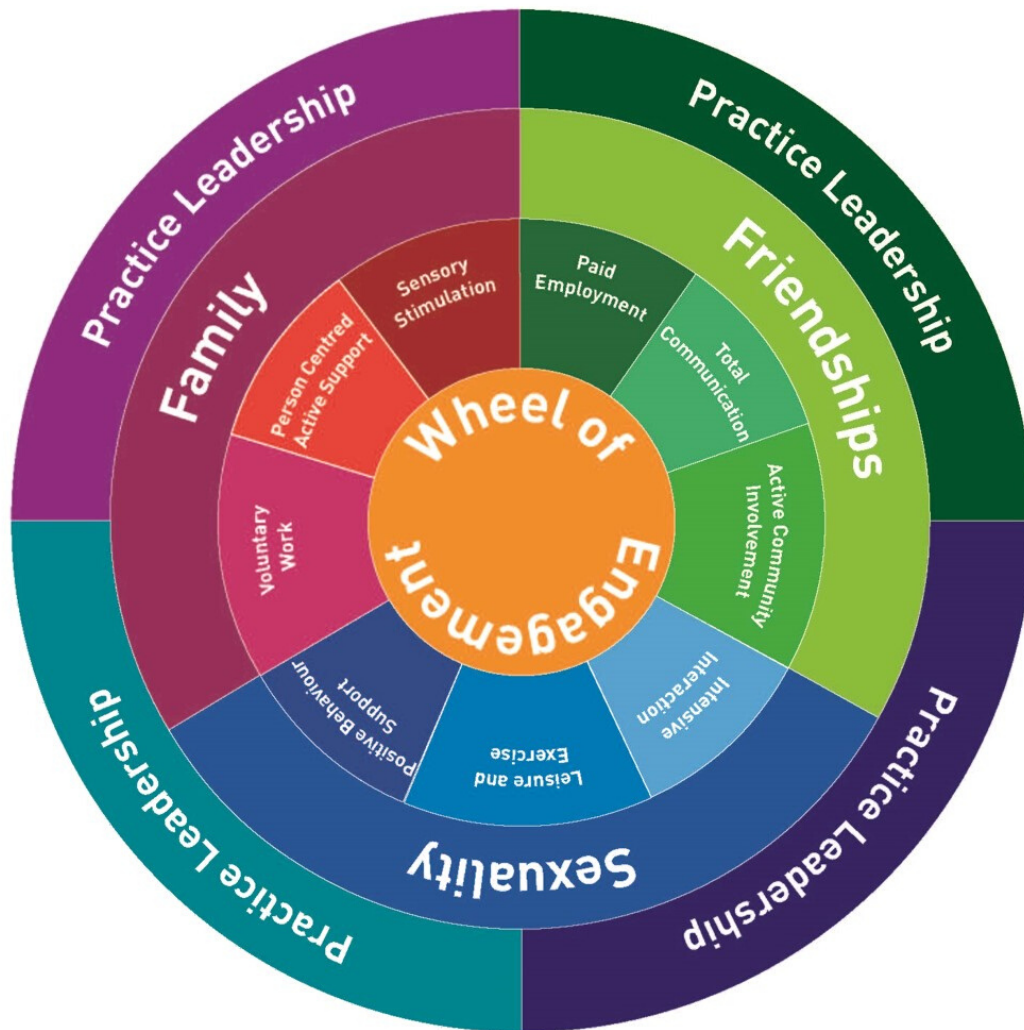


The Wheel of Engagement Newsletter

GOLD RATED SERVICES



Introduction

This month, we are presenting the services that received a Gold rating for their participation in the Wheel of Engagement.

At Achieve together, our aim is to deliver services that are rated at least good or compliant by our regulators. As an organisation, we want to ensure that the people we support have the best possible quality of life.



We have adapted the Wheel of Engagement to encourage continuous improvement and a focus on the quality of life of the people we support. We have implemented a rating process for each service using the Wheel of Engagement as a way of expressing what good quality support should look like.

We're delighted that the 8 services that received a gold rating reflect the broad range of support we offer covering learning disabilities, autism spectrum conditions and associated complex needs.

