



## **QUALITY ASSURANCE REPORT**

# **AUTUMN 2024**

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## Welcome

I am delighted to present the 2024 Autumn Quality Assurance report for Cartref Ni.

This report is set out and written differently from other's we have published in previous years.

In January of this year, we began extensive background work into reviewing the organisations quality standards and how these are to be measured. Following consultation with all staff, new quality standards have been developed and defined for the organisation. This report is written to these standards.

Our Quality standards are the framework of all we do, giving people choice, promoting their wellbeing, supporting them to be involved in their community and lead full and active lives. They detail how we safeguard people whilst promoting positive risk taking, taking positive risks is how we all grow and develop, working with external partners to ensure people live in accommodation that is suitable for their needs and an environment they feel safe and content in.

We feel confident that the development of these new quality standards will allow us to gather clear and accurate information, which can be measured to achieve a true reflection of the level of quality our service is delivering. Like the ethos of our organisation the quality standards have been developed in a person centred way.

There have been some challenges since our last report but also some real highlights we have welcomed Jake, Grace, and Emma to the Cartref Ni family and to their new homes. Over the summer we also said 'Goodbye' to Karen who moved house and is being supported by another care provider.

At the end of October, we also said 'farewell' to our receptionist Josi, who took well-earned retirement, Josi had worked for Cartref Ni for over 20 years – we will miss her but wish her a long and happy retirement.

We were delighted to have three staff nominated for this years 'Wales Care Awards' Danielle Maloney, Gavin Butler and Karen Dean well done all a fantastic achievement. At the awards ceremony in Cardiff in October Karen was awarded a bronze medal in the category of 'Supported Living or Small Group Community Living Care Practitioner' award – Congratulations Karen!

Following our reassessment with the Investors in People Programme this Autumn we are delighted to announce we have received a Platinum award, the highest possible award within the programme. Well done to everyone within the organisation for all their hard work, dedication and commitment day in day out, which has resulted in this award.

**Neil Ryder**

**Chief Executive.**

## **People feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.**

Cartref Ni enable individuals to live the life they choose, their own way with our support

Cartref Ni prides itself on being person centred, we believe that to be truly person centred, the principles and values of this approach must be the golden thread that runs throughout the organisation, in the way we deliver our support to Individuals in every aspect of their lives and how we work with our colleagues.

Being person centred is placing the individual at the centre of their lives, ensuring they live the life they choose, how they choose, with our help and support. There are many ways we achieve this. Evidence showing this is gathered by various means, such as, information recorded within the Individuals daily care notes, give details of how they have been supported with aspects of daily living such as choices of food and drink, choices around getting up and dressed, going to bed, support given with personal care. Also detailed is information on leisure and work activities that the Individual has been involved in. Each Individual has a care and support plan which sets out how the person wishes to be supported with all areas of their life, with step by step guidance and instruction for staff when delivering support.

Quality satisfaction questionnaires are sent to Individuals yearly, similar questionnaires are also sent to family members.

Quality visits carried out with Individuals also evidence via practice observation and discussion, how people are supported to live the life they choose, their own way.

Some examples of this being achieved are –

***‘(Staff) Always ask what I want to do, always smiling and joking, staff always sing, always make sure I go to see Mum and Dad. Always make sure my clothes match’. (JB Individual we support via quality questionnaire)***



*Joel enjoying a game of Pool whilst out and about.*

*Mark accessing his local ATM machine.*





*Jake giving his new car a wash and polish.*

*'We feel he enjoys his activities, and he is given choices in his everyday routines and indicates what he wants to do'. (RB Individual we support via quality questionnaire assisted by family).*

*'I have a lot of choices about how to live my life' (DC Individual we support via quality questionnaire)*

*'I get lots of choices, I've also become independent on buses, with support from staff' (IS Individual we support via quality questionnaire)*

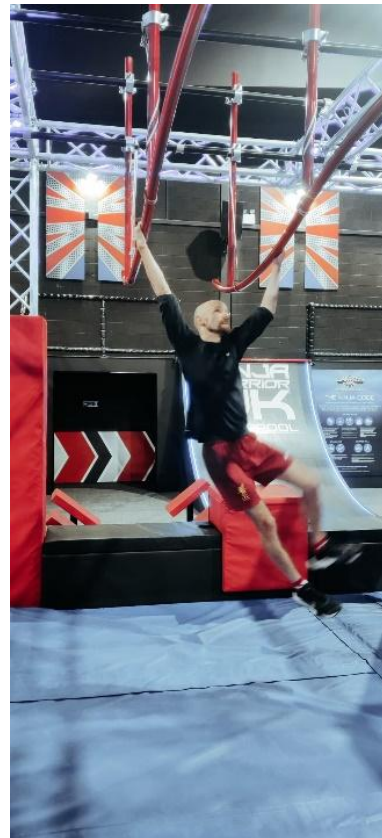
*David and Carl having a day out in Beaumaris*





