

Quality Account

What we have achieved
2019 - 2020 and the
quality of our work



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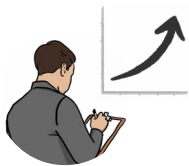
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Introduction



Voyage Care is a company that supports people to live independently.



This is a report about the quality of our care and support.



The report explains:

- what we wanted to achieve last year



- what we have achieved



- the quality of our services and how we can improve



- what we want to achieve next year.



We have checked the quality of our services by looking at:

- people's safety



- whether we have done the things we said we would do



- what the people we support have told us.

Our priorities last year



Priorities are the most important things that should be done first.



Last year, our priorities were to:

1. Set up specialist services for people who need support with:

- challenging behaviour



- mental health.



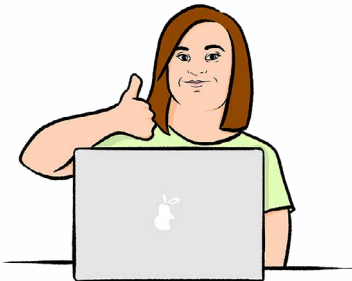
We did set up a new Specialist Behavioural Support Service.



We have started to set up a new Specialist Mental Health Service.



- 2. Check that we are supporting people to make the most of their lives.**



We did this by asking service users to complete a Quality Questionnaire.



The questionnaire included questions about how happy people are in different areas of their life.



The results showed that most people's quality of life is getting better.



3. **Improve the quality of our care and make sure we all keep working to a high standard.**



We have been trying a new way of recording information about our services, using computers. It has been working well.

We will carry this on next year.

What we have achieved between 2019 and 2020



We have done well with the priorities we set last year.

Here are some of the other things we have achieved between 2019 - 2020:



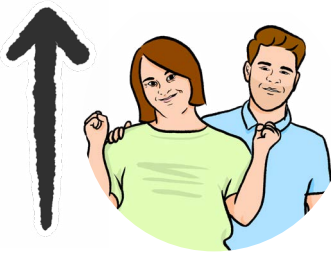
- 14 of our services were rated 'Outstanding' by **CQC**. 13 of our other services had parts that were rated 'Outstanding'



CQC stands for the Care Quality Commission. They check the quality of health and social care services for the Government.



- all our services in Scotland and Wales have met the proper standards



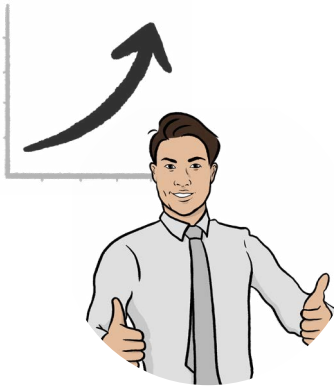
- we are now supporting 3,496 people to live independently. 104 more than last year



- we have opened 18 new services which can support 120 people



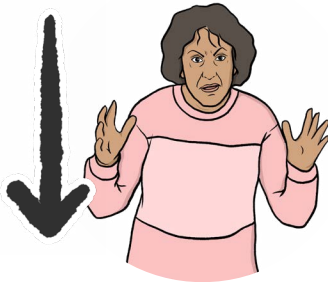
- we have been learning and improving. We have increased our team of Quality Checkers who check that our services are working properly



- we have improved our specialist services and 2 of our **autism** services got an 'Outstanding' rating from CQC



Autism is a condition that affects how people communicate and deal with the world around them.

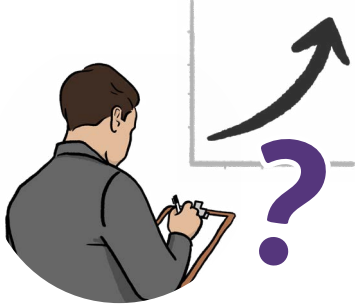


- our support has helped to reduce the number of incidents of challenging behaviour



- we have started using a new computer system to help all our staff keep up to date.

The quality of our services and what we can improve



There are 5 ways we have looked at the quality of our services and what we can do to improve:



1. Caring staff who are good at their jobs



2. Involving the people we support



3. Having positive results



4. Making sure we do things properly



5. Always giving people the best care and support we can



1. Caring staff who are good at their jobs

We have been doing more to help all our staff do well in their jobs.



We can do even more by:

- sharing information across the whole of Voyage Care and listening to what people think



- choosing the right people to join our staff and giving them the best possible start



- offering our staff more training and opportunities to get better



- updating the training we already have



- giving more opportunities to young people who want to work in health and social care



- having good managers and keeping them in their jobs.



2. Involving the people we support

We work with people who use our services to improve the quality of what we do.



Each year we will have service reviews where staff and users can speak up and make improvements.



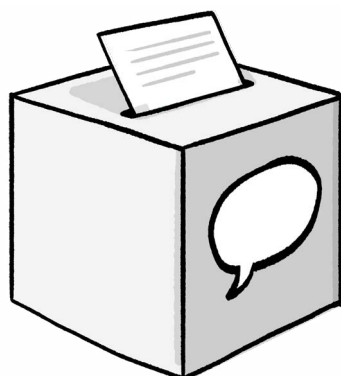
This year we held an event for our staff and service users to share ideas.