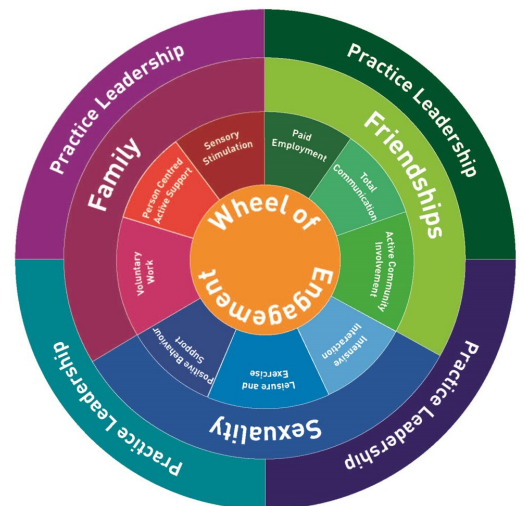
What is the process?

- Every 6 months, services will conduct a self assessment to rate themselves using a 'Bronze, Silver & Gold' scale. If services do not meet any of the Wheel of Engagement criteria, they will be classified as unrated.
- To ensure that the rating truly reflects the service, a review process is used.
- Regional Managers then review the rating, confirm its accurate and agree a clear action plan to support improved future ratings with the Manager of the service.
- All ratings are reviewed by the Chief Operating Officer and Clinical Director.
- They are also reviewed by our Quality Assurance and Safeguarding Board.



What are the areas of the Wheel of Engagement?

- Total communication
- Active community involvement
- Intensive interaction
- Leisure and Exercise
- Positive Behaviour Support
- Person centred active support
- Voluntary work
- Sensory stimulation
- Paid Employment



Criteria for a Gold rating

To receive a Gold rating, you need to demonstrate that every person supported in the service is actively involved in three or more areas of the Wheel of Engagement.

This includes evidence of a comprehensive Wheel of Engagement action plan, developed with the people supported. The plan should include specific targets for individuals being supported, with evidence of significant progress being made.

You must demonstrate how people supported were involved in the development of the plan.

Stakeholders, such as parents, colleagues, community partners and neighbours provide feedback about achievements. The services that have achieved a gold rating are 51 Rutland Gardens, 283 Dyke Road, 290 Dyke Road, Cedars, Penny Meadow, Ruby House, The Moors and The Ridgeway.



51 Rutland Gardens

- 51 Rutland Gardens work with the ethos that 'this is their home, not our place of work' and that the people we support can do everything themselves and that it's the staff's job to support.
- At the house, the rooms are decorated to the wishes of each individual.
- Each person they support has a key worker who is their champion to push forward and to help them do exactly what they want to do, whether that is singing karaoke or going on ghost walks.
- People regularly exercise and are involved in badminton, tai chi, zumba, walking and attending the gym 3 times a week.



- Staff also advocate for the Stay Up Late campaign, with one staff member starting work at 11pm so that they could accompany an individual on a ghost hunt that finished at 3am, as the person had expressed that they really wanted to go.
- Each person supported has a massage each week, as well as lots of other sensory stimulation.
- All of the people supported at Rutland Gardens are actively involved in the local community, see friends and family, and have busy, fulfilled lives.

283 Dyke Road

- All of the people living at 283 were involved in hosting and taking part in the National Care Home Open Day where they opened their doors to people from the local community including friends, family, neighbours and people from the local church.
- The day was a great success with over 40 people visiting the service. People did various performances including signing and street dance and served food and drinks to their guests!



- People we support at Dyke Road started a weekly Drama Therapy group and decided to put together a play to perform at Brighton Fringe Festival.
- Three of the people at Dyke Road attend weekly boxing sessions and have even competed at charity boxing events.
- Five of the people we support have voluntary employment.
- One person is paid for monthly gigs with his heavy metal band.
- Some individuals regularly go dog walking at the local RSPCA.

290 Dyke Road

- One person we support at 290 Dyke road had a real fear of water and did not enjoy any form of washing which made him distressed. The staff supported and encouraged him to have water play sessions for him to learn and cope with the sensation of water. This started from dipping his hands in still water, playing with the hose in the garden to then be in the paddling pool and even at the sea front in Brighton.
- Another person we support at 290 Dyke road is a member of the Campaign 4 Change self-advocacy group. She works hard to ensure that changing facilities, for individuals who require varying degrees of support, are available, or at least will be available in the near future. She recently received 2 awards for her campaign work.