*The staff member spoke about the house they stayed in (with the Individuals on holiday) and how well suited it was to both their needs and preferences, how a busy train line runs by the bottom of the garden and how much PJ loved sitting in the garden watching them whizz by' (Feedback from staff member during a quality visit with Individuals we support 2024)*

*Josh had wanted to take on a new physical challenge in the summer, think this ticks all the boxes! Josh completed the 'Ninja Warrior' experience in Liverpool. Well done Josh!*



*A goal of Curtis's is to go independently to the shops for his 'essentials' Here he is checking the items off his list during a supermarket visit.*

### **We will assist individuals to identify, set and achieve goals/outcomes**

We support Individuals to complete an 'All About Me' document. This document is theirs and about them, an introduction to the person, it details their likes, dislikes, how they like to spend their time and shows who is important to them in their life. Included in the introduction is information about what people like and admire about the person, their skills, and abilities.

The All About Me document is where outcomes and goals that the person has stated they wish to achieve or aim for are logged, also noted is how the person will achieve this and who they may need to support them with this, progress towards each outcome is also logged.

It is extremely inspiring and rewarding seeing people achieve their goals/outcomes. Some examples of this are detailed below –

*One of Izzy's goals was to get work. With support Izzy built up her confidence traveling on her own and now gets the bus to and from work at Glan Clwyd Hospital*



*It was Hywel's dream to go on holiday abroad, he had a very specific list of what he wanted, somewhere in the sun, where he could go in the pool, where there was plenty to see and do, Benidorm fitted the bill!*



*Grace has set the goal/outcome to learn to cook since moving into her own home, with support from her staff members, this looks lovely, well done Grace!*

### So What

The foundation of our ethos as an organisation is to work in a person centred way.

The support we provide encourages individuals to develop independence and self-confidence, to develop new skills and to build on existing ones.

Individuals are supported to set goals and outcomes and to plan how these are to be achieved.

Outcomes planned and progress towards these is detailed in the persons 'All about Me' document.

Individuals are supported to make choices about how they wish to live their lives on a daily basis this includes bigger decisions such as where to go on holiday and even where to live and also smaller daily decisions such as how to spend their time, what to wear, what they want their home to look like.

### Now What

New Quality Standards have been developed for the organisation; we will continue to embed these into the service in the coming months. We will work with staff teams to review how the information they record within daily notes, realising that there must be an emphasis on more 'holistic' recording, not just looking at the basis of daily support such as supporting with eating and drinking, personal care, medication etc but also capturing the real essence of the day for that person, what mattered to them, what made them smile, what gave them joy, how did they express this.

We have designed a new programme of Person Centred Practice training. This includes induction training for all staff new and established and 'Refresher' training in the form of modules that can be used together as a full course or separated and used as a stand alone training module within staff supervisions or team meetings.

The Induction sessions commence in February of 2025. This training has been designed specifically for Cartref Ni and will be delivered and facilitated by Cartref Ni Managers. With great emphasis being on supporting Individuals to plan and achieve outcomes, using the principles of the Social Services and Wellbeing (Wales) Act.



## **People are happy and supported to maintain their ongoing health, development, and overall wellbeing.**

Individuals are supported to engage in a wide range of activities within their home and local communities.

We understand and recognise that having a rounded, varied, fulfilling, healthy lifestyle provides the basis of overall wellbeing for us all. People we support are encouraged to partake in a variety of activities both within their homes and within their local community and area.

By getting to know people well we learn what they like and enjoy, we understand their wishes and dreams and know their strengths and abilities. Individuals we support have a wide range of interests such as attending a local church each Sunday, attending local clubs or groups such as 'Musical Mates' and 'Ghostbusters', attending local art and craft groups, baking groups and also leisure activities such as paddle boarding, swimming and attending the Gym. For others it may be partaking in activities that bring them joy such as train spotting, visiting a local airport to watch the planes take off and land, or just walking on the Great Orme.

