

Our services are designed, provided and here to meet the local community.

It is important to us that we are delivering the right services and facilities.

We hold weekly service user meetings and monthly carer meetings, and informal weekly afternoon cream tea to actively engage with all who are involved with our service. We listen, empathise, adjust, and implement ideas.

Plans are reviewed 4 weekly with the individual and stakeholders and updated to reflect needs and desired outcomes.

Quality Assurance is a priority within our organisation. We regularly send out Quality Assurance questionnaires to service users, relatives, staff, professionals, local neighbours, and neighbouring organisations, annually and when an issue have been raised.

We analyse our feedback with a determined plan of action for any improvements. This feedback is documented on our website.

We are a transparent service and welcome positive feedback, concerns, and complaints as a means to improve and develop our provision.

Any failings or deficits are addressed immediately and rectified with full support from the managers and providers.

Our Community Liaison Officer's promote conflict resolution and collaborative working within the local community, quickly rectifying any issues or concerns to avoid disputes.

We're always looking towards providing new innovative developments to improve our service provision:

Examples-

We are involved with a pilot model of day provision and respite with an individual whose long-term aim is to live in his own property and live under the supported living model. Due to the complexities of his needs and behaviour, a property has been commissioned for provision of day care and respite. His aims for development are around housekeeping skills, education on budgeting, cooking healthy nutritious meals and gradually spending more time in his future home whilst building trusting, therapeutic relationships with the staff team.

Eventually he will move into his home and continue to receive his day service support as part of his care and support needs.

We have another property to teach all aspects of running a home as part of our day service provision.

We run a Wednesday evening club and a monthly Sunday lunch club for those who live alone with a mild learning disabilities, to prevent isolation and promote friendships offering leisure activities such as: monthly disco, karaoke night, bingo, quiz nights

We run certificated courses on:

Personal development

Meditation

Cookery

- Kayaking, is our latest activity that is proving to developing confidence, fun and laughter.
- Roundsys is our new paperless care management system.

We own:

- 2 minibuses, a 9-seater, and an accessible tail lift bus.
- A motor home, that individuals can use for educational & day trips, short breaks or if extra hours are requested or emergencies.
- A mobile home in Skegness for holidays/short breaks
- Pandemic innovation created teams and zoom sessions and continue to use this method as extra sessions for some individuals that have enjoyed in particular relaxation and meditation in the quiet of their own homes.

We are developing our services for the benefit and enjoyment of the service users and local community.