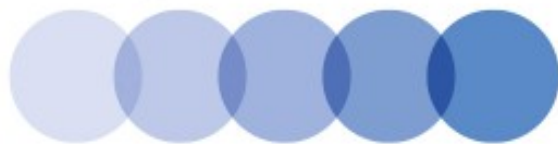




THERA  
EAST  
ANGLIA

## WILLOWDENE SELF-ASSESSMENT 2018

DRIVING UP  
QUALITY



## Introduction

Each year we send our Self Assessment. This is a great insight into how the families and the people supported by us feel about the support Willowdene provides. The aim of this piece of work is to quality check the support we provide to you all. When we are inspected by the Care Quality Commission they look at what we have in place to ensure Willowdene is open, honest and transparent about the support we offer. The self assessment is a great tool to evidence this.

Recently I sent out more Self assessment questionnaires to all the families so I can devise a new Self Assessment for 2018.

Like last year I have asked three key questions. These three key questions were;

1. Support is focused on the person
2. The person is supported to have an ordinary and meaningful life
3. Care and support focuses on people being happy and having a good quality of life.

On the following pages you will see what we as a service do meet these questions. Examples are given followed by what you thought we do well and what we could do better. I have used quotes from the information gathered but no names have been used. Thank you to all that helped me complete this document, your time and help has been very much appreciated. For the first year I have also received feedback from people accessing the service too.



## **1. Support is focused on the person**

At Willowdene we have person centred support plans in place that are written with the needs of the individual at the forefront of the plan. These are living documents that change with the person. Alongside these we have communication passports, health action plans, behavioural support plans and risk assessments. These documents are once again individual to the person supported and are reviewed regularly. We ensure the person is given choice and promote independence and life skills. Support notes/plans are outcome based.

### **What we do well-**

It was great to hear from people directly that they felt the service was “nice and I like all the staff” and that they are “looked after well” while going to “different places” and “helped to do different things” I was pleased to hear “staff know people well and know their likes and dislikes” and that “all needs are met at Willowdene” and that staff “greet people at the start of the day and say goodbye at the end” while “focusing community trips on the individual needs of the person” I was please to hear “management action issues promptly” as well as “people have a good relationship with staff and they are happy to come to Willowdene”. Finally it is also nice to hear that “care is well provided” Thank you for all the positive feedback.

### **What we could do better-**

We have been asked “where possible try and get people out of the vehicle to eat oppose to eating in the car” Thank you for the feedback-we will discuss this at staff meetings.

## **2. The person is supported to have an ordinary and meaningful life.**

We provide activities which enable the people supported by Willowdene to have community access and use local leisure facilities. We provide service users with physical activities, supporting healthy lifestyles such as swimming, trampoline rebound therapy and horse riding lessons.

While being supported by us, people have participated in The Princes Trust, attended Norwich City College, Easton College and joined voluntary charity work at places such as Whittlingham Lake. We have also arranged trips to Duxford air museum, boat trips, bowling and joined snooker clubs. All of these activities have helped promote independence and inclusion while ensuring people are kept active.

### **What we do well-**

It was positive to hear we keep people “safe and happy” and that staff have a good understanding of peoples needs” while support is “well delivered”. Again it was nice to hear directly from people at Willowdene when they said staff “help get lunch ready” and “staff get on well with me and always help” It was great to hear “staff dress people well and encourage people to look after themselves where they can” and that families feel “able to address any problems directly with Willowdene” Again, thank you for these very positive comments.

### **What we could do better-**

We have been asked to “try bathing people AM and PM if they sweat during the night” This is a very fair point and I will ensure during the summer months we attempt this. We have been asked to “be vigilant with toilet needs” Again this is something we ensure we keep on top of but is an area we can never become complacent with. I will make this a discussion point in staff meetings. Thank you for you feedback.

### **3. Care and support focuses on people being happy and having a good quality of life.**

We have person centred support plans that ensure choice is always given. We encourage life skills such as cooking, cleaning, shopping and accessing the community.

We work to utilise staff skills such as crafts and cooking and as a team, we look for initiative and new ideas to support service users with new experiences and new challenges. Examples of these are; supporting people to attend college, about with friends, music classes and days out such as trips to Safari parks, the cinema and theme parks.

We encourage the promotion of independence and have goals within our support plans to encourage this.

#### **What we do well-**

“Staff are happy and cheerful which helps people to relax” and people felt they had a good and happy quality of life and were always very happy at Willowdene” Its always nice to hear people are “eager to come to Willowdene” and people directly said “it makes me happy to go out in the van to the shops, horse riding and swimming” while “feeling safe while out”. It’s great to hear people are “offered choice and plenty of fluids during hot weather” and that staff take people “to new places to visit”. I was very happy to hear “Willowdene is very homely and pleasant location and is staffed and run extremely well” and that “staff go that little bit further in their support of people”. These are fantastic comments, thank you.

#### **What we could do better-**

We have been asked to “try different locations in the community” This is something we are actively working on so I hope you will see a variation of locations people visit in the community. We have been asked to “try and get people to shower” Some people do refuse to wash. This is something we do try and support people with if they refuse and we will continue to focus efforts on this. Thank you for you feedback.

## Conclusions

As always thank you all for such positive comments. It's great to see that the passion we all have for Willowdene and the people that access it comes across so positively. It's great to see that all of the **"What we could do better"** comments from 2017 are no longer an issue. These were-

- Dressing appropriately for weather
  - Encouraging to shave more
- Information sharing between staff
- Sweetener in drinks instead of sugar
- Limiting trips to fast food restaurants
- Keep people up later at night where possible
  - Being creative regarding activities

This shows me that this document works well and is a great way of us improving the support we offer. It's also a great tool to see what you felt we did well.

As always this document will be uploaded onto the Driving up Quality website and the Thera East Anglia website.

Finally I will take this opportunity to mention some things that have happened at Willowdene this year. Earlier in the year I asked Thera East Anglia for a £16,000 grant to update Willowdene. With this money we spent £10,000 on a new sensory room which features a sensory floor projector and a brand new LED light tube (amongst other things) this has been a great addition to the service. We used the remaining £6,000 to purchase brand new bedroom and lounge furniture.

Some of you will be aware that due to the success of Willowdene Thera East Anglia finally agreed to open a second short breaks (respite) service. Oaklands opened in July. I was involved with the original conception of the service but will not be involved in managing it and will be staying at Willowdene. Oaklands is twice the size of Willowdene and is already operating. Oaklands is based in a

village called Alington, South of Norwich. If you are aware of anyone looking for respite by all means contact me at Willowdene and I can let you know the contact details of the service directly.

Thank you all once again for completing this self assessment. If you wish to discuss anything you've read by all means contact me at Willowdene.

Kind regards,

Dave Bronze,

Registered Manager,

Willowdene