***'RB enjoys carriage driving, bowling and skiing and pedal power'. (RB Individual we support via quality questionnaire)***

***'I am a black belt in Taekwondo and I am working in Plas Yr Ywen in Holywell' (TW Individuals we support via quality questionnaire)***

***'DC was in a great mood when I arrived, telling me (using Makaton sign) about his bell ringing at the church on Fridays which he clearly loves. He also told me about a puppet show he was attending soon, again very excited about this'. (Taken from quality visit to Individual we support 2024)***

***'I am meeting a friend tomorrow and going to church on Sunday' I enquired after JD's Mum 'she's good thanks, still meet up with her for coffee in town regularly, she is keeping very well thank you' (Taken from quality visit report to Individual we support 2024)***



*Jackie enjoying spending time in the Butterfly house at Chester Zoo*

*'I love that when we go out now, the shopkeepers don't even see us now, we are invisible, it used to be that they would talk to us, give us the change, but now they address the Individuals themselves, give them their change, they know them, that's exactly how it should be, we have done our job, that's support work' (Feedback from a staff member during a quality visit with Individuals we support 2024)*



*Sam, Duncan, and Kath organised and ran a plant swap day at the Cartref Ni office, in the run up to our annual summer garden competition growing and nurturing all the plants themselves, a great event Thanks Sam, Duncan and Kath!*

Individuals are supported to attend medical appointments, with positive relationships being built and maintained with external professionals. Where appropriate individuals are supported to follow specialist diets or take part in some physical exercise therapy as prescribed by a health professional, some individuals are also supported via the use of the Positive Behavioural Support model.

All of the above support individuals to live healthy, varied, fulfilling lives.

*'I choose what I would like to eat with help from staff to eat healthily' (FR Individual we support via quality questionnaire)*

*'Staff help me with healthy options, I still enjoy a beer though!' (LD Individual we support via quality questionnaire)*

*'Staff encourage healthy, home cooked food' (Quote from family member via quality questionnaire 2024)*



Tom at his Tae Kwando Class.



Richard taking in a session at Peddle Power

Staff have the knowledge, experience and support required to enhance the lives of those they support

To be able to offer the excellent standard of support to the individuals that we do, our staff teams must receive comprehensive, engaging and appropriate learning and development opportunities. Our Learning and Development Manager is responsible for arranging and co-ordinating all areas of learning and development within the organisation, such as, statutory, mandatory, and house training.

Staff are experienced in their role and confident in what is expected of them. All new staff undertake several shadow shifts with team members before working independently with people we support.

Staff and individuals are well supported by an experienced, well trained management team. We have a high ratio of managers/assistant managers to houses, which offers a greater level of support.

Epilepsy training -

***'I would like to praise the Epilepsy training (with Issy). She also asked questions, but she explained a lot, spoke in a very interesting way and made me get the most out of the training and remember everything really well'. Very informative, increased knowledge of epilepsy, well presented, made to be fun'***

***(feedback from staff attending)***

Mental Capacity Act training -

***'It reaffirmed that I was doing the correct things'.***

***'Takeaways from session, don't be afraid to raise concerns, being able to discuss things as a group was really positive, seeing how others had dealt with issues'***

***'Learning the difference between appointee and power of attorney'***

***'Overall, I really enjoyed the course, both Doug and his associate very knowledgeable, I look forward to the next one'***

***(feedback from staff attending)***



Diabetes training –

**‘Better understanding of portion sizes’ ‘Very informative, learnt about the treatment of hypos and the difference between hypo’s and hypers’**

**‘Found it all very interesting and made me think more about foods, hearing about carbs in foods’**

**(feedback from staff attending)**

**People receive care and support that is adapted to meet their needs and wishes**

Offering a person centred approach to support means that we understand that each person is an Individual with individual needs and wishes, we cannot operate on a ‘one size fits all’ basis. We also understand that as people, our needs and wishes ebb and flow, change and adapt over years, in essence what a person needs and wants one year may vary to what they need and want the next year, or month or even week.

We recognise that each person we support requires a very personalised approach to their support and this will change as it develops. We have been privileged as an organisation to have supported many Individuals over many years, it has been extremely rewarding to watch them grow, develop, and strive to reach their potential and to adapt our support to meet lifestyle and needs.

The use of detailed support protocols and care plans and recorded care notes, the use of the Individuals ‘All about Me’ document and comprehensive risk assessments all work together to provide a solid framework of how each person’s support is to be offered.



*A massive part of maintaining wellbeing for Matt is to be outside, walking and hiking, being peaceful in nature.*

*Alison loves sessions in the pool! A great way to support her wellbeing.*



### So What

Individuals are encouraged and supported to engage in various activities to enhance their wellbeing and life experience and also to support them to build on skills and abilities and to develop new relationships.