We have increased our team of people who check that our services are working properly.



We have set up a way for service users to tell us in private if they are worried about something.



It is called 'See Something, Say Something'.



This year, 4 people got in touch and we looked into their concerns straight away.



We spoke to 54 families of people we support, over the phone.

We asked them about the care and support we provide.



Most people said that they felt involved in decisions about the care of their family member.



Most people said that our staff are kind and caring.



The families we spoke to made some very helpful suggestions and we have now made some of their changes.



These changes include:

- improving communication about medical appointments
- making it easier for people to get in touch with managers
- improving the way local teams are organised.



3. Having positive results

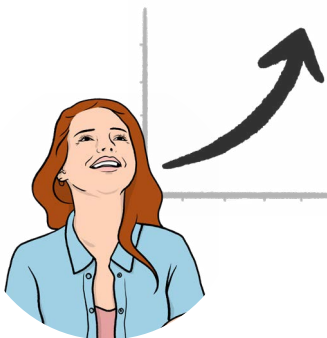
We want the people we support to make the most of their lives.



This year, many service users completed our Quality Questionnaire which included questions about their:



- quality of life
- wellbeing - this is about being happy and healthy in your body and mind.



The results showed most people's quality of life is getting better.



The questionnaires will also help us to improve other areas of our services.



4. Making sure we do things properly

We work hard to make sure our services are a high standard.



Some of the ways we do this include:

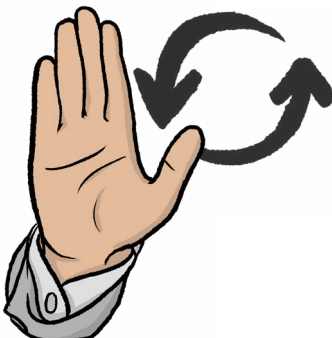
- checking each month for any risks within our services, so we make a plan to deal with it



- regularly checking our services to make sure they are working properly



- checking on the health and safety of our staff



- dealing with accidents and incidents properly and making changes to stop them happening again



- checking that our service users are given the correct medicines. Looking into any mistakes and making changes to stop them happening again



- making sure we deal with it properly if something happens to one of our staff at work, like:

- an injury



- a dangerous incident



- they get a disease.



- making sure we control the spread of any infections



- making sure food is prepared safely in all our buildings



- making decisions carefully to keep our staff and service users safe



- looking into any incidents of challenging behaviour and dealing with them properly



- keeping good records of any complaints and compliments and dealing with them properly



- looking into incidents where people have spoken out against Voyage Care



- being open and honest with people when we have done something wrong



- making sure we look after our money properly.



5. Always giving people the best possible care and support

We want all our services and staff to keep working to a high standard.

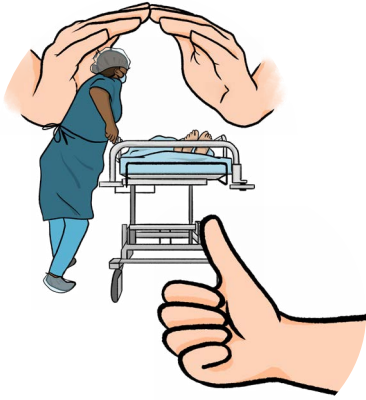


We can do more by:

- encouraging all our specialist services to be approved by charities that check services are working well



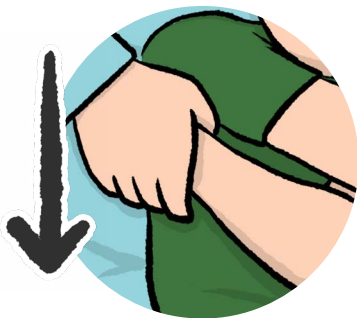
- listening to our staff and sharing the best ways to do things across the whole of Voyage Care



- making sure people get the right care at the end of their lives



- making sure people with learning disabilities do not take more medication than they really need



- further reducing the use of **restraint** to deal with challenging behaviour and using positive techniques instead



Restraint means holding onto somebody to stop them from hurting themselves or someone else.

Our priorities for next year

We have 3 priorities for next year:



1. Looking at results

We want to make the sure that we are supporting people to make the most of their lives.



2. Developing specialist services

We want to have more specialist services to suit people's different needs.



3. Involving people we support more

We want to do more to involve the people we support.



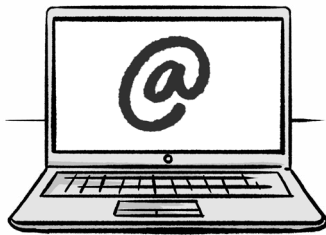
When people are involved in decisions about the services they use, it can improve the service for everyone.

For more information

If you need more information please contact us by:



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