

Carers

provider does well to support them

Create a happy home life

+

Recruit good staff and provide consistency

+

Involve family

+

Support in the community

+

Support healthy lifestyles

+

Meaningful occupation

+

Manage finances

+

Support Choice

+

PCA

+

Senior managers keep close involvement with people

+

Promote independence

+

Are there things they could do better

Better communication with and involvement of family

+

Maintain consistent quality staff

+

Personal care

Person Centred approaches

+

Meaningful activities

+

Involvement in community

+

Support opportunities for work

+

Total communication

+

Support choice

+

Supporting health

+

other

+

Things they think providers help with that they could do on their own

Cooking

+

Travel

+

Maintain and develop skills/independence

+

creative use of budget

+

Things to that should be added to the list

Minimum staff conditions of employment

+

Strong emphasis on PCA

+

Community involvement

+

Staffing, quality and continuity

+

Sharing best practice

+

Positive relationships with families

+

Specification in relation to level of need

+

effective measures if providers fall short

+

Monitoring

+

Carers

provider does well to support them

Create a happy home life

- The home is always happy
- Being loved, hugs and friendship
- Putting the right people in the home, good mix

Recruit good staff and provide consistency

- Appoints good staff
- Manages to not have too high a turnover of staff
- Keeps staff - stability for people which provides continuity
- Key worker scheme
- Good at providing training
- Complaints dealt with quickly
- Most of the staff have their heart in the work
- Consistency of support staff
- Select staff with caring and professional values

Involve family

- Keeps family informed
- Involve family in interviewing and choosing support workers
- Provider talks to family carers
- Involve parents/carers in key decisions

Support in the community

- Organises activities to bring people together to socialise and with people not supported by the organisation
- Promote social life and in community

Support healthy lifestyles

- Good nutritional, varied food/menu

Meaningful occupation

- Supports a range of appropriate activities
- Going out on trips
- Will try new things
- Social activities. Fun. Educational
- Meaningful occupation/work
- Physical activity

Manage finances

- Manage finances

Support Choice

- When able to make the choice individuals are supported to
- Ensure healthy lifestyles and choices

PCA

- Everyone has PCP and it is acted on
- Involves the person in recruiting staff
- Stays out late and supports in a person-centred way - flexible hours and more creative
- Involve individual interviewing and choosing support workers
- Provides person-centred, varied activities
- Listen to the self-advocate, they will let you know their needs, if not verbal, in other ways

Senior managers keep close involvement with people

- Owner of agency knows all the people they support and supervises the staff
- Regular house meetings including senior managers

Promote independence

- Encouragement to be as independent as possible
- Involve our sons and daughters in their care

Are there things they could do better

Better communication with and involvement of family

- Dreadful communication with the family
- Listen to family more and take unhappiness with service seriously
- Good communication
- More communication with family members needed
- Communication and feedback
- Listening to parents concerns and action

Maintain consistent quality staff

- Employ people who genuinely care, use their own initiative, support who are intelligent and can think
- Take new staff on a trial basis, time limited
- Service managers to see staff members more frequently
- Dreadful staff training. Some basics don't seem to be covered
- More professionalism
- High turnover of staff is bad - concerns not listened to by provider
- Like the work they do and the people they support
- Always changing the staff
- Staffing levels (shortages)
- Consistent in care
- Transfer information to new staff
- Dreadful communication between support workers
- Quality of care and personal care

Personal care

Person Centred approaches

- Staff matching, e.g. where a person owns a car, employ staff who can take the individual out in the car
- Person-centred plan - adhere to it
- Meeting individual needs
- Shared hours are not easy to work

Meaningful activities

- Appropriateness of things offered, e.g. TV etc
- Need to help more with everyday living skills, not expect me to do everything, when I cannot

Involvement in community

- Could do more in including people in society - integration

Support opportunities for work

- Not enough done to open up work experience opportunities

Total communication

- Do better at understanding communication for people who don't use words
- Talk at the 'right level'

Support choice

- Many providers could be more flexible to allow people to stay up late
- People kept to a restricted group of associates

Supporting health

- Could improve helping to have a healthy lifestyle
- Keep having to respect instructions for family member's healthcare

other

- 'kick back' against daft ideas
- Administration of direct payments

Carers

