



Choice Care



# Quality Assurance Report Overview

Choice Care | 2019/20

# Introduction to Choice Care

## Who are we?

Choice Care provide specialist care and support for people with learning disabilities, autism, mental health conditions and associated complex needs. Our purpose is to help everyone in our care to live safe, happy, meaningful and fulfilled lives, regardless of their challenges, where they're valued, respected, listened to and supported, living as independently as possible.

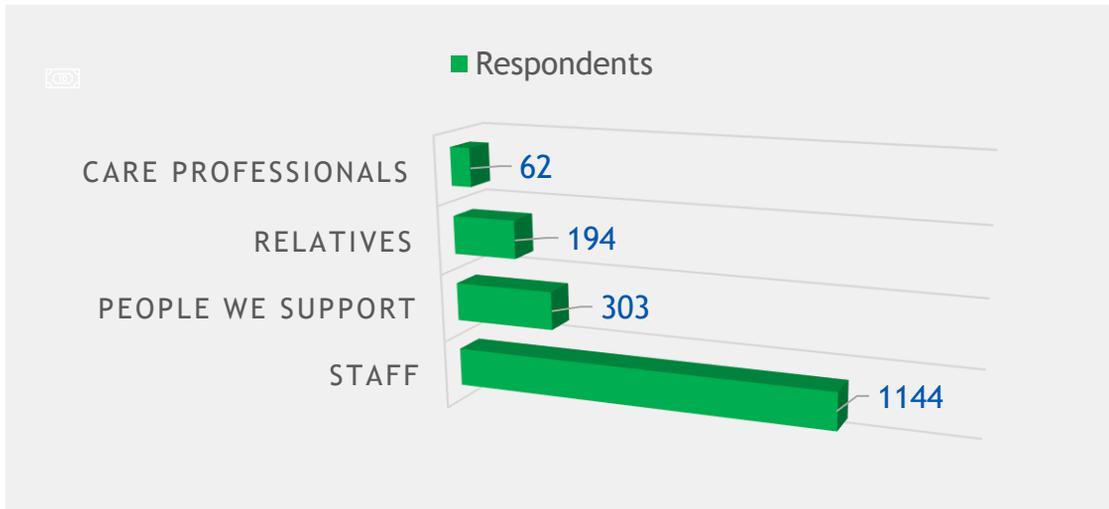


## What is this report about?

As a care provider we believe transparency and communication are key. In order to maintain our high standards and learn about how we can improve, we run an annual Quality Assurance Survey that is sent to staff, care professionals, the people we support and their families.

Our findings shape the way we develop and evolve our support services, so we gather responses about everything from the quality of care we provide, to the effectiveness of our staff training, to the general atmosphere in the services.

This report highlights our main findings from our 2019 Quality Assurance survey, including the areas we did well as well as some areas that we can improve. We hope you find this information valuable, and it gives you an insight into all the stakeholders that make up the Choice Care family.



We sent questionnaires to all of our staff, the people we support, their families and care professionals. The number of respondents were split into four categories and can be seen above.

# 1. Staff Responses

Staff reflected on **four key** areas

**Skills**

**Feeling Supported**

**Values**

**Professionalism**



95% say that they reflect on their own performance



97% go out of their way to help new staff feel welcomed and valued



93% are confident in their own abilities to support the people they care for



91% say that they know and implement the Choice Care values



93% say that they stay calm in a crisis or challenging incident



97% say that they behave in a professional manner at work



91% are keen to learn more in their roles



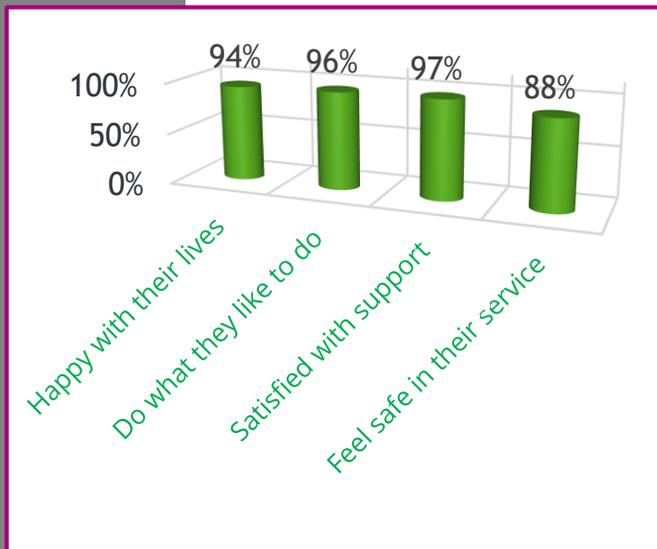
97% say that they are punctual and reliable

## 2. Responses from the People We Support

### Feeling happy and safe

It is vital that the people we support always feel safe and happy in our care.

