



DRIVING UP QUALITY



COMMUNITY SUPPORT SERVICES

SELF ASSESSMENT 2021

Community Support Services

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Driving Up Quality is an essential part of growing as a company and the Driving Up Quality code is a set of rules that we want to follow

- ◆ *Support is focused on the person*
- ◆ *The person is supported to have an ordinary and meaningful life*
- ◆ *Care & support focusses on people being happy & having a good quality of life*
- ◆ *A good culture is important to the organisation*
- ◆ *Managers and Directors lead and run the organisation well*

At CSS we are passionate about improving the services we offer to people.

We fully accept that we have a responsibility to ensure the people who use our services are happy with our provision and are instrumental in helping us continually drive up the quality services that we provide. Our aim is to always provide both staff and the people we support with a positive experience.

We have several external auditors such as the CQC, CQS, BSI 9001:2015, Calderdale Council Compliance, Health and Safety Compliance, along with our internal monitoring systems which support our drive to be the best we can be.

We recognise that quality can only be maintained if self-analysis is carried out in a transparent way to identify areas that could be tweaked, altered, or stopped.

Driving Up Quality makes us look at ourselves in a critical way, for the benefit of the people we support and employ and helps us ensure our services are designed and shaped around the person rather than the person having to fit into our service.

We are proud of our company ethos of providing Person Centred led support. The person we support must always come before the service we offer. That is why we care about Driving Up Quality.



We believe our 6 CORE VALUES enhance what is required by the CQC by being a PERSON LED service which puts the PERSON at the centre of everything we do, including being open to new ideas, changing the way we of do things and learning from things that go wrong.

Passionate

Ask someone what is important to them, what they feel passionate about; you'll discover where their energy lives and how you can engage it. We believe we can only provide outstanding support to the people we support, and to our staff, if we engage with them, and that is what we do!! The Management Team are very approachable and spend time in the company of our staff and the people we support. This way promotes a sense of being on a journey together, the journey of life.

Effective

The definition of 'Effective' is being successful in producing a desired or intended result. The intended result is to provide a service that promotes the greatest quality of life whilst being as independent as possible for the people we support, as well as providing staff with a clear way of working in an atmosphere where they want to continue to work in. We pride ourselves on retaining great staff, some of whom started as a support worker and are now Managers and Trainers themselves.

Responsive

We believe responsive means reacting quickly and positively. We believe we provide a flexible service that is also responsive to changing social patterns. With over 20 years' experience, we would not have grown as much as we have if our person-centred led support hadn't been responsive. Social awareness and patterns have dramatically changed over the years, and we have adapted our service to break down barriers and be a forerunner in outstanding care in Calderdale.

Safe

The definition of safe according to the CQC is:
CSS must assess the risks to people's health and safety during any care or treatment and make sure that staff have the qualifications, competence, skills, and experience to keep people safe. CSS must make sure that the premises and any equipment used is safe and where applicable, available in sufficient quantities. Medicines must be managed safely and administered appropriately. CSS must prevent and control the spread of infection. CSS have built this into everything we do.

Open

We believe that 'Open' means that we provide support in a way that others can participate in. It means that we provide a level playing field where everybody participates using the same set of rules. 'Open' also means transparency to us. We invite trust by revealing that we have nothing to hide, as this report highlights not only the good bits, but also the areas we are trying to improve. We have established we provide an honest, credible person-centred support service, in the eyes of others.

