

# Quality Account

What we have achieved  
and the quality of our work  
2020 - 2021



**easy  
read**



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In this easy read document, difficult words are in **bold**. We explain what these words mean in the sentence after they have been used.



Some words are blue and underlined. These are links which will go to another website which has more information.

# Introduction



Voyage Care supports about 3500 people across the UK.



This is our yearly report. It explains the work we have been doing from 1 April 2020 to 31 March 2021.



Our work this year has been affected by **COVID-19**.

**COVID-19** is also called Coronavirus. It is an illness that is spreading around the world. It can affect your lungs and breathing.



We have all had to do extra things to keep everyone safe from COVID-19.

# About us



Voyage Care has been supporting people for over 30 years.

We support adults and children with learning disabilities, autism, brain injuries and complex needs.

voyagecare



Over 11,000 people work for us.

We support people in a way that is:

- **empowering** - this means we help people to do more for themselves
- **together** - this means we help people to do things together
- **honest** - this means that we are always open and truthful
- **outstanding** - this means we aim to be the very best we can be
- **supportive** - this means we help each other to work well.



# What we have done this year

## Checking our services

Our services are checked by:

- the Care Quality Commission in England
- the Care Inspectorate Wales in Wales
- the Care Inspectorate in Scotland.

They will say that a service is either:

- outstanding
- good
- needs to get better
- not very good.



They say we have more services that are 'outstanding' or 'good' than any other care company like us.

## COVID-19



Most of our workers have had a **vaccine** to protect them COVID-19.

A **vaccine** is an injection that helps to stop you being ill with a certain illness.



Most of the people we support have also had a vaccine.

## We are growing



- We are supporting about 120 more people in our supported living services.



- We started to set up 27 new services. 13 are already open, providing 4,500 hours of support.



- We took over a company called Day Opportunities Limited. This service supports 26 people with learning disabilities and other complicated issues.



- We set up new places in Nottingham, Blackpool, Falkirk and Chesterfield.



- We set up a care home for people with brain injuries in Manchester.



- About 350 people are asking to be supported by us every month.

# The quality of our services

We look at the quality of our services in 5 main ways:



1. **Competent, caring staff** - this means staff are caring and know how to work properly.



2. **Involvement of people we support** - this means we listen to and involve the people in the service.



3. **Positive outcomes** - this means people's lives are getting better.



4. **Positive assurance** - this means services are organised and managed in a good way.



5. **Consistent delivery of care** - this means we always give the best care and support we can.



# 1. Competent, caring staff



We work hard to make sure we have the best staff who understand how to support people well.



More of our staff are staying with us longer, which means that more people's support can stay the same.



## Choosing new staff

We have been choosing staff who agree with the way we want to support people.



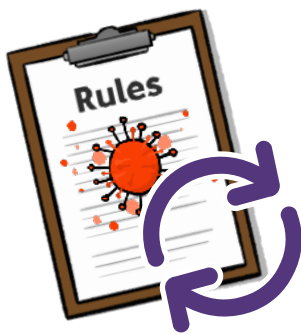
This year we have been making sure we choose the right staff for our services.

# Communication



**Communication** is the way people share information. It includes speaking and writing.

We have found new ways to communicate with our staff.



This year it has been important to have good ways to communicate with staff as the Government's rules about COVID-19 have changed.



We have:

- a lot of information and guidance that our staff can access online
- regular staff meetings
- been making sure that our staff have been feeling well during this difficult year.



We give awards to staff who have worked very well.



## Training

Good training is important for staff to know how to do their jobs properly.



We have carried on training our staff during COVID-19.

Most training has happened online.

## Next year

Next year we plan to set up:



- more training for staff



- a website that helps staff to make sure people are getting the right benefits



- a new computer programme to help us choose the best staff.

## 2. Involvement of people we support



This year we have not been able to hold big events for people to meet in groups because of COVID-19.



But we have:

- seen many people keep in touch with their friends online



- been asking people what they thought about certain issues



- helped people to keep in touch with their families.

## Next year



Next year we plan to:

- improve the way we ask people what they think about the quality of our services



- ask some of the people we support to come and check our services



- look at ways to help people get jobs and training.