- They helped another person we support with 1:1 intensive interaction, this helped to increase his vocabulary of words, through repetition and consistency of staff support he now enjoys greeting staff, visitors and housemates. He can also remember a few staff names, what matters is that he understands these words and knows when to use them and for someone who has profound disabilities this is a huge step.
- Another person we support at 290 Dyke can walk for a short distance so staff support and encourage him to take advantage of this ability, he helps in taking recycling materials to the outside bins, also supports him to take his dirty linens to the laundry room.

Cedars

- At Cedars, individuals are encouraged to be as independent as possible, and staff support them to try new things, new ideas and new activities to participate in.
- 1 individual has a weekly craft lady visit the house where she is supported, hand over hand, in making leather bags, purses, decorations and lots more. She then has the option to visit the weekly market once a month to sell her products that she has made.
- One individual supports our local amenities daily by shopping in the post office and butchers across the road from us. Another supports the local family-run butchers and enjoys going over to have a chat with them. Another person we support attends JAM club in the local church every Sunday.
- One person supported at Cedars has recently started a voluntary job delivering leaflets around the village for our local butchers and takeaways.
- Another loves cleaning and sorting out the rubbish so has decided to buy herself a litter picker and has volunteered to walk around the village one day a week to litter pick to keep our village clean and tidy.



Penny Meadow

- Penny Meadow use a range of communication methods, including sensory stories, objects of reference, pictorial and verbal prompts. They are fully accessible for anyone visiting, including the use of pictorials, braille and pictograms.
- They cater for a wide range of learning disabilities and communication challenges and offer a variety of activities to tailored to everyone's wants and needs.



- They offer something for everyone to get involved in and highlight this in a monthly newsletter. Recently, they took some of the people we support to the Essex and Hertfordshire Air Ambulance base, where they had a tour of the emergency rescue helicopter as well as two ambulances.
- Individuals grow their own produce on site – which involves planting, taking care of the crops and then picking it. They then sell the produce on their community stall outside Penny Meadow, which has also helped to facilitate work experience opportunities for the people here.

Ruby House

- There is a real focus on employment and greater independence at Ruby House. Staff support and encourage individuals to obtain employment, either paid or voluntary, which helps not only to integrate them more into the community and boost their confidence, but also teaches things such as time and budget management.
- They particularly use assistive technology to help the people we support achieve their goals. One of the people they support wanted to travel to Australia independently to see family but was struggling with basic travel training. With support from staff and assistive technology, the trip was achieved! Another person supported at Ruby House cleans at a local social club and with assistive technology, makes the small ferry journey independently.



- Individuals at Ruby House are also currently involved in making a film about living with a disability which they hope to take into school to educate children. The film is being made in collaboration with students from a local college.

The Moors

- The Moors focuses on Person Centred Active Support and Employment.
- One person we support there has 2 voluntary jobs, one at the YMCA and on at the British Heart Foundation. He is also an Achieve together Quality Checker.
- He is also supported with his finances, helping him to understand the value of money and creating a budget planner.
- Another person from The Moors has a voluntary job at Horley Community Centre where she makes tea and chats to elderly people.
- One individual is currently studying for a black belt in Choi, which is a type of martial art. She has already passed her essay and theory exam for it!
- The other person living at The Moors has one voluntary job and one paid job. He sometimes finds new activities daunting and distressing which makes him hesitant to try new things. Staff are supporting him to find new activities in the local community and are helping him to build confidence.



The Ridgeway

- Individuals at The Ridgeway are very outgoing, enjoy meeting new people and forming new friendships. They are keen music lovers and enjoy going to events and nightclubs to socialise.
- All four of the people we support at The Ridgeway are involved in the following programmes: Stay Up Late campaign, STOMP and Quality Checkers. The people we support are encouraged to walk at least once a day and engage in physical activity. They enjoy going swimming and attending the gym and they engage in monthly yoga sessions.



- Three individuals are in paid employment through admin and cleaning roles. One person we support works for Mencap in a steering group. Another works for a local football team and hands out programmes on match days.