

**APPENDIX 1  
Service Improvement Plan**

<b>SERVICE IMPROVEMENT PLAN</b>					
<b>Service Name:</b>	<b>Greenwood</b>		<b>Registered Manager:</b>	<b>Ann Anderson</b>	
<b>Date of Initial Plan:</b>	<b>July 2014</b>	<b>Date 1<sup>st</sup> Review:</b>	<b>October 14</b>	<b>Date 2<sup>nd</sup> Review:</b>	
<b>Date(s) consulted with Service Users</b>	There are house meetings every month. Some aspects of the service development are discussed at these meetings and recorded in tenant minutes	<b>Date(s) to LD Locality Forum</b>	<b>November 14</b>	<b>Date(s) of any other(s) involvement to update plan:</b>	
<b>Date Report to Area Manager:</b>	Sept 2014	<b>Date Report to Adult Care Management Team:</b>		<b>Date Report to SWMT:</b> <b>Date Report to DMT:</b>	
<b>1. Outcome – Area of improvement</b>					
<i>The Service should ensure support plans detail how Service Users Communication Needs are met.</i>		<b>Timescale</b>	<b>Lead Person</b>	<b>Update/Completion date</b>	<b>Status: Red/Green</b>
<b>Action(s) to achieve Outcome</b>					
1. Introduction of new individual's paperwork for Greenwood will identify communication needs in their plan.			Unit Manager	1.New paperwork is available. Unit Manager to train Community Support Workers by end Sept. Paperwork target to be agreed with Service Manager	

2. Work with the Speech and Language Therapist (SpLT) to ensure that the communication methods are appropriate to the Tenant		Unit Manager	2.Meeting with SpLT 1 <sup>st</sup> October, 2014 and thereafter methods will be added to individual support plans	
<b>2. Outcome – Area for improvement</b>	<b>Timescale</b>	<b>Lead Person</b>	<b>Update/Completion date</b>	<b>Status: Red/Green</b>
<i>The Service should take steps to involve Tenants, their families, Carers and where necessary Advocacy</i>	3 months	Unit Manager		
<b>Action(s) to achieve Outcome</b>				
<ol style="list-style-type: none"> <li>1. The Service will actively encourage involvement and participation by Tenants, Family and Carers in the formulation of support plans.</li> <li>2. Where appropriate the Service will encourage the Advocacy Project to be involved in the formulation of support plans especially where there are no family.</li> </ol>	Nov 2014	Unit Manager and Senior Community Support Worker	<ol style="list-style-type: none"> <li>1.Family invited in to discuss the new support plans.</li> <li>2.Advocacy to be invited to tenants meetings. Tenants who have capacity will provided with information and invited to involve advocacy. Tenants who do not have capacity and guardians will be provided with information so they can access Advocacy if desired. Information, including access information, about Advocacy service will also be highlighted and incorporated in the Participation and Involvement Strategy.</li> </ol>	

3. All paperwork will be reviewed weekly and 4 weekly and 6 monthly reviews are introduced.			3.Keyworkers will carry out reviews, these will be monitored and recorded on same frequently by the Senior Community Support Worker and Unit Manager.	
<b>3. Outcome – Area for Improvement</b>	<b>Timescale</b>	<b>Lead Person</b>	<b>Update/Completion date</b>	<b>Status: Red/Green</b>
The review process should be revised to be specific to this care service and to meaningfully involve Service Users, their families, and Carers and where appropriate advocacy.	Dec 2014	Unit Manager		
<b>Action(s) to achieve Outcome</b>				
The Service will introduce and develop review paperwork which is specific to Greenwood. This will be specific to the work and intervention taken by Greenwood.	Oct 2014 and ongoing	Unit Manager	New review paperwork has been developed. Community Support Workers are setting up reviews which will use this paperwork.	
<b>Outcome – Area for improvement</b>	<b>Timescale</b>	<b>Lead person</b>	<b>Update/completion date</b>	<b>Status: Red/Green</b>
The Service must secure training for Staff in the particular needs of current Service Users.	Nov 2014	Unit Manager		
<b>Action(s) to achieve Outcome</b>				
1. A Training and Development Plan will be implemented to address any identified gaps.	Nov 2014	Unit Manager	1.Training plan is being updated.	
2. To work with the LD network team to develop a Training Plan section for Health Needs, i.e mental health, dementia, nutrition. To work with the Local Health Tissue Viability Lead, to deliver training to the Staff Team.	Nov 2014		2.Meeting with LD Professional Lead 3 <sup>rd</sup> October	
3. To ensure the Management of falls risks is more robust.	Completed		3.Falls risk assessments are completed for all tenants and will	