We asked our the people we support to tell us how they feel about living in our homes, being supported by our staff, and whether they enjoy their day to day lives.



Feedback from the people we support was generally positive. The vast majority of them indicated that:

- Staff are **kind and respectful** towards them
- Staff **care** about them
- Staff **listen** to them
- Staff remain **calm**
- Staff are **trusted**
- They have a **good quality of life**
- They are **happy with the food** and that they are able to eat things they enjoy

81% of the people we support needed assistance from staff to complete the survey. Most of this support was verbal.

# 3. Relatives' Responses

## Atmosphere in the home



78% of relatives said that there is a positive atmosphere in the homes that their loved ones live in.

**78%**

## Staff Attitude



93% of relatives say staff are welcoming, 4% say they are sometimes welcoming.

**93%**

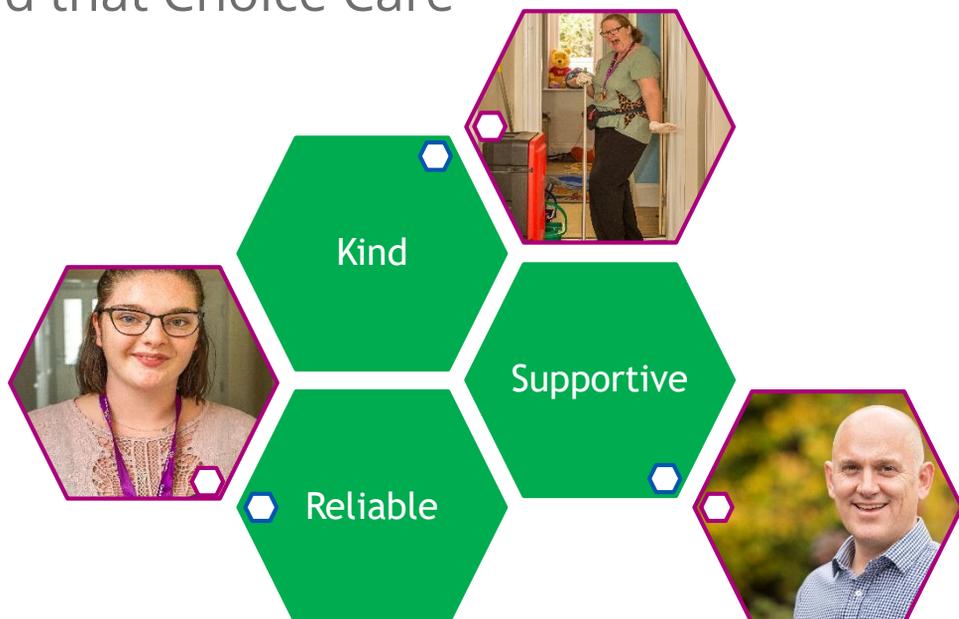
## Communication



75% of relatives say their loved ones are supported to stay in touch. This is an area we are focusing on improving.

**75%**

Relatives said that Choice Care staff are...



## 4. Care Professionals' Responses



Feedback from care professionals who have been involved with and have a relationship with Choice Care has been largely positive.

However, it must be noted that only 62 care professionals responded to the 2019 Quality Assurance Survey, significantly less than the turnout for staff, the people we support, and the families of those we support.

In future, we are aiming to get a higher completion rate from care professionals so that wider and more accurate findings can be gathered.

# Conclusions and Next Steps

As a result of the feedback we have received from the 2019 QA Survey we have selected priority areas to focus on to develop and continuously improve the organisation for the people we support, the colleagues that work with us, families, care & health professionals and other important stakeholders who are a key part of what we do at Choice Care. The areas we are focusing on as a result of this feedback include;

## 1. We should review colleague inductions for new starters

The process of inducting new starters is identified as critical to giving new colleagues the best start to their time in the company. Training, familiarisation and the opportunity to learn about how we operate are fundamental to getting the best out of care workers and increasing the likelihood of them succeeding in their position. In 2019 we completely revised the Choice Care induction plan, taking feedback from participants and improving the content and the time allocated to complete it. This is now up and running across all services.

