



# Annual Quality Assurance Report 2014

Dear All

Thank you to everyone who completed and returned the quality assurance survey which was issued in September 2014. The survey had been sent out to all service users using our services, employees of the company, significant others and external stakeholders. These have now been collated. The survey looked at the individual services offered by Ivy Care for which the findings have now been summarised in the proceeding pages of this report.

Over the next few weeks, each service will work to develop their Action Plans, which will be collated centrally between November and December 2014 to form part of the annual company business and development Plan. The Business and development plan will be communicated to all employees and service users in December 2014 and will be part of individual service and employee performance plans for 2015/16.

All service users and employees will be provided with the opportunity to see a copy of the report and the findings outlined and these will also be communicated through the use of staff and service user involvement meetings. A copy of this report will also be available to view on the company website [www.ivycarehomes.co.uk](http://www.ivycarehomes.co.uk).

A sincere thank you again to everyone that participated in the Annual Quality Assurance Survey 2014.



A handwritten signature in cursive script that reads "Claire".

Claire Lee

**Communications and Projects Officer**

**Ivy Care**

## **Type of service:**

Ivy Care is a specialist care provider supporting people with learning disabilities and complex needs. The company was established in the year 2000 and we are able to offer residential support or support to people in their own homes.

The aim is to enable people with learning disabilities to live as independently as possible by receiving the care and support consistent with their individual needs whilst using a progressive approach. We embrace lifelong learning and provide responsive and flexible support packages to help empower the individual to achieve their goals, dreams and aspirations.

The services currently offered by Ivy Care include;

Ivy Dene and Ivy Rose Residential Home  
Ferrybridge  
Knottingley  
WF11 8NT

In addition Ivy Dene is registered to provide support to adults who live in their own homes.

Ivy Cottage and Ivy Croft Residential Home  
Ackton  
Pontefract  
WF7 6HP

Ivy Lodge Residential Home  
Welfare Road  
Thurnscoe  
Rotherham  
S63 0JZ

Ivy Mead Residential Home  
Littleworth Lane  
Lundwood  
Barnsley  
S71 5RG

In addition Ivy Mead is registered to provide support to adults who live in their own homes.

Further details relating to these services can be found by visiting the company website.

## **Extent of the survey:**

The surveys were provided to all services within the company as a questionnaire.

Questionnaires were made available to the people who use a service provided by Ivy Care, all support staff, significant others and external professionals.

## **Questions asked:**

A total of 8 questions were asked (see appendix 1).

The questions issued were to help us identify any findings regarding the quality of service provision provided by Ivy Care.

## **Findings identified:**

- All services need to invest time in ensuring they gather feedback from people who use the service and visitors on a regular basis.
- Identified need to promote current recruitment drive.
- Identified need to promote service user involvement in recruitment.
- Need to review service specific training needs and develop training plans for each service accordingly.
- Need to promote community based activities and review current local links and if any new opportunities available.
- Some furniture needs to be replaced and décor updating.
- Review cleaning schedules in place in line with individual needs of the service.
- Raise awareness of the Statement of Purpose and complaints procedure.
- Ensure the Service Manager for all services are visible to all and ensure there are opportunities for engagement with all external stakeholders and those who use the service.

## **What we do well:**

Some of the individual comments received:

"We are more than happy with the care our daughter receives"

"Always have time to provide feedback to us as professionals"

"My patient is well cared for, always out in the community and given choice" "I would always speak to staff if I needed any help"

## **Conclusion:**

Each Service manager has now agreed an action plan for their service to address the findings identified as part of this survey.

This survey will be reviewed as part of the Quality Assurance meetings (held every 3 months) to ensure these are achieved.

## **Action points include:**

- Introduce new feedback form.
- Complete current recruitment drive and keep staff and those who use the service informed of progress.
- Review and update 'Head, Heart, Hands' exercise with those who use the service to agree on what service users are looking for in staff. The Service User Forum will follow up on this piece of work to ensure service users are involved within the recruitment process.
- Each service to review Training Matrix and ensure any bespoke / service specific training is identified and carried out.
- Each service must review all activities provided in the service in line with individual needs and identify external agencies to promote community based or vocational activities.
- Replace furniture as required and complete a decorating schedule for work to commence as soon as possible.

- Implement revised cleaning schedule in line with the needs of the service by end of November 2014.
- Ensure Statement of Purpose and Complaints procedure is widely available in the service. Discuss this in service user meetings and staff meetings.
- All Service Managers to identify how they will ensure they are visible to all in line with the needs of their service.