People we support have a full and varied week of activities which meets their wishes, likes and needs, staff help Individuals to plan goals and outcomes in line with this.

Individuals are supported to stay healthy, and follow any instructions, guidance from other medical professionals such as GP's, Learning Disability nurses and so on and have positive relationships with them.

Individuals are encouraged to eat a healthy and varied diet and are involved in all aspects of meal preparation.

Staff are well trained and have the knowledge, confidence, and skills to fulfil their role. Staff members know the Individuals very well and trust in their own abilities and judgements when supporting them.

### Now What

Within early 2025 we will run a general audit reviewing the use of the 'All about Me' documents for each individual. In January we will have been using the document with Individuals for 12 months.

The Learning and Development Manager is currently preparing the Training Needs Analysis document, identifying learning and development requirements for the organisation for the coming year, this in turn informs the setting of the training budget and allows us to ensure our staff are adequately and appropriately skilled to fulfil their role.

## People feel safe and protected from abuse and neglect.

### We recognise and respond to concerns in order to keep people safe

We see it as a fundamental part of our duty of care and a moral obligation, to do all we can to keep people safe in all aspects of the service we provide. To do this, we must first understand what could constitute a concern or a risk to safety and ensure that we respond appropriately to promote and maintain safety.

We are governed by relevant legislation such as the Health and Safety at Work Act 1974, the Regulation and Inspection of Social Care (Wales) Act 2017 and the related Regulations.

All staff receive a comprehensive package of health and safety training covering several subject areas that pertain to their role.

All new employees complete an DBS (Disclosure and Barring Service) enhanced check, the majority of existing staff are on the 12 month update service and must renew their details every year. With one staff member being on the manual update service where renewal is every 3 years.

We have a robust system in place to record and detail incidents, accidents and near misses. All instances of each are investigated by the relevant service manager and action taken when required.

Risk Assessments are completed with people we support and staff members on activities of daily living and separate leisure activities where required.

**'Staff always make sure doors are locked before they go' (IS Individual we support via quality questionnaire)**

**'Yes, I do feel safe here' (MO Individual we support via quality questionnaire)**

**'Yes, safe' (PJ Individual we support via quality questionnaire)**

**'Areas of concern in relation to health and safety (fire evacuation) explored and some suggestions made to make amendments to the current plan. There is also some areas for the Housing association to look at this has been relayed to them via email. (Quote from Quality Assurance and Compliance manager visit 2024)**



## We utilise a positive approach to risk taking and see risk taking as an enabling process

Having a positive approach to risk taking encourages Individuals to not only try new things but to grow and develop, learn new skills, and stretch abilities. Taking positive risks is how we all grow and develop in life. Positive risks are risks that have been explored, weighed up and a plan been devised to counter act any harmful risk that may occur, this is known as 'managed risk'.

We encourage people we support to take managed positive risks in their lives. Always coming from the position of 'assume anything is possible' not 'assume it isn't'.

We discuss the activity with the Individual ensuring they are fully aware of what's included and what could be the consequences of the risk. A detailed risk assessment is also completed.

One example of positive risk taking is our now annual Paddleboarding day event at Lake Padarn, which is a huge success.

A positive risk doesn't have to be a new physical challenge or activity though, it is anything that is a new challenge/adventure for the person.



*Alan really enjoyed his first time paddle boarding, despite being a bit nervous, he was proud of himself for trying!*

*Milly loves our paddle boarding days in the Summer and is a real natural.*





*John having a flipping good time at home making Pancakes!*



*Peter enjoying some time on the water during his recent holiday*

## So What

Individuals we support are safeguarded against abuse and neglect. Whilst being encouraged to live full and active lives.

Goals and outcomes are planned with Individuals based on activities of their choice, taking positive risks is encouraged and planned.

The taking of positive risks is celebrated.

## Now What

As an organisation we need to be looking at how we can ensure staff to be more confident and comfortable in promoting and supporting individuals in taking positive risk.

The organisations new Person Centred Practice (PCP) Training programme (the Induction and refresher module training) include a detailed look at positive risk taking.

Within the year ahead we will actively audit the level of positive risks being taken and how this is being approached by Individuals we support and the staff teams.

## People live in accommodation that best supports their wellbeing and achievement of their personal outcomes.

We support individuals to maintain their home environment as they would want it, so they are happy within their home.