**COMPLETE**

## 2. We should look at individual homes where staff feel social dynamics could be improved

A small number of colleagues told us that social dynamics could be improved in some instances. Further investigation has shown us that this is very rare and isolated, however when it does occur, it is impactful on individuals involved. As a care provider we promote inclusivity and positive cultures in our homes. As such we are working on training and upskilling for Managers to identify and improve social dynamics in their services.

**ONGOING**

## 3. Can Choice Care provide NVQ vocational qualifications for colleagues?

In 2019 we offered the Care Leadership and Management Level 5 Apprenticeship and Lead Adult Care Worker Level 3 Standard Apprenticeship to colleagues who expressed an interest in personal development and displayed the potential for development of their career. This pilot was successful and we are now offering the opportunity to undertake funded Level 3 and Level 5 qualifications as part of the Choice Care 'Career Pathway'. **ONGOING**

## 4. Can we review training and identify more of what staff want to learn?

The quality of the training provision within Choice Care has been consistently identified as one of the strongest features of the organisation. We offer training to colleagues delivered by external experts, internal subject matter experts, online e-learning, practical and classroom based delivery. That training programme is regularly reviewed and Choice Care recognises that training content and format needs constant development. Over the last year we have introduced some new training and reviewed and updated some existing courses, including;

- Epilepsy
- Physical intervention for supported living
- Medication
- Fire

We have also reviewed our Management Development Programme (Foundation and Advanced levels) and the first new intakes have recently successfully graduated.

Over the coming year we intend to review and improve further training courses, including:

- Bullying and harassment
- Supervision and appraisal
- Dignity and values

### **ONGOING**

## 5. Can we improve communication between the services, families and care professionals?

Communication is absolutely critical to the smooth running of any care service and these communications range from the formal to the informal and the feedback was that there is room for improvement in some areas.

We want to increase participation in the Quality Assurance survey, particularly by professionals and relatives, so we are working on strategies to address this. Over the last year we have improved our Internal Inspection process which now includes telephoning all relatives for their feedback on the quality of the service, and how well they are kept informed. We have worked with specific homes and services to standardise and improve regular contact, reviews, newsletters and meetings. Over the next year we will be publishing a 'Communications Charter' that helps the colleagues working in our services formalise the expectations for how communication takes place.

**ONGOING**

## 6. Improve staff retention.

The retention of our staff at Choice Care is absolutely key to maintaining a well-trained, motivated, experienced and stable support team for each service. Staff turn-over rates are high in social care, so although Choice Care is better in this respect than most comparable organisations we have introduced the following measures to improve staff retention rates over the last year:

- We have improved and relaunched the **induction** process for new starters
- We have always followed rigorous **selection criteria** to ensure only the right people are interviewed, so we have reviewed again and improved this process.
- In addition to the Quality Assurance questionnaire, we also carried out a **staff survey** focussing on more in-depth themes of colleague engagement, including what staff value and are challenged by in their work. We are using this additional feedback to identify improvements we can make that will in turn improve staff satisfaction and retention
- We have improved the way we **communicate** with our frontline colleagues with new format conference calls, newsletters and a brand new website
- We have launched new **recognition programmes**, with the Choice Awards ceremony in November, recognising colleagues achievements, and the introduction of the 'Choiceversary' to celebrate individuals Long Service across the whole organisation
- Our updated **Management Development Programme** provides staff with better opportunities to develop their skills and progress their careers within Choice Care
- We have given **pay-rises** to frontline colleagues both last year and this year in order to further recognise the value of the amazing work they do

### **ONGOING**



Thank you to all those who took the time to respond to our Quality Assurance survey. Your input is incredibly valued, and as such any feedback on this report will be warmly received.

To do so, please email our Director of Quality Martin Prescott on [martin.prescott@choicecaregroup.com](mailto:martin.prescott@choicecaregroup.com)

Find us on [choicecaregroup.com](https://www.choicecaregroup.com) and the channels below...

