



Cheshire Ireland's Vision

To be a provider of quality, person-centred services which facilitate people with disabilities to live a life of their own choosing

Providing Quality Services Introduction to the Quality System for Cheshire Ireland

Info Sheet No. 1 April '07

Introduction

Over the next 18 months, a quality system will be implemented across the organization called the Shared Values and Basic Assurances. This is quality system that puts the person at the centre of what we do and it helps us to measure how well we do this.

The reason we are introducing this quality system is because people living in Cheshire services and staff have told us that there are many things we do well, but there are also many things that we need to do better.

This system will help us to recognize and acknowledge the many good

things that we do in supporting people to live a life of their choosing and to understand why these things work so well so, we can share it with other services.

The Shared Values and Basic Assurances will also help us to identify, change and make improvements in areas that are important to people and staff in each service and Central Office in order to support people to live a life of their choosing.

Working to make services better involves the commitment of everyone across the organisation so we can work together to **continually improve** services.

What are Shared Values & Basic Assurances?

People using a Cheshire service have the right to be safe and receive a quality service. In every walk of life, we all want to be safe, healthy and have our human security protected. If you fly on a plane or eat in a restaurant, you expect that the plane and restaurant and will be safe and that your experience of the service will positively benefit you.

Similarly if you use a Cheshire service, you want to know that there will be certain givens around your health, safety and human security. This is what we call the **Basic Assurances** – they are the essential, fundamental requirements that must be present for people in the areas of health, safety and human security before we can get to quality of life. For example there are different levels of quality service

in restaurants and airlines but while we all can't fly first class, we still expect a safe flight when we travel in economy.

The Basic Assurances outline very clearly, ten 'factors' that must be present in all our services and will help us to make sure we are providing people with a good service. The Basic Assurances are underpinned by a set of **values**. Values are the things we believe in, they guide our behaviour and drive what we do in an organization. The table below lists the values and the ten Basic Assurance factors.

<p><u>Shared Values</u></p> <p>Shared Values around people</p> <ul style="list-style-type: none"> •Dignity & Worth •Legal & human rights •Self determination & choice <p>Shared Values in Community</p> <ul style="list-style-type: none"> •Community settings •Social capital <p>Shared Values in the Org</p> <ul style="list-style-type: none"> •Community partnership •Continuous learning •Open communication •Continuous improvement 	<p><u>Basic Assurances</u></p> <ol style="list-style-type: none"> 1. Rights protection & promotion 2. Dignity & Respect 3. Natural Support Networks 4. Protection from Abuse & Neglect 5. Best Possible Health 6. Safe environment 7. Staff resources & supports 8. Positive services & supports 9. Continuity & personal security 10. Basic Assurance System <p><i>Developed by the Council on Quality and Leadership (CQL)</i></p>
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What are the BENEFITS of this approach?

Benefits for **people with disabilities and their families:**

- The focus is on the **individuals experience of the service** - their needs, supports and outcomes (eg. individualised plans, rights recognition, advocacy support)
- Greater opportunities to have a say and be involved in decision making about the service (eg. Service contracts, complaints procedures, interviewing staff for jobs)

Benefits for **staff**

- More guidance, information and support to do their work leading to greater satisfaction (eg. training opportunities, supervision, policies, guidelines)
- Requires everyone involved with a particular person to work together in a coordinated way to achieve the best outcomes for the person (eg. Link Workers)

Benefits for the **Organisation**

- It encourages us to listen to our "customers" to be responsive to their changing needs and to develop a culture of continuous improvement
- It unifies all our efforts to deliver quality services and creates **greater coherency between functions** such as Finance, HR, Health and Safety, Service Quality.

Contact your Service Manager or the Service Quality Officer in your region for more information and copies of the Shared Values Booklet and Basic Assurances Booklet
