

# Easy Read

## Skills for People Quality Checkers Report

Positive Support for You CIC and Skills for People Quality  
Checkers



September 2021

At Positive Support for You CIC we want to provide people we support with great life outcomes and opportunities; we want them to feel safe and have their needs met.

All our staff work hard, and we are grateful to them all, but we need to make sure their hard work is achieving what people want and need.

To do this our organisation signed up several years ago to the Driving Up Quality Standard. This sets out best practice in our area of work and standards we aspire to achieve. If you want to read the Driving Up Quality Standard, it is available in easy read on this link [Home - drivingupquality.org.uk](https://drivingupquality.org.uk).

We think it is fairer and more transparent for self-advocate 'Quality Checkers' to come and speak to people we support, their families and others and see how we are doing.

We paid 'Quality Checkers' from Skills for People in Newcastle to do this work.

They sent Suzie and Donna to do this work.



The met people and listened to them, had questionnaires completed and had some great films showing what people had been doing in their lives.



This feedback was collected into a report which Suzie and Donna presented to people who use our services, their families, staff and Directors.



This happened at a meeting which was at Middlesbrough Riverside Football Club on 27<sup>th</sup> September 2021.

We heard from Suzie and Donna that people had said some things could be better:



- Although some people had been involved in choosing staff more people wanted to do this
- People said they were fed up with Covid and although they had used zoom and other ways to keep in touch, they had missed friends and families.
- Exploring more use of on-line technology to help people be involved
- Supporting one person who wanted to increase their unsupported time to find a way to do this safely



- Parents at Northumberland raised some concerns about buildings repairs. Although these are issues for the Landlord to fix, we understand we need to help people get their voice heard.
- Work to improve communication with families, and make sure they have updates from Managers
- Some people were concerned that Local Authority Social Workers were harder to see and less involved. We understand we need to help people make contact with their Social Worker when they want this.

We heard from Suzie and Donna that people had said lots of things were going really well:



- People were seen to enjoy good relationships with their support staff
- People had been involved in recruitment
- Staff worked flexibly to meet peoples needs
- Staff were better paid, and this helped keep staff for longer which people liked
- A person's complaint was quickly dealt with
- People told us or sent lots of videos of the activities they were choosing and the good life outcomes they had experienced
- People had been kept safe from covid
- People had been on holidays and trips
- A person described planning their funeral and they felt good knowing their wishes would be listened to



- A person supported by the Company had become a director and joined the Board
- We heard managers were available and supportive
- Now Covid was easing it was getting easier to see families and friends
- People were receiving good, personalised support from their staff and the organisation.
- People were leading full lives and being supported to do this by staff, family and friends



Everyone enjoyed the film of lots of people sharing their experiences.

The Directors of Positive Support for You CIC were really pleased to get this detailed feedback. Most of the feedback was positive, and to have this feedback is a great encouragement to all our hard-working staff colleagues.



The Directors were also pleased to get the feedback on areas which needed more work and have promised to make sure this work is done by staff, and involving people we support, their families and friends too.





Dave Barras, the Chief Executive said ‘thanks to everyone who has taken part in this and helped by giving information to Skills for People. Suzie and Donna did a great job in gathering people’s views and presenting them back to us. We all thought the film was very useful.

It’s really important that we check with people to see we are doing what people want and need and that we are helping people achieve great lives. This Quality Check helps us be better for everyone.

This is an easy read summary of the Quality Checkers report but if you want to see the whole report the link is here ([link to full report](#))



If you have any comments or suggestions, we would love to hear from you and you can contact Dave on [d.barras@psforyou.org](mailto:d.barras@psforyou.org) , or Catriona on [cj.macdonald@psforyou.org](mailto:cj.macdonald@psforyou.org)