

bild



The Quality Network

Checking quality in person-centred ways

Your service – your review



A Quality Network review is not an inspection – it's a way for you to:

- review your own service
- find out what life is like for the people you support
- make sure you use their ideas in your planning
- find out what needs to change
- decide what needs to be done
- agree a way to keep on checking quality

'There is no questionnaire, no tick list and we don't walk in with a massive big folder'

A quality coach will support you through the process, but this is YOUR review. You choose a review team of people who work in, use or have other links with your service. The team decides what is working well, what needs to change and what should go in an action plan to make life better for people you support.

'It's all about improving the lives of people we serve - the Quality Network is an important tool to make a difference'

real stories – real people

One local authority looked at what life was like for people living in their own homes. The review team found that support from staff did not always match what tenants needed. Their action plan included looking at everyone's support plan and involving tenants in choosing new staff. The plan also said that everyone should have clear information about direct payments.

What's life like for people you support?



A Quality Network review focuses on outcomes. This means finding out what life is really like for people. The ten outcomes used in Quality Network reviews came from talking to people who use services, family carers and support staff and providing evidence for inspection and regulation. Reviews can be validated to show that people who use your service have been involved in reviewing quality and action planning.

Each review team member spends time with one person. They build a picture of their life by looking at outcomes.

'It's about making people's lives better'

- I make everyday choices
- I make important decisions about my life
- People treat me with respect
- I take part in everyday activities
- I have friendships and relationships
- I am part of my local community
- I get the chance to work
- People listen to my family's views
- I am safe from bullying and abuse
- I get help to stay healthy

Team members bring this information to a workshop and talk about what needs to change and what should go in their action plan. People who use the service play an important part in every stage of the review.

real stories – real people



Sharing an experience is a really powerful way for review team members to find out what someone's life is like.

John visited Sarah at her day centre. It was warm but he and Sarah were not able to have a drink until jugs of water were put on the tables at lunchtime. John felt it was really important for the action plan to make things more flexible at the centre.

Involving people who use your service in making things change



Because people who use your service know what it is like to be supported by you, it is important to involve them in checking quality. Some might be team members while others are visited during the review. A self-advocacy group could give a presentation at the first workshop to start people thinking about outcomes. Others might be members of a group who check how things are going with your action plan.

We employ a number of people with a learning disability as co-coaches who can support you in your review.

A Quality Network review finds out what life is like for adults or children, including those who are supported by mental health, learning disability, older persons' or children's services. It is particularly useful where it is difficult to involve people using questionnaires or other forms of consultation.

'People who use a service will open up to other people who use services much more than to people dressed in suits'

'I've gained more self-confidence from being involved'

real stories – real people

Team members with a learning disability were supported to make video diaries to show outcomes for people with complex needs. In another review, collages and objects of reference were used to show what was happening in people's lives. Being involved in a review can lead to new skills, confidence and opportunities. Some review team members are now working as consultants to local services.

Making quality part of your service – not just something you do once in a while

A Quality Network review is part of a continuing cycle to make sure people get the best possible quality of life. Your action plan says what needs to change and a few months later the team look at how things are going. They decide what happens next and how they are going to keep regularly checking quality.

Finding out what is important to people doesn't necessarily mean having to spend more. Often support does not match what people want to do and a review can make sure that resources are used to give the right type of support at the time it is needed.

'It wasn't just on the day – it was like throwing a stone into a pool and the ripples went out'

'The Quality Network underpins everything we do'



*real stories –
real people*

After a review, one team carried on as a quality group with each member being a 'mentor' for the home of the person they visited. They worked with staff and residents to check how the action plan was going and made sure it was talked about at house meetings.

A flexible approach that gives you the package you need



As this is YOUR review it is important that you get exactly the package of support you need. A full review is made up of four facilitated workshops, support from the Quality Network and quality coach and review workbooks. However, there are lots of different combinations to suit your circumstances and budget. These include:

- a consortium review – for example when a number of small providers review each other's services to reduce costs
- one day package – with one facilitated workshop and telephone support for three months to help you carry out your own review
- a session to help people who use your service and their supporters prepare for a review
- support in identifying training needs from your action plan, or

Contact us to discuss:

- a presentation to tell you more about the Quality Network
- a site visit to discuss your needs in more detail.

Quality Network values are central to all these approaches and we are happy to discuss any ways of working that focus on:

- inclusion
- seeing people who use services as individuals and the experts on their own lives
- looking at the whole person and learning from what they tell us so that something actually happens

'It's not about just helping that one person – it's about using what you learn to help the whole service'

To find out more, please contact the Quality Network at BILD
telephone: 01562 723025 or e-mail: qualitynetwork@bild.org.uk

www.bild.org.uk