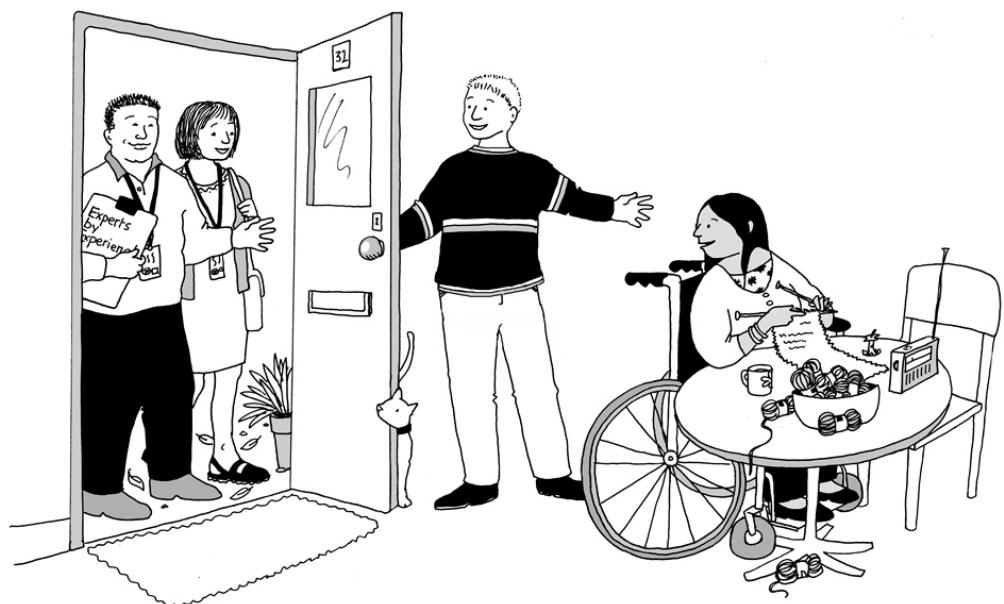


Signing up to the Driving Up Quality Code in Voyage Care



Feedback from the people we support and
our action plan.





The Driving up Quality Code says how to support people with a learning disability well.

WE'VE SIGNED UP TO

DRIVING UP
QUALITY



Voyage Care has signed up to the Driving up Quality Code.

voyagecare

This shows that Voyage Care believes in good support.



We have spent time thinking about the Driving Up Quality Code and the support that we provide.



We want to understand what works well at Voyage Care for people we support and how to make things better.



We plan to involve lots of people including people we support, families and our staff.



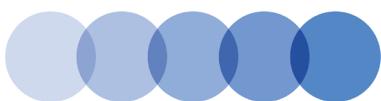
We have asked people at 'Growing Together' events to start to look at the Driving Up Quality Code.



'Growing Together' events are planned by people we support to share their ideas and views.



DRIVING UP QUALITY



The 'Growing Together' events have focused on the 5 areas of the Driving Up Quality Code.



This document tells you what people said at the first events.



We used the feedback from the events to make an action plan.



Feedback from the Growing Together events

1. Your support is all about you



People said that they have good care and support from Voyage Care.



Voyage Care supports people to make choices.



People feel that Voyage Care staff are trained to support people well.



Voyage Care listen and change when people supported or their family say it's not working.



Voyage Care work with people to help them make their lives better.



Voyage Care support people to choose their goals and look at how things have improved.



Voyage Care do not measure what they do in the same way for all of the support they deliver.



Voyage Care could improve the information provided for families about how we will work together.



2. You are supported to have an ordinary and meaningful life



People feel that Voyage Care support them to have the best life they can.



People are encouraged to develop friendships and relationships.



People feel that they are supported to keep safe while having an active life.



Voyage Care could use more tools to increase awareness about local communities and activities.



3. Your care and support helps you to be happy and to have a good life



Most people feel that Voyage Care staff are available to support them at any time of the day they choose.



People feel that they are involved in finding the right new staff for Voyage Care.



Most people feel that Voyage Care keep in touch with people we support in lots of ways.



People feel that Voyage Care supports people well when there are staff changes.



4. Providing great care is important to Voyage Care



People feel that Voyage Care look at what's working and what's not working for them.



Voyage Care improves through feedback from people supported, staff and families.



Voyage Care's plans for Positive Behaviour Support could be developed more with the people we support.



More updates are needed for people supported on how Voyage Care responds to suggestions. This includes 'you said, we did' feedback.



Voyage Care could speak out more about bad practice.



People feel that senior managers show that they live the values of Voyage Care.



Some people feel that Voyage Care senior managers could spend more time meeting with people we support.



Here are some comments made by the people we support at the 'Growing Together' events:



"I can make my own choices"



"I receive good support"