

DRIVING UP  
QUALITY



# WILLOWDENE SELF ASSESSMENT

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## 2023

**Thera East Anglia**

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# Thera's Vision



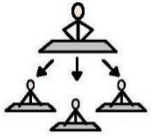
leaders

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.



managed

People supported by Thera can say how their Thera company is directed and managed.



support

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



respect

Thera will respect the rights and wishes of people at work, at home and in the community.



quality

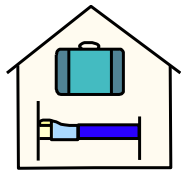
People with a learning disability will check the quality of support from their Thera company.



charity

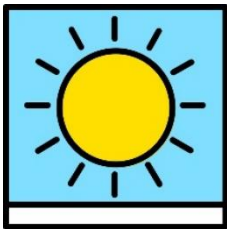
Thera Group will be led by a charity.

# About Willowdene



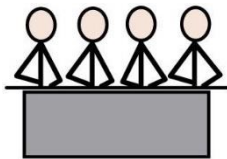
Short Breaks

We are a short breaks service, also known as respite, we are one of two breaks' facilities in Norfolk to enable people to have a break from their family home or other placement. We are situated in the quiet village of Tunstead.



Day support

We offer a short breaks service, that is tailored to an individual's needs and requirements. We support people on both day support and overnight, supporting adults with learning disabilities with an age range of 18-65 years old.



CQC

We are a large bungalow adapted to meet the requirements set by the Care Quality Commission with a large wet room, one 1 room including TV and DVD player and lockable medication cabinets.



independence

We promote independence and inclusion, ensuring a person-centered support and will fit in with the needs and requirements of the people we will be supporting.

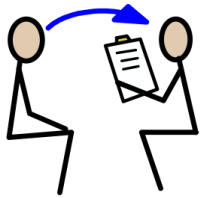


community activities

We have supported people to attend colleges, The Princes Trust and voluntary charity work within the community.

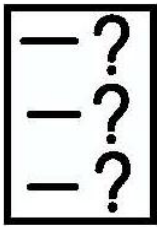
We encourage people to spend their time with us doing what they enjoy doing, this has included things such as horse riding, swimming, and trampolining.

## How we went about our assessment



Each year we send out our self-assessment. This is a great insight into how the families and the people supported by us feel about the support we provide.

assessment



survey

At the end of July 2023 we surveyed all the people we supported and their families. The people we support either completed the forms independently, or with help from a member of their support team or a family member.



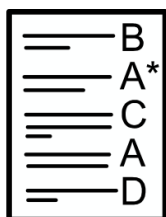
identify

We looked at 3 focus areas under the Driving Up Quality framework. We identified where we think we are doing well and what things we need to work on.



plan

We have used the feedback from the survey to form a plan structured around the 3 focus areas.



reports

In the following report you will see that we as a service do meet these areas. Examples are given followed by what you thought we do well and what we could do better. Quotes have been used from families but no names.

## Support is focused on the person



person  
centred

At Willowdene we have person centered support plans in place, that are written with the needs of the individual at the forefront of the plan and are a living document. We ensure that people supported are given choice and promote independence and life skills.

What we do **well**:



well

- Staff care for individuals supported.
- 'My son appears very happy with you and enjoys his stay'
- We give our undivided attention
- 'You support my son very well with all his needs, including personal care'
- 'Taking me out places, horse-riding, swimming and other places, I have fun with them.'
- 'Staff always greet 'X' on pick up from home and say bye to him on drop off. They also ask how he has been since last service'
- Provide full details of the day's activities.
- 'Supporting 'X' to do the things he likes or wants to do; play on swing, drives in the car, visiting place he likes.'

What we could do **better**:



improve

- Encouragement to try different things.
- Try different locations to visit
- Concerns over dressing with clothes being inside-out

In summary:



summary

People are offered choice and feel well supported to do the things they want to do. Encouragement is always given to try new things, but this is always done in a person-centered way. The individuals we support are supported to a very high standard, but there is always room for improvement with more attention to detail needed whilst individuals are dressing themselves. However, most of the families and individual supported left this section blank or said there was nothing we could improve on. Over the next year we will look to continue to the high standards we already have in place and will look to find new locations that are suitable for the individuals we support.

# An ordinary and meaningful life



community  
activities

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, horse riding, and boat trips.

## What we do **well**:



well

- 'The staff are excellent in making 'X' as happy as possible'
- Staff interact very well.
- Treat everyone as an individual.
- Offer exceptional person-centered care.
- 'Helping me to prepare my lunch, as I like cooking'
- Access to technology, such as tablets and smart TV.
- Support using picture aids, object of reference, and individual photo booklets.
- 'Help 'X' with his personal choices, and let him help in the kitchen with supervision.'

## What we could do **better**:



improve

- When on respite shaving.
- Help me do more for myself.

In summary:



summary

People are well supported in their daily lives, and we put everything we can in place to overcome any obstacles that might be in the way. We will always try to encourage and support individuals to do as much for themselves, as they would like. The issue regarding shaving, was brought up last year and continues to be an ongoing issue. This is something we do attempt with this individual; however, they can be very reluctant to let us do this for long enough. We will take this feedback on board and look at how we can resolve this issue. However, most of the families and individual supported left this section blank or said there was nothing we could improve on.

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



life skills

We have person centered support plans that ensure choice is always given. We encourage life skills such as cooking, cleaning, shopping, and accessing the community. We encourage the promotion of independence and have goals within our support plans.

What we do **well**:



well

- Support with personal care to ensure individuals are always well dressed and clean.
- Offer individuals multiple opportunities to bath during respite stays.
- Staff support with craft and painting activities.
- 'I like it when they like to watch me swim and ride. It's good as they help me when I'm stuck.'
- 'I think you do everything for my son very well.'
- 'Always happy to go to Willowdene.'
- 'X' appears happy with Willowdene and as long as he is fed, can go out as he wishes, and is kept clean and tidy, that is all that matters to him and I.

What we could do **better**:



improve

- Take closer note of dietary concerns, no spicy food.

In summary:



summary

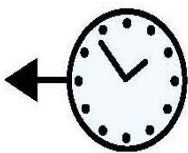
We always ensure that as the individuals we support grow and change, so do we to keep up with them. This means that all our support plans are working documents, which are ever changing to ensure we are being person centred at all times. This shows in the feedback as most of the families and individual supported left this section blank or said there was nothing we could improve on. We will look to continue to give the people supported the highest quality of care that gives them a good quality of life and look to improve how we keep our support plans as up to date as possible, whilst keeping staff informed of any changes.

## Summary



positive

As always thank you all for such positive comments. It is great to see that the passion we all have for Willowdene and the people that access it comes across positively. It's great to see that these **"What we could do better"** comments from 2022 are, for the most part, no longer an issue.



past

Those were;

- Help the person supported to shave more.
- Checking that the individual is dressed properly.
- Use more braille
- Clothing going astray is problematic.
- Vary lunch destinations more and try to sit in rather than takeaway.
- Be more punctual
- Ensure vehicles are clean.

Unfortunately shaving, dressed properly, and try different locations to visit came up again this year, but we have an action plan in place to address those issues in the hope that we can resolve them.



Works Well

This shows that this document works well and is a great way of improving the support we offer. It's also a great tool to see what you felt we did well and what we can improve on. The purpose of this document is to show we are responsive and want to constantly evolve and improve the support.



thank you

Thank you all once again for completing this self-assessment. If you wish to discuss anything, please contact Willowdene.

## More information



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

information



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