Cartref Ni supports Individuals to live in their own homes. This occurs in a variety of ways, we offer support to some people that live on their own in their own home, others live in a flat where their neighbours also receive support from us, some people house share with others, and one person lives in their family home with our support. The majority of people we support though are tenants in their property, with a local housing association being their landlord.

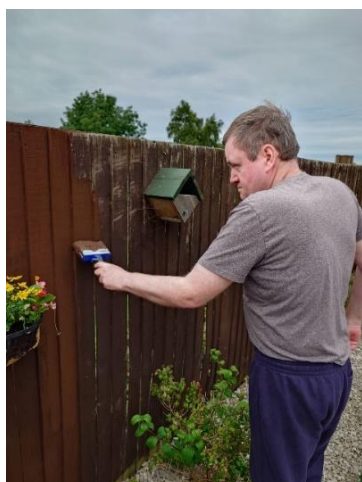
The well-known expression 'home is where the heart is' is so very apt, we all deserve to live in a home that we feel is 'ours', is comfortable, safe and meets our needs. It should be decorated in a style that we choose. We support individuals to make a home that they are happy with, where they choose the decorations and furniture. People thrive, their wellbeing enhanced when they are happy about where they live.

*'I choose furniture and paint colours in my house' (FR person we support)*

*'It's very nice and cosy' (MO person we support)*

*'Both told me just how happy they are in their home. The pride in showing me around shone through'. (Quote from Trustee visit to home of people we support)*

*My daughter is happy at her home she knows the way home after being out for the day, 'it's No 1!' she often tells me! (Quote from family member via quality questionnaire)*



*Gareth getting some chores done in his garden, ready for the Winter coming.*





*Sylvie loves spending time in her garden on the swing.*



*Richard tending to his vegetable garden at home, lots of amazing produce has been grown this summer which has made some wonderful meals and cakes.*

*Fiona getting a stock of flowers from the local garden centre, getting ready for the Cartref Ni Garden Competition.*



## **We support people and advocate if necessary to ensure their home is suitable for their needs**

As we go through life our health, abilities and choices can alter, there may come a time for some of us when our homes need to change with us, to fully meet our needs. We understand that those we support may find it difficult to recognise and communicate this and to make any decisions around what and how any changes may need to happen.

As an organisation we have an obligation and a duty of care to always act in the individuals' best interests in all aspects of the support we provide, at times this has meant us supporting the person to 'move on' to a more suitable home environment for their current needs. In recent times we have supported three individuals to move to and prepare to move to more suitable accommodation both supported by different providers. It is sad to see Individuals move on when we have supported them for many years, even when we know it is the best outcome for them.

We also advocate for Individuals we support who may be experiencing change within their homes, when it is planned for a new person to move into their home or when they may require extra support to meet their needs for example a hoist to aid with moving and positioning or a specialist chair to support them to stand. Recently we have advocated for an individual who has had a reduction in their support hours, we have ensured that there is sufficient support for them in other ways such as via the use of Telecare.

We have also welcomed three new Individuals to Cartref Ni, spending time getting to know them well prior to them moving into their new home. This has allowed us to understand their needs, wishes and how they would like to be supported by us.

***'With enthusiasm I was also shown the progress made in the garden which is now apparently so much more wheelchair friendly than before, although there is still more work to complete the project to make the outdoor space a delightful recreational area for the residents'. (Quote from Trustee quality visit 2024)***

***'The back garden was lovely and I could tell an enthusiastic staff member, had spent a lot of time and effort making it a lovely space for David & Joshua'. (Quote from Trustee quality visit 2024)***

## So What

Individuals we support live in safe, comfortable, homely accommodation. They have choice in how their home and garden (where applicable) is decorated.

Individuals are proud of their homes, of having their own front door.

Individuals are supported to learn skills in relation to running and maintaining their homes.

## Now What

We will continue to work with individuals to plan goals and outcomes relating to their homes and how they wish them to be.

Using the 'active support' model encourage individuals to develop increased skills in relation to being independent within their own home.

Continue to support people as their needs alter, so they can remain in their home.

Where people's needs change and they are no longer able to remain in their home, support them in moving to new accommodation.

## Leadership

### Leaders in Cartref Ni are compassionate and are trusted

Cartref Ni employs a high ratio of managers to staff teams which allows for a greater sense of leadership. Service managers and assistant managers make at least weekly visits to the houses and have in depth knowledge of the needs of the people we support. They have built positive relationships with them and their families. The higher management ratio also means that managers have greater time to spend with staff members to offer support and guidance and observe practice within the houses.