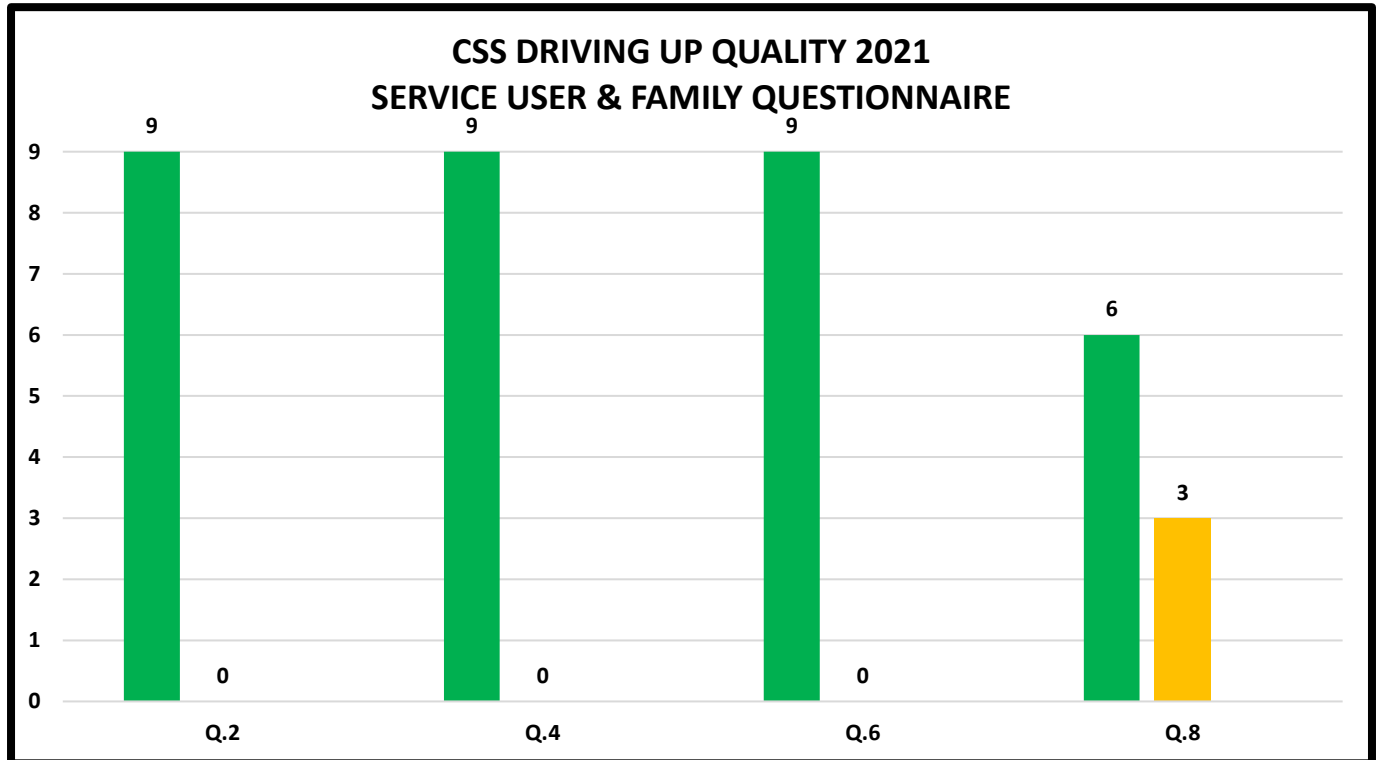
Needs-Led

Our Needs-Led service is a systematic process for determining and addressing needs, or "gaps" between current conditions and desired conditions or "wants". We believe in independence, diversity, equality, privacy, and inclusion. The support we offer is centred on the individual, who leads us, and other outside agencies, to support their needs.

***'ALWAYS PUTTING
THE PERSON FIRST'***



- ◆ Sometimes, the people we support require assistance from their families to help complete the questionnaire
- ◆ 9 questionnaires were sent out and 6 returned
- ◆ What did the people we support, & their families tell us following our Self-Assessment?