			be the new support plans. Frequent of review is identified on each individual risk assessment.	
<b>Outcome – Area for improvement</b>	<b>Timescale</b>	<b>Lead person</b>	<b>Update/completion date</b>	<b>Status: Red/Green</b>
The Service must ensure that all physical and mental health conditions which pose a potential risk to tenants are consistently and comprehensively monitored and assessed.	Nov 2014	Unit Manager		
<b>Action(s) to achieve Outcome</b>				
1. New support plans will identify and manage potential risk and will be subject to review as identified above. Risk assessments will jointly carried out between Greenwood staff and the Learning Disability Network.	Nov 2014	Unit Manager	Sainsbury tool training to be delivered, intention is to use tool and incorporate appropriate information in support plans	
<b>Outcome – Area for improvement</b>	<b>Timescale</b>	<b>Lead person</b>	<b>Update/completion date</b>	<b>Status: Red/Green</b>
The Service must update its policy and practice guidance on the administration of medication. All Staff involved in medication Management must have training in the procedures and best Practice.	Nov 2014	Unit Manager		
<b>Action(s) to achieve Outcome</b>				
1. New Policy and Practice Guidelines have been introduced.	July 2014	Unit Manager	Completed	
2. Training of staff commenced in August, staff group to be completed in Sept.	Sept 2014		Completed	
3. Weekly audits of medication administration	Sept 2014		To be ongoing	

<b>Outcome – Area for improvement</b>	<b>Timescale</b>	<b>Lead person</b>	<b>Update/completion date</b>	<b>Status: Red/Green</b>
The Service must review its support planning process to ensure that they A) Clearly identify tenants health, welfare and safety issues and how these are being met. B) Clearly illustrate the involvement of tenants and appropriate others in formulation	Nov 2014	Unit Manager		
<b>Action(s) to achieve Outcome</b>				
1. The Service will implement changes to the support planning process and documentation, ensuring that tenant’s health, welfare and safety issues are highlighted and how they are being met.  2. The Service will collect evidence on the involvement of the tenant and appropriate others, which will be recorded within the new support plans.  3. Above will be identified in the Participation and Involvement Strategy	Nov 2014  Nov 2014	Unit Manager	1. Process and support plan paperwork revised but requires completion for and with all individual tenants.  2. To be incorporated in individual paperwork and ongoing  3. Incorporation will be completed by end October	

<b>Outcome – Area for improvement</b>	<b>Timescale</b>	<b>Lead person</b>	<b>Update/completion date</b>	<b>Status: Red/Green</b>
In reviewing its support planning process the service should take into account the “Talking Points” , the Joint Improvement Team’s practical guide to a personal outcomes approach.	Nov 2014	Unit Manager		
<b>Action(s) to achieve Outcome</b>				
1. Two Community Support Workers completed this Training and will leading on taking this forward.	Oct 2014	Unit Manager	Training completed July 2014. Staff team meeting will be	

2. Clarify further training needs and additional training opportunities in this area for staff.	Nov 2014	Unit Manager	presented with training information and agree how team will take forward	
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<b>Outcome – Area for improvement</b>	<b>Timescale</b>	<b>Lead person</b>	<b>Update/completion date</b>	<b>Status: Red/Green</b>
The Service should review the provision of meals for all tenants, to ensure that they enjoy healthy nutritious meals which reflect their tastes and preferences.	November 2014	Unit Manager		
<b>Action(s) to achieve Outcome</b>				
1. Keyworkers will menu plan with individual tenants to ensure their choices reflect their need for healthy, balanced, nutritious meals.	Nov 2014	Unit Manager	Work on this area to take place in Oct/Nov 2014	
2. Dietician to be asked to provide training/information for keyworkers.	Nov 2014			
3. Nutrition/health needs and individual choices will be incorporated into tenant support plans				
4. Health eating choices will be discussed at tenant Meetings.				

<b>Outcome – Area for improvement</b>	<b>Timescale</b>	<b>Lead person</b>	<b>Update/completion date</b>	<b>Status: Red/Green</b>
The provider must ensure that staff are provided with training appropriate to the needs of the Tenants. Accurate and up to date training records should be kept in a format which allows scrutiny and audit.	Nov 2014	Unit Manager		

<b>Action(s) to achieve Outcome</b>				
<ol style="list-style-type: none"> <li>In line with the review of training/staff development opportunities, a review of the training matrix will be undertaken and all training records will be formatted in a manner that is easily understood and allows scrutiny.</li> <li>The new training matrix will provide alerts for refresher courses.</li> </ol>	Sept 2014	Unit Manager	On track for completion by end September 2014.	
<b>Outcome – Area for improvement</b>	<b>Timescale</b>	<b>Lead person</b>	<b>Update/completion date</b>	<b>Status: Red/Green</b>
The Service should ensure that staff are familiarised with the current policies and procedures in Adult Protection and Whistle Blowing.	Nov 2014	Unit Manager		
<b>Action(s) to achieve Outcome</b>				
<ol style="list-style-type: none"> <li>All Staff have dates in October to attend the Adult Protection Training.</li> <li>Staff have been reminded of both Policies and have been given the Registered Service Procedures and the Whistle Blowing Policy, this is also being discussed in Supervisions and at Team Meetings</li> </ol>	Nov 2014  Nov 2014	Unit Manager	<ol style="list-style-type: none"> <li>Completion due 6<sup>th</sup> October.</li> <li>This is ongoing, each Staff Member are receiving their own copy and the information is posted on the Notice Boards in the Office.</li> </ol>	
<b>Outcome – Area for improvement</b>	<b>Timescale</b>	<b>Lead person</b>	<b>Update/completion date</b>	<b>Status: Red/Green</b>
The Service should review the processes of both 1:1 supervision and staff meetings to ensure these contribute to overall quality assurance and individual development plans	Nov 2014	Unit Manager		
<b>Action(s) to achieve Outcome</b>				
<ol style="list-style-type: none"> <li>The Service will review the processes and structures in place for both support and supervision and Staff Meetings. There</li> </ol>	Nov 2014	Unit Manager	All supervisions, PRD and staff meeting dates are identified for	