*'I love my job find it very rewarding and I can only praise my managers for their help and support'. (Quote from staff member, staff survey 2024)*

*'I'm pleased to work for a company that puts people first. Felt very appreciated with the increase in benefits and additional payment in January. Thank you.' (Quote from staff member, staff survey 2024)*

*'I am very happy with all aspects of the job. I would like to say my manager goes above and beyond to help and support me.' (Quote from staff member, staff survey 2024)*



Jackie and Nic  
(Service Managers)  
with Dominic at our  
Easter Event this  
year

*'All the staff we spoke to told us how much they enjoyed working for the service. One staff member told us it is "such a privilege to work for such a lovely organisation'. (Cartref Ni Care Inspectorate Wales, Inspection Report 2023)*

*'Staff told us they feel well supported by management. One staff member told us the service has "high standards and high expectations but you get the support you need'. (Cartref Ni Care Inspectorate Wales, Inspection Report 2023)*



**Staff are empowered to work flexibly and creatively to support individuals.**

We see our staff as our greatest asset, they are knowledgeable, experienced, and caring. We encourage support staff to feel they can work in a flexible way with individuals as they need and we look to them to be creative in the way they support individuals. We understand that life doesn't follow a set script and that on occasions 'on the spot' changes or alterations to a day's plans may be needed. Staff who support individuals often know them best and are best placed to support them in making decisions such as whether they require the support of an external professional such as a GP or specialty nurse. Staff members can pick up when something is 'not quite right' with someone we support and often the individuals will confide in staff they know well with any concerns or worries. Staff members are trusted to do their job and to make day to day decisions with individuals.

*'This is the most relaxed place I have ever worked, in that respect, say I come in to work and there have been plans to do something and they (the individuals) say 'we don't want to do that today, we want to do this instead, I would just phone Sam and say ... just to let you know.. and we change things. So yes, we are trusted to work flexibly' (Quote from staff member during quality visit)*



*Emma, Lianne and Diane being welcomed to our Halloween event by Jackie (Service Manager)*

*Ruth (Service Manager) catching up with Jake at our Summer Event this year.*



## So What

Individuals we support and staff members feel well supported by their managers and the larger management team within the organisation.

Leaders within the organisation are viewed as caring, approachable, fair and compassionate, with Individuals we support and staff members alike.

Generally, staff feel empowered to support Individuals in a flexible way to account for changes to routine and activity as requested by the individual.

The organisation and its leaders are trusted by employees, Individuals, families and our commissioners.

The 'in house' manager mentoring programme means those new to the management role are supported within the first 12 months of their post.

## Now What

Leaders within Cartref Ni will continue to work hard to support Individuals and staff to reach their potential and to feel valued and respected.

The Person Centred Practice (PCP) training that is to start in the new year will further guide managers when supporting staff to set goals and outcomes with Individuals.

We will use the Training Needs Analysis (TNA) Framework to identify how we can further enhance our managers skills and development.

## Judgement of Quality

Quality within all we do is measured in a variety of ways, informally on a day to day basis, within our staff teams and more formally using data collection tools. These include quality questionnaires, quality visits, team meetings, staff supervision sessions, reports from external monitoring visits and inspections.

Whilst we can never be complacent and always strive to improve in each aspect of the service we provide, to the people we support and the staff teams. We are satisfied based on the information gleaned from the quality measures when drafting this report that we provide a very high quality of support to all. We are proud of the work we do and the impact it has on the lives of the individuals.

## Conclusion

Since the publication of our April quality report, the summer months have been very busy for us. We have enjoyed the events that have been held such as the June Coffee morning, paddle boarding day, our summer event and our Halloween event.

People we support have been encouraged to plan and achieve goals and outcomes, with some included within this report. Seeing people develop and achieve goals and grow in confidence and ability is massively rewarding for us all.

We are excited about our newly designed Person Centred Practice training programme that will be fully rolled out in the New Year.

We are extremely proud of our staff members and see them as our greatest asset, ensuring they are well trained and have knowledge and skills needed to fulfil their roles is imperative to our success. We also realise that making staff feel valued and appreciated goes hand in hand with this, to this end we carry on with and have this year extended our staff benefits scheme.

Being awarded the Platinum Investors in People award this November only increases our pride and reinforces that staff feel well trained, well supported and valued.

Whilst we are aware that the coming year will bring some challenges, we are confident that we are in the best position to carry on with the excellent support we give to Individuals, their families, and our commissioners.