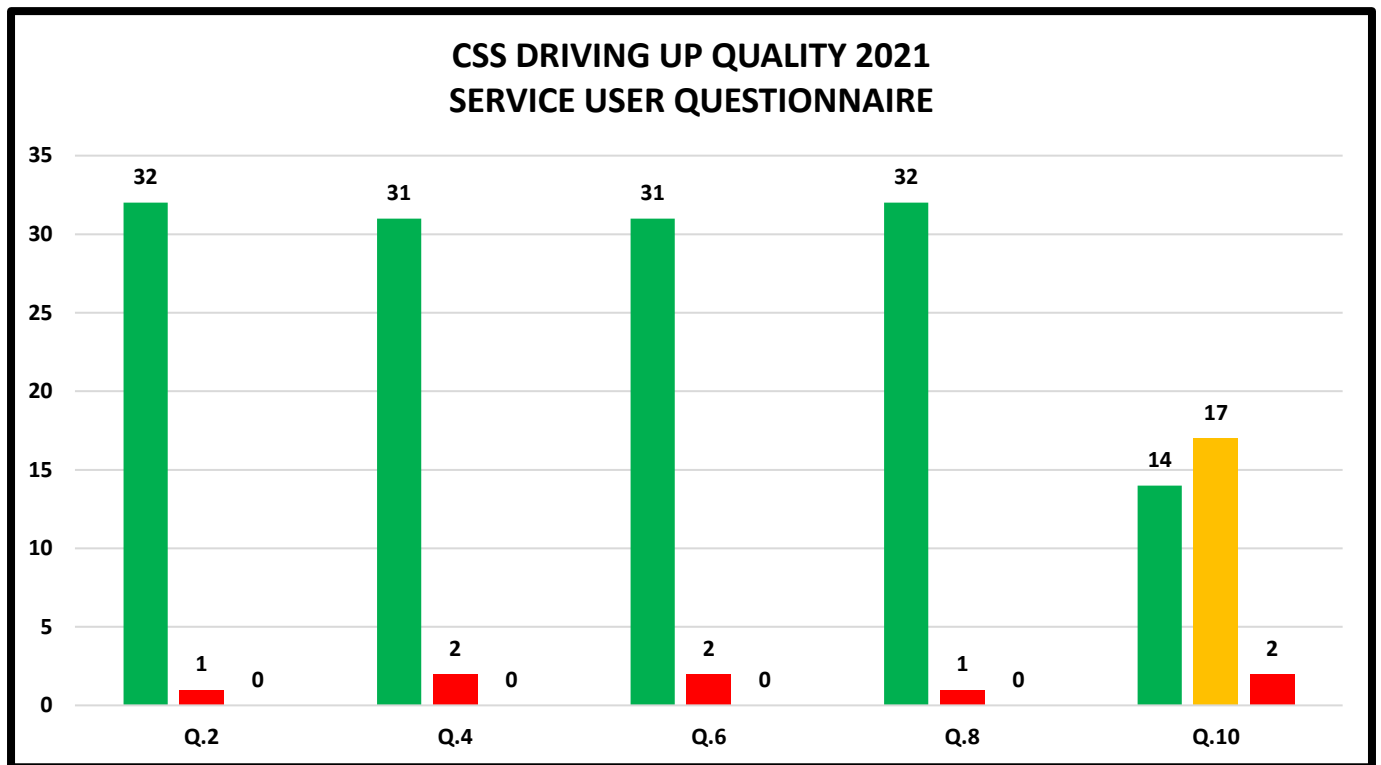
What's working well



- People feel involved in decisions about the support they receive
- People feel listened to
- People feel they are supported to stay safe
- 6 people we support and their families rate CSS 'Outstanding'
- 3 people we support and their families rate CSS 'Good'

◆ 66 questionnaires were sent out and 33 returned by the people we support

◆ What did the people we support tell us?



What's working well



- People feel supported
- People feel listened to
- People feel involved in decisions about the support they receive
- People feel they are supported to stay safe
- 14 people we support rate CSS 'Outstanding'
- 17 people we support rate CSS 'Good'
- 2 people we support rate CSS as 'Requires Improvement'

Where can we improve?



Feedback received from the questionnaires was viewed and telephone calls made to the people we support to discuss this. This is given on the following page

DO YOU FEEL SUPPORTED BY CSS?

→ SU1 - No

“Because of staff illness/ cancellation and no cover provided (especially lately). I do not know what services you provide other than support work, such as exercise and diet services (PT at the office). Also, the cleaning is not done by all staff since the cleaners have stopped coming. There is only one member of staff that gets on with things that need doing the other two need to be asked to clean I feel that the cleaning should be shared out over all four sessions in the week. I struggle with my illness and have limited capability; I feel I need more help”

Call made to the individual to address the points raised and liaised with allocated Social Worker.

DO CSS LISTEN TO YOU?

→ SU2 - No

“Asked for someone for Tuesdays but CSS said they had no one available”

Where possible we try to accommodate all client session requests, however where there is not staff availability, we will always provide alternative options.

DO YOU FEEL INVOLVED IN DECISIONS ABOUT THE SUPPORT YOU RECEIVE?