is recognition that Staff Meetings and support and supervision are more than functional tools but should ensure that they are inexplicably linked to quality assurance, Staff and Service Development.			the year.  Monitoring of Senior Community Support worker and Unit Manager supervisions to be reported in monthly core supervision information/unit manager information to Area Manager/Service Manager.	
<b>Outcome – Area for improvement</b>				
The Service should consider any aspects of service delivery, including staff clothing which might appear to institutionalise.	Nov 2014	Unit Manager		Status: Red/Green
<b>Action(s) to achieve Outcome</b>				
1. Staff no longer wear a uniform. This has been discussed with Staff on an individual basis and at a Staff Meeting	Nov 2014	Unit Manager	Completed	GREEN
<b>Outcome – Area for improvement</b>				
The provider must undertake a complete review of quality assurance systems and processes so that it can evidence empirically that the service is providing the best possible outcomes for tenants	Nov 2014	Unit Manager		Status: Red/Green
<b>Action(s) to achieve Outcome</b>				
1. The Service will review quality assurance processes, including the methodology of gathering evidence with a view to clearly demonstrating the Service is providing the best possible outcomes for individual tenants in line with their support plans.	Nov 2014	Unit Manager	1.Discussion with Service Manager and Area Manager October 2014 Participation strategy will be updated. Questionnaires for	

<p>2. The financial procedures for Tenants Finances have been addressed in line with Policy and Procedures.</p> <p>3. Accident/Incident processes will be improved to ensure patterns can be easily identified and proactive measures put in place.</p> <p>4. The model of service to be reviewed by Service Manager. In meantime, work with staff team to ensure fully aware of the differences between (previous)care home and (current) housing support/care at home service</p> <p>5. The service will address its quality assurance by seeking and linking feedback and comments from tenants, family, carers, social workers and staff. Any key issues will be incorporated in the improvement plan.</p>	<p>Aug 2014</p> <p>Sept 2014</p> <p>Nov 2014</p>		<p>tenants, review content and tenant meetings will all seek information about tenant outcomes.</p> <p>2.Monthly audits are now in place.</p> <p>3.Individual accident/incidents incorporated in support plans. Recordings collated to identify any patterns.</p> <p>4.Underway.</p> <p>5.Ongoing</p>	<p>GREEN</p>
<p><b>Outcome – Area for improvement</b></p>	<p><b>Timescale</b></p>	<p><b>Lead person</b></p>	<p><b>Update/completion date</b></p>	<p><b>Status: Red/Green</b></p>
<p>The provider must ensure that Tenants are meaningfully consulted in assessing the quality of the service provided to them and are subsequently meaningfully involved in the development of the Service.</p>	<p>Nov 2014</p>	<p>Unit Manager</p>		
<p><b>Action(s) to achieve Outcome</b></p>				
<p>1. The Service will link in with extended family networks and the Advocacy Service.</p>	<p>Nov 2014</p>	<p>Unit Manager</p>	<p>Ongoing, to be invited to Tenants meetings</p>	

<b>Outcome – Area for improvement</b>	<b>Timescale</b>	<b>Lead person</b>	<b>Update/completion date</b>	<b>Status: Red/Green</b>
The provider must review the format of documents used in the Service to ensure that Tenants are able to understand and use, influence and contribute to them.	Nov 2014	Unit Manager		
<b>Action(s) to achieve Outcome</b>				
1. In line with other Argyll and Bute regulated Learning Disability Services, we will produce a suite of relevant documentation/pamphlets which are tenant friendly. The draft documents will be presented to the Tenants and Tenants meetings for approval.	Nov 2014	Unit Manager	Ongoing Fire Evacuation- Completed Complaints – Completed. Work ongoing with the Learning Disability Speech and Language Therapist.	
<b>Outcome – Area for improvement</b>	<b>Timescale</b>	<b>Lead person</b>	<b>Update/completion date</b>	<b>Status: Red/Green</b>
Update Participation Strategy and Quality Assurance strategies	Nov 2014	Unit Manager Senior Community Support Worker		
<b>Action(s) to achieve Outcome</b>				
Quality Assurance guidance will be produced in partnership with the Tenants and discussed at Tenants meetings. The Service will ensure these strategies are reviewed every 6 months The guidance has a Quality Assurance Action plan which will be updated and implemented by everyone involved in improving the Service	Nov 2014			