



Northamptonshire Quality Checkers

Hello everyone

- ◆ The quality checker service will soon have been running for 2 years in February 2016.
- ◆ We still have 1 quality checker who work permanently for 1 day a week and this is Paul and we still have 4 casual workers they are Alex, Dawn and Debbie and Mike.
- ◆ In the last year we have carried out well over 100 quality checks, these include Residential homes, supported living and day services.
- ◆ We have also raised 1 safeguarding issue.
- ◆ We have also done over 20 presentation's and talks about the service.
- ◆ We are really pleased to say that we have also been asked to carry out quality checks for a supported living service who have paid us to do this work.
- ◆ We have also been paid by the same supported living service to train some of the residents to do quality checks themselves.



What have we found out from all our visits?



- ◆ Most of the people we have visited are happy and feel safe where they live or with the service they use.
- ◆ Most of the people we visited said they get on with staff that support them and staff support them well.
- ◆ Some of the people we visited told us they help to interview new staff, all of the services will be asking people if they do want to help on interviews in the future.
- ◆ All of the residents we have met have had annual health checks.



- ◇ There are still people that we have visited who do not have a communication passport.
- ◇ There are still some people who do not have hospital passports.
- ◇ Some services are still not clear on how people can complain



- ⇒ The quality checkers recommend everyone who needs one should have a communication passport.
- ⇒ The quality checkers recommend everyone who lives in residential homes should have a hospital passport.
- ⇒ The quality checkers recommend that the services should go through how to complain when they have resident meetings.



We ask the services and people we visit to give us feedback so we can try to make the service even better.

We have had some very good feedback and here are some of the things people said.

You were really good and explained it to me well.

Service users were able to express wishes that had not been discussed previously

They (residents) are more relaxed discussing aspects of their care as opposed to with an inspector.

It is helpful to get feedback on potential improvements and to get input from someone who can bring ideas and suggestions

Sometimes we get things wrong and we make sure we listen and try to get it right next time.

- We visited a day centre and spoke to people in their coffee shop, but the quality checker was thirsty and didn't have money on her, so the coordinator had a drink in her bag which she shared with her. The feedback said we should have made use of the coffee shop as it confused customers. We apologised for this and explained what had happened but it made us think for next time.
- * One staff feedback form said that we should find out peoples history first in case we say something to upset them. We disagreed with this, we do not need to know all about the persons history, but if staff know something will upset a person it is their job to tell us so that we know.

What are we going to be doing in the new year?



We have been very lucky to have been given funding for the 2 years by the CCG (Clinical Commissioning group) and the L.D.P.B (Learning disability partnership board)

But for our 3rd year we wont be getting funding from the L.D.P.B because they do not have the money to do this so we need to find other ways to get money to keep going and to get bigger, because we want to employ more people. We will still have some funding from the CCG for which we are very thankful for.

We will be meeting lots of different services in Northamptonshire and we will also visit other counties to see if we can get more funding for the project.

- We will carry on visiting residential homes , supported living homes and day services, this will still be free if the service is funded by the CCG
- We will still be offering training to services so that people who use their services can do their own quality checks, we will have to charge a small fee for this, as we do not get funding for this
- We will still be offering to help services make their information and paperwork easier to understand for the people they support, we will have to charge a small fee for this, as we do not get funding for this.

If you would like to find out more about the quality checker service;

You can contact Karen Carpenter the quality checker co-ordinator



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