→ SU1 - No

“Nobody contacts me to discuss it. I have no problems with my staff at the moment, but nobody has asked if these staff are compatible with me”

Call made to the individual to discuss this point raised. The individual has chosen to feedback to senior management regarding the staff team using the CSS portal.

→ SU3 - No

“This question is not specific enough. Overall, yes, I do but occasionally someone new has turned up without notice. Sometimes regular carers were changed without notification. I had three regular carers, for their personal reasons this dropped to one. A new carer was introduced but she proved to be unreliable and unsuitable for my needs”

On rare occasions due to staff availability, alternative staff will be allocated to sessions, however the Service Manager will always contact the individual in advance to inform them.



DO CSS SUPPORT YOU TO FEEL SAFE?

→ SU1 - No

“When I encounter people with their misunderstanding/ problems with my illness, I do not have any idea how to deal with it nor am I offered any help with how to deal with it. I do not know what staff are trained in and if they are trained in dealing with people with brain injury”

Call made to the individual to discuss existing staff training. We also discussed other specific training involving professional teams who can support with communication assessments and provide further guidance to staff. Individual to request referral via Social Worker.

HOW DO YOU RATE CSS?

→ SU1 - Requires improvement

“Because of everything I have stated in the previous questions. This is by no means me saying that I have any major issues with the company I just want to offer this information to try help makes things better throughout the service”

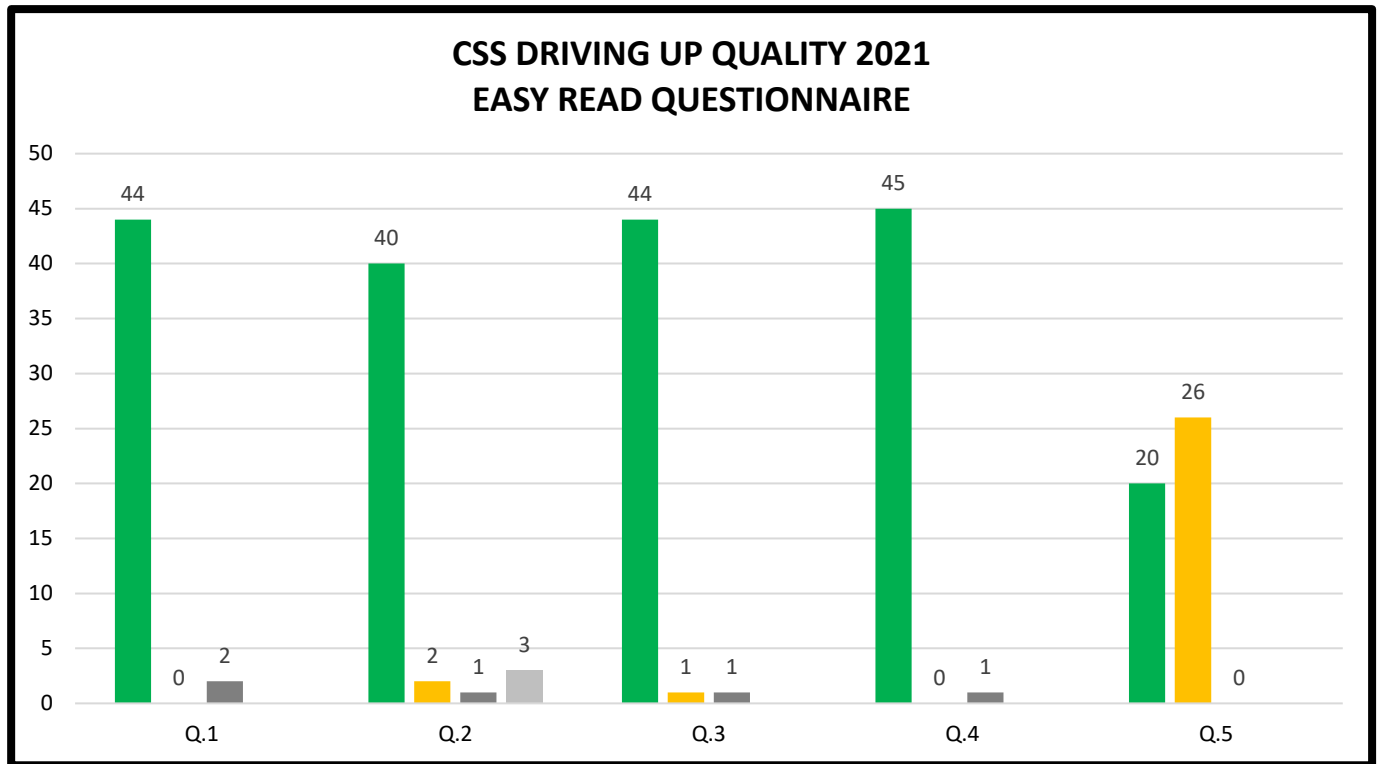
Call made to the individual to thank them for their time and providing feedback.