### 3. Positive outcomes



People can use our **app** called the Quality Questionnaire to tell us how they feel about their lives.

An **app** is a computer programme for your phone, tablet or computer.



Over time we can see how people are:

- improving their health



- taking part in more things



- choosing more things for themselves.

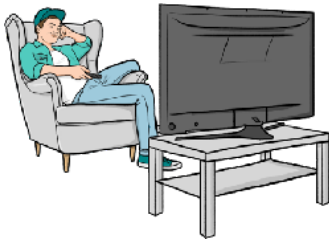


From this we can see that people's lives have been improving.

Many people are spending more time:



- doing things they want, like gardening



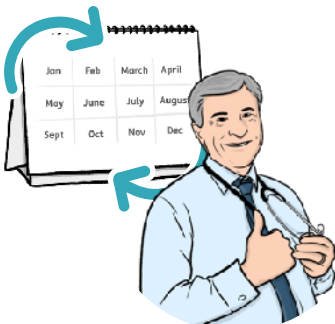
- alone when they want to



- choosing their own clothes.



Even during COVID-19, people's lives have been improving.



Most people still have had their yearly health check during COVID-19.





## Next year

We will look for ways to improve how we ask people how they feel about their lives.



We plan to use computers more to help our managers understand what people want for their lives.

## 4. Positive assurance



Positive assurance is about how we run the services to make sure there is good quality care and support.

### Quality of care and support



We have a Quality, Safety and Risk Committee.

The committee is a group of people who work to check that care and support is good quality.

### COVID-19



In March 2020, the government said we had to have a **lockdown** to keep everyone safe from COVID-19.

**Lockdown** is when everyone had to stay indoors and many businesses closed.



People who were likely to be seriously ill with COVID-19, had to stay inside and away from other people.



Our senior managers met online every day to work out ways to keep supporting people during COVID-19.



Each service had to change the way it worked to keep everyone safe.

People needed to wear special items, including face masks.



## Incidents and accidents

Managers have to look into every accident and **incident**.

An **incident** is when something serious happens.



There were more incidents last year. These were mostly because people had difficulty with coping with the rules about COVID-19.



Some people had behaviour difficulties because:

- staff had to wear masks and safety clothing
- they had to stay indoors most of the time
- they needed to have the vaccine.



We have a team of people who can help staff work with people who have difficult behaviour.



## Complaints and compliments

A **compliment** is when someone says you have done a good job.



Last year:

- the number of complaints went down
- the number of compliments went up a lot.



## Whistleblowing

**Whistleblowing** is when someone reports something that is going wrong to a senior manager. Often this is a complaint about their local manager.



There was an increase in the amount of whistleblowing last year.



Senior managers take these issues very seriously and look into each one properly.



## Next year

Next year we will be looking at what other changes we need to make to keep people safe from COVID-19.



We also plan to improve the way we use computers to understand how well people we support are doing.

## 5. Consistent delivery of care



Consistent delivery of care is about how we always work to provide the best support and care.



Last year, we worked with the government to help all support organisations provide good quality care during the time of COVID-19.

### Review of deaths



We have worked with local services to look into the causes of the death of any person with a learning disability.

Our reviews:



- work alongside a government scheme to help people with learning disabilities live longer lives
- help make things better for people at the end of their lives.

# STOMP

Stopping over medication of  
people with a learning disability,  
autism or both



## STOMP

**STOMP** stands for stopping the over medication of people with a learning disability or autism.

STOMP is a **campaign** to find other ways to help people with difficult behaviour, instead of using medicine to keep them calm.

A **campaign** is a plan of things to do over time, to try and change something.

Most of the people in our services have had a review of their medicines to make sure that they really need them.

## Reducing restraint



**Restraint** is when staff hold people down when they are being angry.

We want our staff to use other ways to help keep people calm, instead of using restraint.

## Next year

Next year we plan to:



- use computers to keep better records about the support that people are getting



- help 4 of our services to get a **certificate** from the National Autistic Society



The **certificate** would show that they are providing a good service to autistic people



- have better ways to help people who have difficult behaviour.



# For more information

If you need more information, please contact us by:



phone: **0800 035 3776**



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website:  
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