**Actions and analysis following quality assurance 2022**

**Staff Analysis**

50 staff were sent the quality assurance questionnaire and we received 39 responses

**The responses were up on last year we had 42 back. The comments were amazing and the there was no negative feedback. This I think reflects the year we have had through the pandemic. We had very little cases and staff felt safe. There were no actions this year.**

Responses to follow up: -

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| **Feedback** | **Action** | By who | By when |
| The online training is not comprehensive enough. | Management to look at other training providers | Marie | July 2022 |
| Should be geared more for supported living some of the things are geared for care homes | Management to look at other training providers | Marie | July 2022 |
| Management there when you need then. Random spot checks could improve staff performance | Currently do spot checks in all of the packages which are random , staff have spot checks at least twice a year if not more when management doing house checks .  Will speak to management team about doing more ad hoc ones | Debbie | 30/06/22 |
| Supervisions can feel rushed a times. | Speak to management when doing supervisions that they have enough time available where possible , if they have to rush ( due to problems in office ) apologise and offer to call /meet up at another time | Debbie | 30/06/22 |
| I feel sometimes the management can overlook that staff may have personal issues going on with their rushed approach. I also do not feel management are aware of a lot of issues that go on, (understandably if they are not told), but sometimes their approach can really add to stressful life events staff are already experiencing. | Will remind staff in next staff meeting of our open door policy that they can contact us at any time. Staff may also not be aware of any management /staffing issues that the management team are under especially during covid times.  Will also remind staff that if we are not aware of personal issues we are unable to offer specific approaches for that issue | Debbie | Aug 2022 |
| It would be nice if keyworkers received additional pay. Pro rata bonus was greatly appreciated. | All pay being looked into. | Claire | Aug 2022 |
| Often have in the past be not replied to. This can lead to staff being unsure what they are doing, and feeling unsupported. | Have spoken to IT as sometimes management team are unaware if an email has been responded to or not | Debbie | 30/06/22 |
| Concerns do not always appear to be followed up | Speak to management team reminding of grievance procedure with response times etc | Debbie | 30/06/22 |
| No all good | No action needed |  |  |
| Some staff are very caring and professional others don't really go out of their way to make it person centred | Remind staff of person centred support , identify any staff that may need some extra training | Debbie | July 2022 |
| Some notes on Nourish are completely inadequate and are not a true account of what was done during the session. Maybe training on writing notes for some staff would be beneficial. | Speak to staff in next staff meeting about note writing identifying any extra training needed. | Debbie | July 2022 |
| In terms of support for clients, I believe there is lots in place to ensure its at its best standard. However, sometimes the approach from management can be abrupt and not supportive. I and I know others have felt sometimes how staff are spoken to or messages received are slightly unprofessional which leads staff to feeling they are unable to approach the management team when needed in terms of personal issues | Speak to management team reminding them to be mindful in their approach when answering emails / call etc | Debbie | July 2022 |

**Family and friend analysis**

20 family and friends’ questionnaires were sent out and we received 7 responses the same as last year.

**Overall, we are delighted with the lovely comments made by family and friends and some excellent responses in regard to our staff members. However, we have a few action items.**

Responses to follow up: -

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|  | **Action** | By who | By when |
| The landlord has still not replaced the key lock with a thumb lock on the front door. A reminder email was sent by me 12 months ago. The lesser ability of current residents makes this even more of a safety issue. (Worst case scenario: fire in the kitchen, need to escape via the front door, can't find the key to unlock it). | Was looked into last year, key always left in the door, not a fire requirement for landlord to provide as fire doors not needed within the house. Remind staff to make sure key left in door at all times | Debbie | June 2022 |
| As I get older, I'd like staff to be a bit more imaginative about days out etc. There is no reason why Matt can't go somewhere really interesting every weekend, apart from someone to organise it. I'd like someone to have a specific "housemother" type role, to plan things, especially as Matt loves going places BUT cannot bring them to mind easily or name them because of his disability. Matthew told me he had too much stuff in his cupboards last weekend and said he wanted to send some stuff to Sue Ryder's. Further investigation revealed LOTS of stuff that I'd given him with food in them on trips home, and he hadn't given them back to me!!! I brought a boxful back home. I'd also like someone to support him more with his cupboards, so that person can tell me for example if he needs more shorts or a new chest of drawers - I was told he needed both last year, and arranged them, only to find shorts in 4 different places and some empty underbed drawers!!! I'd also like someone to take charge of the sheds and their contents, and dealing with Martins. | Speak to Matt’s staff team about specific jobs, create a jobs list for annual / bi annual jobs.  Speak to social services about Mrs H requests to see if any extra hours available for holidays etc.  Create a folder for all places Matt likes to visit in his house making it easier for him to choose places to visit | Debbie | July 2022 |
| I welcomed the intervention to manage Naomi's room tidying, but the plans seem to have slipped - perhaps because of continuity issues and unavoidable staff issues? There is a significant need to prevent clutter gathering and remove items to charity. Naomi's carer offers a good balance between kind support and pragmatic guidance. | Speak to Naomi social worker on her next review as Naomi choosing to decline support with her room even though staff are there to help | Debbie | July 2022 |
| Basic skills regarding the management of the physical aspects of the house seem to be slipping. Windows are rarely opened; radiators are fully open; the washing bowl appears never to be removed and the kitchen sink cleaned; I'm informed that the shower plug hole apparently becomes blocked regularly; and the same rubbish has been left for weeks outside the front door. Broken wheelie bins have not been replaced. Having to physically secure personal food items to prevent unauthorised use is unfortunate | Email sent to landlord requesting jobs to be completed, also speak to staff about keeping the property maintained inside and out. | Debbie | 23/06/22 |
| No decoration has taken place since the house was let. The leak patch on the ceiling above Naomi's wardrobe seems to be getting bigger, the window cill in the downstairs loo is rotting, blinds are broken where they have not been lifted to open a window, the coat hanger has not been replaced and some walls need repainting. Phil Allen | Email sent to landlord with concerns. | Debbie | 23/06/22 |
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**Professionals**

24 Professional questionnaires were sent out and we received 0 responses

**We are disappointed with the response this year we received however it was the same last year.**

**Service user analysis**

20 on Nourish out of 20 asked if they

We were pleased with the number of responses and with the lovely comments made. There were no actions this year.

This year we continued to use Nourish to record the service users’ responses.

Responses to follow up: -

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| **Feedback** | **Action** | By who | By when |
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| Good in some ways bad in others. They don’t always let me know if staff changes , I ask for a rota every week, as this helps me know who I have | Spoke to all management team reminding them to send updated rotas to clients , reiterating the importance of this | Debbie | July 2022 |
| More staff hours so that I can see my girlfriend JS | Speak to the individual and his key worker, social worker and family making sure his needs are being met | Debbie | July 2022 |
| I don’t know because I’m not sure what time they are meant to start | Spoke to all management team reminding them to send updated rotas to clients , reiterating the importance of this | Debbie | July 2022 |
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