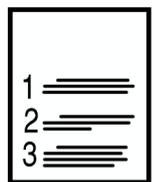
recruitment

- **Increase the involvement of people supported in the recruitment of their staff:** we will use the recruitment toolkit which gives many different options on how the people we support can become involved in the planning, interviewing and recruitment of their staff teams.



volunteer

- **Review opportunities to recruit volunteer staff with particular skills and interests to complement paid staff and statutory services.**



plan

- **Increase our skills to provide more housing related support and advise.**
- **Help people to plan for their care and support reviews in advance to request more 1-1 support where the need is identified.**



circle of support

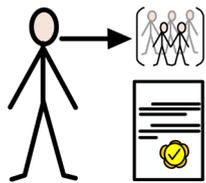
- **Develop circles of support training to help people build more natural relationships.**

Areas that we will work to develop and incorporate into our business plan for the next 12 months



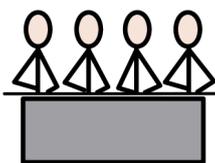
review

- **We will review the feedback from the new financial assessment to see if this has given people more choice and control with their money.** We will continue to ensure the people we support are aware of the financial advocacy services provided by Dosh and access these as required.



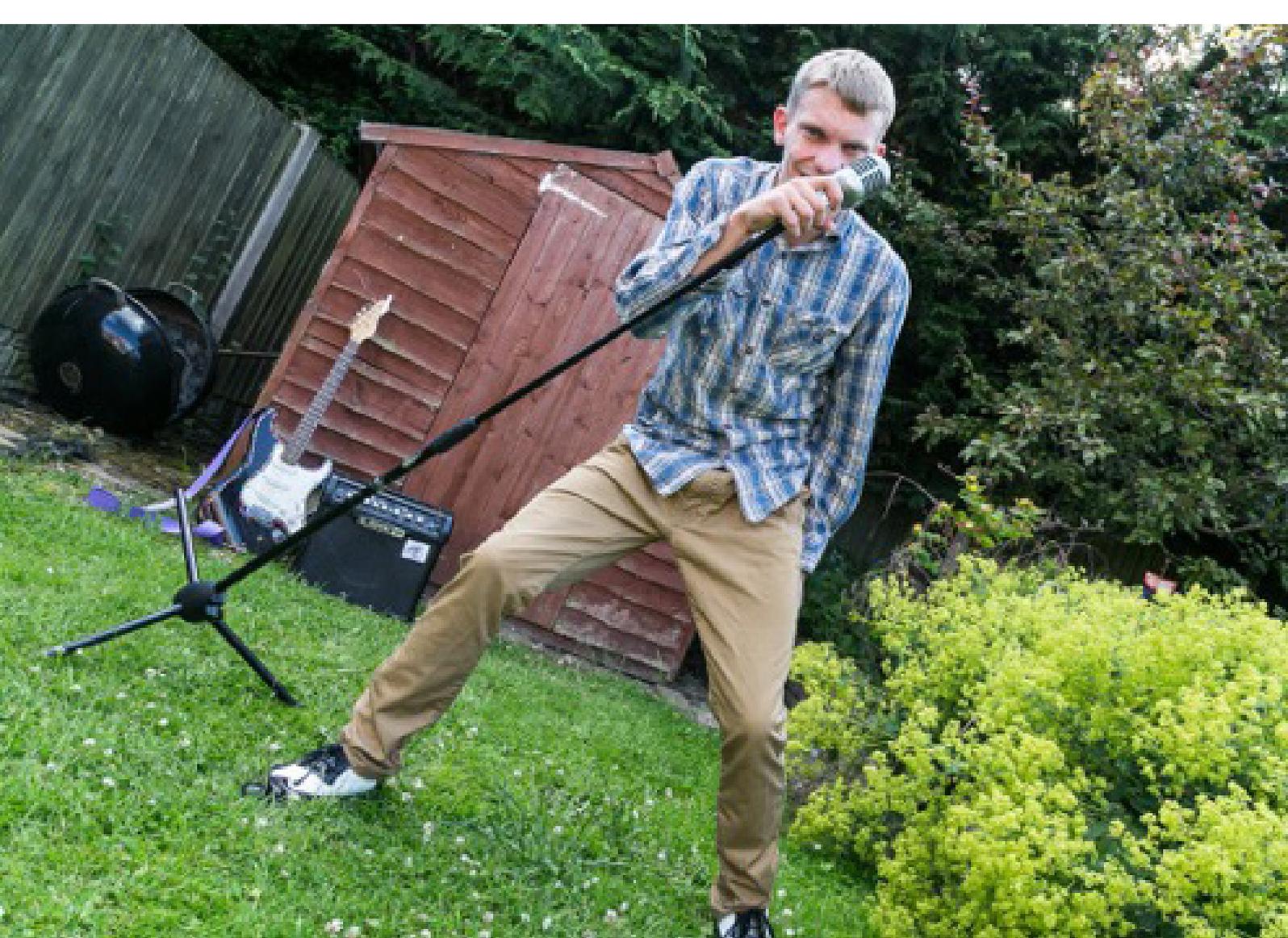
membership

- **We will continue to promote and provide information about Company Membership to staff, people supported and family carers to increase the number of people actively involved in the Company's direction and performance.**



directors

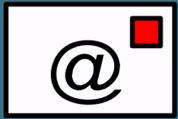
- **We will increase the number of non-executive directors on the board and develop plans to ensure everyone in Thera East Anglia know who the board members are and have opportunity to meet them on a regular basis.**



More information



If you would like more information about anything you have read in this report, please contact us at:



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www.thera.co.uk

Thera East Anglia is part of the Thera Group of companies.

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