→ SU4 - Requires improvement

“Computers need updating to Windows 10 more games and DVD's”

Day Services primarily run scheduled activities; however, we do have a few PCs for individuals to access. We have now upgraded one of the laptops in Day Services to windows 10.

- ◆ Sometimes, the people we support require assistance with staff support to answer the questions we ask and therefore complete an 'Easy Read' questionnaire where we include pictures
- ◆ 62 questionnaires were sent out and 46 were returned
- ◆ What did the people we support tell us following our Self-Assessment?



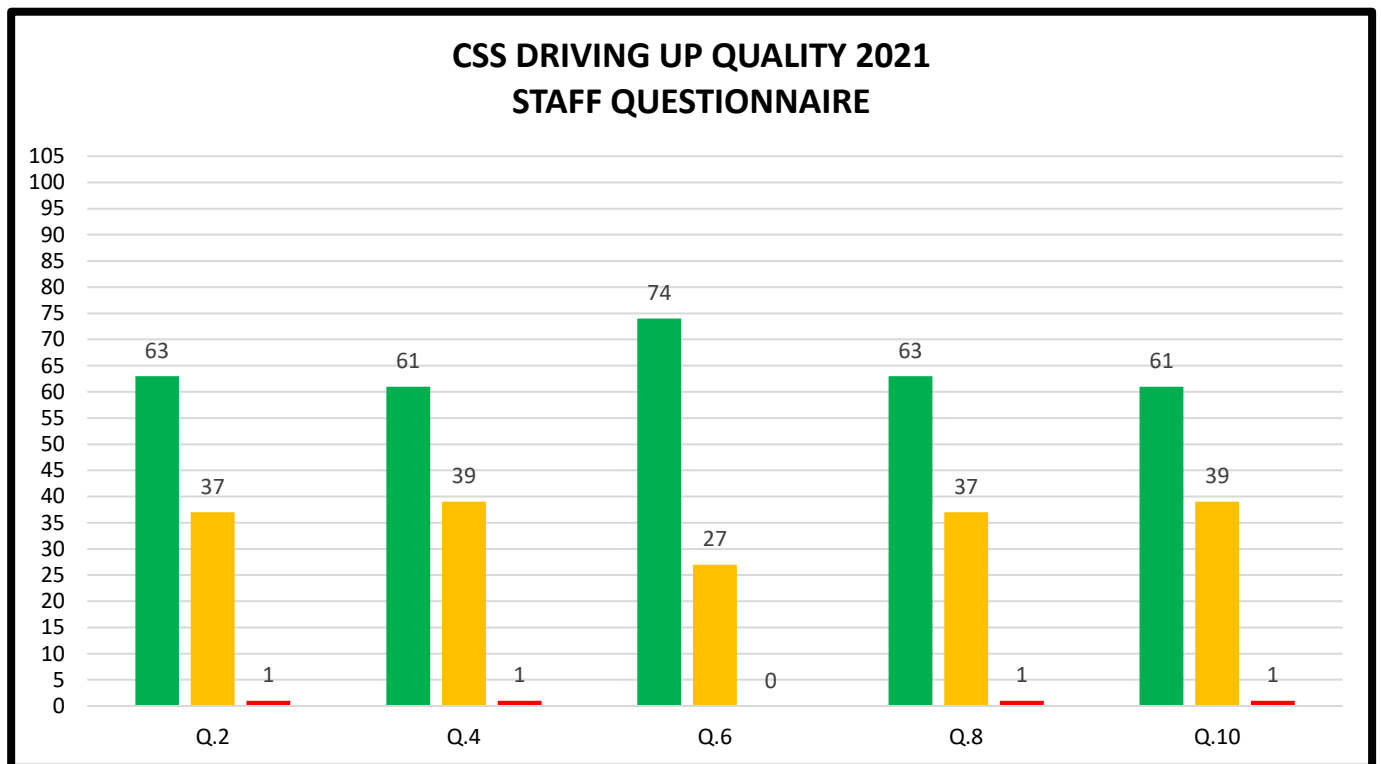
What's working well



- People feel supported
- People feel involved in decisions about the support they receive
- People feel listened to
- People feel they are supported to stay safe
- 20 people we support rate CSS 'Outstanding'
- 25 people we support rate CSS 'Good'
- 2 people did not give an answer to Question 1
- 1 person did not give an answer to Questions 2, 3 and 4
- Question 2 was not applicable to 3 people as they attend Day Service with their own staff from another service provider

◆ 122 questionnaires were sent out and 101 were returned

◆ What did our staff tell us following our Self-Assessment?



What's working well



- CSS are responsive in meeting staff employment needs
- CSS are effective in supporting staff throughout the Covid-19 Pandemic
- CSS are effective in ensuring staff know & understand what is expected of them
- Feedback given from Managers is given in a constructive and motivating way
- CSS support continuous learning, improvement & innovation
- 61 staff rated CSS as 'Outstanding'
- 39 staff rated CSS as 'Good'
- 1 staff rated CSS as 'Requires Improvement'

Where can we improve?



Feedback received from the questionnaires was viewed and telephone calls where possible were made to discuss this. This is given on the following page.

HOW RESPONSIVE IS CSS IN MEETING YOUR EMPLOYMENT NEEDS?

➔ Anonymous – Requires improvement

“When staff have any issues with certain service users they don’t seem to be listened to and this affects staff and how they should deal with certain individuals”

Staff are encouraged to speak with Senior Management regarding any issues they face within their employment. Often this is also addressed, and the discussion is recorded within supervisions. Options are discussed and further support provided where required.

