

Introduction

While the recommended self-assessment for the Driving up Quality Code follows a specific format, at mcch we continue to strive to drive up the quality of our services in a number of different ways. The following self-assessment is therefore based on the projects and work we have undertaken over the last couple of as follows:

- 1 World Cafe Event focussed on increased involvement of supported individuals
- 2 Surveys of supported individuals, their families and friends
- 3 Listening lunches by the CEO for staff, supported individuals and their carers
- 4 Quality Checkers (experts by experience) interviews with supported individuals
- 5 My Voice, My Story, My Way project

1 World Cafe Event focussed on increased involvement of supported individuals

For many years mcch has tried to find a way to ensure meaningful involvement of the people we support. We have in the past set up a number of different forums. We've had area committees, service user councils, and open forums in the past.

We do have pockets of success within the organisation with a number of groups involving the people we support. Some committees i.e. Mental Health and Learning Disability have had two or more people we support on them. We also have a policy and procedure group and a peer support group which are both led by people we support. Involvement is also paramount in most of our recruitment to all level posts

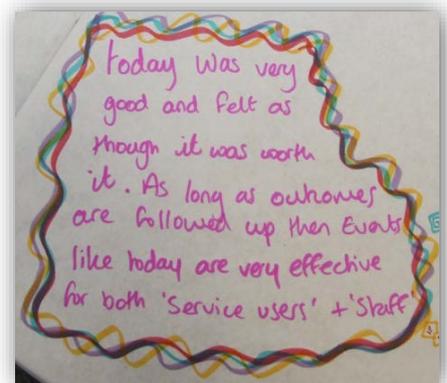
There are different levels of involvement and varied interest across the organisation. Some individuals appear in our involvement initiatives frequently, where others, despite showing an interest, don't volunteer their time.

Despite these initiatives, no one department or Directorate has got it completely right and there is work to do.

mcch are passionate about being a user led organisation and the World Cafe event has been pivotal in achieving this outcome for the future.

On 22nd October 2014 we held a world cafe event titled **'How can you help us lead mcch into the future'**.

The event was well attended with people that we support, staff from all levels within the organisation, relatives and board members. We had representation from people across our mental health, autism and learning disability services



The cafe discussions revolved around 6 key questions:

1. What does real inclusion mean?
2. How can the people we support help change how mcch runs?
3. How can people running meetings make sure everyone is involved?
4. How can the people we support help with managing mcch services?
5. How can mcch involve people with different needs?
6. How could mcch say thank you for helping us with our work?

We had 6 facilitators and each facilitator 'owned' a question. They then spent half an hour with each table on a rotation basis, gathering ideas and writing notes. People also wrote ideas and points to be raised on tablecloths and put "parked" items on flipcharts. A lot of information was gathered and collated and condensed responses to the questions were produced.

The outcome from the event was the introduction of Involvement Committees and a Partnership Board, which have been developed to ensure that people we support (our beneficiaries) have the opportunity to meet formally with members of the mcch Board. This is in order to ensure that the people we support have the opportunity to provide feedback to the governance of the charity, and Trustees can seek the views of people we support directly. This will include items agreed in advance through planned agendas. The involvement at local level will be achieved in a number of ways, but primarily through a formal structure of involvement Committees, one each for Learning Disability and Mental Health. The Committees are comprised of 12 people we support and will be co-chaired by the Operations Director and a member of the group. Four representatives from each of the Learning Disability and Mental Health Involvement Committees will form the membership representing people we support at the Partnership Board.

The role of the Partnership Board is:

- To provide a regular forum to enable the representatives from our Learning Disability and Mental Health Involvement Committees to meet with members of the mcch Board and provide feedback and make contributions to strategy discussions or items being considered by the mcch Board.
- On an annual basis to receive feedback on the overall performance of mcch and have the opportunity to give feedback to the board.
- To help the Trustees to understand of the views of the people we support.
- To assist the understanding of people we support of the role of the Trustees and enable people to consider applying for vacant positions on the mcch Board or other charitable organisations.

We will review the work and terms of reference of the Partnership Board in 2017 to ensure that it continues to meet the original aims of the organisation and also the needs of supported individuals.

