

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
Our plans to make sure our
services are the Best**



Shared Values & Basic Assurances

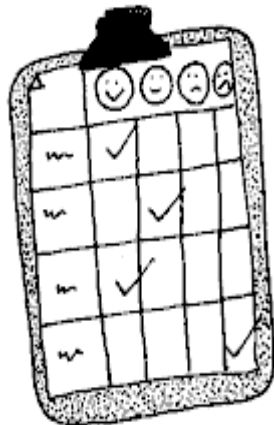
Easy to Read Introduction

In Cheshire Ireland, we believe that people have a right to a quality service. This means that the services and supports people get should be the best



To find out if our services are good, we need to ask people what they want and then check how well we are doing

We are going to do this in all Cheshire Ireland services by following these steps:



A quality group will be set up in each service to find out what we are doing well & what things are not so good



The group will make a plan and list the things we need to do better and how they will do this

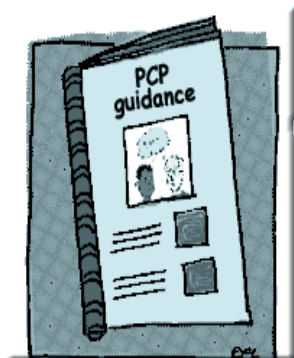


We start changing some of things that need to get better



We measure what we are achieving for each person

These are some of the things we will be working on over the next 18 months to make the services better:



- Asking people if they would like to choose a member of staff as their **Link Worker** who will spend time with them developing an **Individual Plan** and getting some of the things that are most important to them in their life
- We will support people using the service to make a plan around their **health** so each person knows what help they need and will get to keep healthy



- Working with people to make sure they know their **rights** and that these rights are not restricted in any way
- Making sure people are safe and are not abused in any way
- Supporting people to reconnect with their families, friends and the community



- Making sure we have a **complaints policy** so it is easy for people to speak out about the things they are not happy about. We will make sure that people are not ignored
- Asking people using the service and staff how **satisfied** they are with the service
- We will provide **training, supervision and appraisals** for staff so they can do their jobs well



- Collecting information and data to help plan our services in the future around people's needs

You can be part of this quality approach that we are calling the **Shared Values & Basic Assurances** by talking to the Manager in your service about the things that you are happy and not so happy or by getting involved in the Quality Group.