HOW EFFECTIVE HAS CSS BEEN WITH SUPPORTING YOU THROUGHOUT THE COVID-19 PANDEMIC?

➔ Anonymous – Requires improvement

No reason was given

Unable to investigate or respond as no information provided.

HOW WOULD YOU RATE FEEDBACK GIVEN FROM MANAGERS, IS THIS DONE IN A CONSTRUCTIVE AND MOTIVATING WAY?

➔ Anonymous – Requires improvement

“Could be done in a more constructive way with reviews followed up on time and same for everyone”

Feedback will be provided within 12-week supervision. Sometimes the frequency of the supervisions may differ slightly, dependant on staff availability.

HOW WOULD YOU RATE CSS'S PROGRESS TO SUPPORT CONTINUOUS LEARNING, IMPROVEMENT & INNOVATION?

➔ Staff 1 – Requires improvement

“Finding accredited courses staff can complete such as Level 5 in Health and Social Care. This would help some staff when they are looking for new challenges and have already completed Level 3 in Health and Social Care”

Telephone call made to individual to thank them for the feedback. Discussed higher level development and how this is often based around evidence gathering, therefore needs to be relevant to current role. Discussed further employee consultation which will take place in 2022.



Summary

Community Support Services have an open and transparent policy. We take all feedback on board and work to resolve any matters that may arise. We are also pleased to receive any positive feedback.

- ◆ In 2021, a new format was set for the questionnaires. The questionnaires were created using Microsoft Forms. This is in line with Community Support Services working towards a sustainable environment and always encouraging electronic correspondence. This has also enabled us to reduce contact, minimising transmission of infection from Covid-19
- ◆ A link was made available for staff to click and complete on the staff portal
- ◆ A link was emailed out to all staff and families
- ◆ A 'QR Code' was created for both the people we support and staff to point and complete via a mobile phone
- ◆ Easy reads on paper format were still made available
- ◆ This resulted in the most responses to date, thank you to everyone who completed a questionnaire and gave feedback
- ◆ The report will be made available on the Community Support Service website, a copy emailed to all Managers for them to discuss with the people we support. Families will also receive a copy via email