

WE'VE SIGNED UP TO

DRIVING UP
QUALITY



Making pledges to drive up quality 2016



fulfilling potential

Introduction

Since the launch of the Driving Up Quality Code, CMG has organised two company-wide annual 'self assessment days', one in 2014 and one in 2015. We invited over 100 staff, people we support, family members and external professionals to each of these events and asked for their feedback on what 'CMG does well' and 'what CMG could do better'.

Rather than simply fill out forms, CMG wanted attendees to give their views in an open and engaging manner, and held a series of creative workshops as a forum for this. At each event, the feedback on what CMG could do better was prioritised into key action points.

More information on the 2014 and 2015 events, feedback and action plans can be found in the CMG DUQ Reports for 2014 and 2015; <http://cmg.co.uk/about-us/driving-up-quality>.

Driving up quality events 2016

As the 2014 and 2015 events focussed predominantly on points 4 and 5 of the DUQ Code (around organisational culture and managers running the organisation well), we decided the focus for 2016 should be on points 1 -3 of the Code. Points 1 - 3 focus on the provision of good care and support and the provision of a meaningful quality of life for the people we support.

With this in mind, we organised five 'roadshows' in each of the key geographical regions in which CMG operates. At each road-show, members of CMG's Clinical Team, Learning and Development Team and operational teams facilitated five 'areas' where attendees could get information, tools and ideas on five key themes identified as really important for the people we support.

These five areas are:

1. **Relationships**
2. **Being out and about**
3. **Being healthy**
4. **Coping with emotions**
5. **Employment**

As with previous events, CMG invited staff, people we support, family members and external professionals to each of these roadshows.



Making pledges!

To help ensure staff and people we support maintained their enthusiasm and commitment both during and after the event, they were asked to make 'pledges' on a CMG Pledge Tree in each of these five areas at the end of each event.

We have some fantastic examples of achievements made as a result of these pledges. Just some of these are outlined on the following pages.

We received some excellent feedback from people who attended the roadshows. A few of the comments are below:

"Really good event, gave service users a lot of information and made it personal to everyone."

Contracts Manager, Hertfordshire Council.

"An excellent day with great information with different groups of people – service users, staff and family. The 5 areas covered gave a very comprehensive exposure to issues that matter."

Staff member

"Very useful event. The apps from the healthy eating session are fantastic. Will support the people we support to download and use the app while out and about – when they need to eat or drink"

Staff member

"Feeling positive about getting a job and losing weight."

Service user

"A very useful event thank you"

Family member



Driving up quality events 2016

Examples of pledges made

PLEDGE	PROGRESS TO DATE
<p>To eat more fruit and vegetables and drink more water</p>	<p>P's Initial weight has been taken and recorded. Staff are also now recording P's fluid intake. The pledge is boldly written and displayed in P's bedroom as a reminder.</p>
<p>Continue to be active and do my sewing regularly Be out and about and eat a variety of healthy food</p>	<p>Our service is creating a 'DUQ corner' in the kitchen. All menus are home cooked and have healthy options available. The team will continue to look at the nutritional needs of the age group we support to see if more can be done.</p>
<p>Doing kind things for others Eat more healthy food and drink Ask for help if I experience painful emotions Have a job which I like Do lots of activities I enjoy</p>	<p>N now has a job at a cafe working 2 hours per week, laying tables and cleaning. She has improved with her healthy eating and has lost some weight. In terms of emotions, the keyworker is using pictorial cards to support her to express herself and there is an improvement in her general wellbeing.</p>
<p>Call and meet my friend on a regular basis</p>	<p>P now meets her new boyfriend once a week at the Redhill disco.</p>
<p>To think about my weight To listen to others To be there for friends and family To understand my emotions</p>	<p>L has joined Slimming World and has lost 3 stone!! L has become a CMG Quality Checker and listens to people she meets there and is involved in chairing Tenant Meetings at our service. L has been through a tragic loss this year so we are supporting L emotionally and we will work on L supporting others later on in the year. L continues to use her Emotions Journal.</p>
<p>Lose weight, make new friends and maintain current friends</p>	<p>J has joined Slimming World. Not only has this helped her with losing weight, but J has also made a number of new friends at the club.</p>
<p>I would like to lose weight then get a job</p>	<p>A plan has been discussed and agreed. This is displayed in T's bedroom as a reminder. T needs to apply for a passport so that she can apply for jobs. This has now been actioned. She has also started going for walks in the evenings.</p>

Driving up quality events 2016

Examples of pledges made

PLEDGE	PROGRESS TO DATE
<p>Look at employment opportunities for the residents at our service</p>	<p>We have 3 residents who have gained employment. One person is due to start a voluntary position in January. Another resident has already started a job as a cleaner 30 minutes per week and the third person is also working at SCOPE one hour per week.</p>
<p>I want to find new friends I want to eat more fruit</p>	<p>M has made one new friend, who now visits every 2 – 3 weeks. We are starting to build this up more often. We have been buying one different/ new fruit every other week for the whole service to try, so she is definitely building up a new palette.</p>
<p>Create more activities for the tenants to be able to access the community more regularly</p>	<p>Three tenants have joined MENCAP's evening club on a Monday night. The 'Stay up Late' campaign has been promoted to ensure that tenants can attend club nights etc. One tenant has had a taster day at new day centre. Another tenant with autism has been supported to apply for a college course in 'cook and eat' to increase her social circle and independence skills. Our manager is also attending an 'open day' of a proposed new day centre as well.</p>
<p>Look for paid or voluntary work for the people we support</p>	<p>We are working on this as a region. A Work Skills group is being developed and will start in November 2016 using the ASDAN Work Skills module as the scheme of work.</p>
<p>Work towards helping service users learn to express and deal with their emotions Help service users to get motivated to eat healthily.</p>	<p>Healthy living is now a focus within the home including sugar free smoothies, using the gym etc. Women's and Men's groups are being developed at the Sutton Resource Centre from January 2017.</p>
<p>I would like to find a girlfriend</p>	<p>A has now joined Heart Venture Club in Brighton (dating agency)</p>
<p>To join an animal and knitting group I want to work</p>	<p>A is looking into visits to the RSPCA to spend time with the animals and is also calling the knitting group at ST. Faiths. A has secured a job in a local hairdressers 2 days per week.</p>