2 Surveys of supported individuals, their families and friends

An annual satisfaction survey of supported individuals, their families and friends is undertaken across all mcch services to obtain feedback on the service and support we provide to individuals. Our 2015 survey gave us some very positive feedback from respondents as follows:

97% of relatives and friends say that staff are friendly and helpful and 87% rate the staff as good or excellent

91% of supported individuals said that there were given choices regarding their support

96% said their privacy was respected

96% said they were supported to be safe, healthy and well

93% were happy with how they are involved in planning their support and

85% said they know who to talk to if they were unhappy or wanted to make a complaint

84% of the relatives and friends rated the quality of support as good or excellent

99% of residents and tenants told us they were satisfied with their home

98% of relatives and friends said there were happy with the standard of building and facilities

The survey identified some improvement actions for us which we will address in 2016:

- Improve communication with relatives and friends.
- Continue to improve how we involve relatives and friends in support planning.
- Improve the frequency and choice of activities provided.
- Improve information on how to complain.
- Introduce a minimum standard of cleanliness for all our accommodation services.
- Residents have full control over the temperature in their home.
- Raise awareness of our housing handbook and our housing standards.
- Improve how we tell people how we use and keep their information.

[Click here to go to the survey responses on our website](http://www.mcch.org.uk/pages/multimedia/db_document.document?id=10755)

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We are reviewing the way in which we undertake surveys and obtain feedback from supported individuals. The review will:

- Consider how best to involve our experts by experience (Quality Checkers)
- Research the use observational tools
- Investigate the use of assistive technology and identify appropriate tools

The review will be undertaken in 2016 and new methods introduced in the survey undertaken in 2017.

3 Listening lunches by the CEO for staff, supported individuals and their carers

Listening lunches are an important way in which staff, supported individuals and their carers or relatives can give direct feedback to the CEO of mcch. From 2012 to 2015 a number of lunches were undertaken; we are reviewing this in 2016 to ensure that this valuable feedback system continues to provide us with views from a wide range of stakeholders.

4 Quality Checkers (experts by experience) interviews with supported individuals

In 2013 we launched our new mission, vision & standards. To ensure we meet those standards we recruited a team of Quality Checkers.

The Team is made up of people who receive support from mcch. They have been visiting our services and meeting with people we support to find out if we are meeting our new standards and to make sure people are getting support that they are happy with.

The programme of visits commenced in May 2014 and we aim to undertake around 36 service visits per year. The outcomes from the visits are reported back to the service for location improvements and to our senior managers at their Quarterly Performance Review; this is on-reported to our Trustees via the Strategy, Performance and Development Committee.

We aim to review the Quality Checker function in 2016 to improve training, tools and reporting, and also aim to increase the number of Quality Checkers employed by mcch.

5 My Voice, My Story, My Way

In 2013 mcch worked with Dir Nicola Grove from Openstorytellers to create a pilot training programme that helps the people we support to be able to create and share their life stories and memories with others.

Sharing stories is something that we do every day, but many of the people we support find this hard. This might be because they don't remember well, can't communicate their experiences, or don't have the photos or objects to help them. We want everyone in our services to have their own personal story in a format that is suitable for them. The pilot was so successful that we started our own bespoke training programme in April 2015 called My

Voice, My Story, My Way. It has gone from strength to strength with champions in almost all of our learning disability services.

We now have over 50 champions working in 38 services across the South East. They are making a difference to many of the people we support. They are finding different and better ways of working together to share stories and life histories.

We aim to continue with identifying and training champions and expanding the programme to cover all of our learning disability services.

[Click here to view the My Voice, My Story, My Way newsletter on our website.](http://www.mcch.org.uk/pages/multimedia/db_document.document?id=10870)

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6 Summary

We are confident that we continue to assure and improve the quality of our services by varied methods and projects. We will consider using the Driving up Quality Assessment at our next review in April 2017.

7 Action Plan

An action plan has been produced following this review and can be found in Appendix 1.

ACTION PLAN:

Action	By When?	Where are we now? 
1. We will review the work and terms of reference of the Partnership Board in 2017 to ensure that it continues to meet the original aims of the organisation and also the needs of supported individuals.	By May 2017	
2. We are reviewing the way in which we undertake surveys and obtain feedback from supported individuals. The review will: <ul style="list-style-type: none"> • Consider how best to involve our experts by experience (Quality Checkers) • Research the use observational tools • Investigate the use of assistive technology and identify appropriate tools 	By October 2016	
3. Review system of listening lunches to ensure a programme is devised and adhered to and that the feedback from the lunches is captured and acted upon if necessary.	By July 2016	
4. Review the Quality Checker function in 2016 to improve training, tools and reporting, and also aim to increase the number of Quality Checkers employed by mcch	By July 2016	
5. My Voice, My Story, My Way: we will continue with identifying and training champions and expanding the programme to cover all of our learning disability services.	June 2017	
6. We will consider using the Driving up Quality Assessment at our next review in April 2017.	March 2017	