

Quality Questionnaire

Summary report 2020



Introduction

The true quality of care and support we provide at Voyage Care can only be meaningfully measured through the experiences of each and every person we support. Recognising conventional quality metrics in the health and social care sector often fall short of measuring outcomes that really matter to individuals – their quality of life and wellbeing – we developed our innovative Quality Questionnaire. In Summer 2020, 2,830 people we support responded to our third Quality Questionnaire and this report summarises the key findings.

The 2020 Quality Questionnaire was undertaken in a period of continued restrictions due to the COVID-19 pandemic, and not long after the first UK-wide lockdown has eased. The lives of the people we support were significantly affected over this period, not least because so many of them are clinically extremely vulnerable and resident in a care setting and were therefore subject to even more stringent restrictions than the general population.

Our colleagues have shown enormous dedication to enabling those we support to stay safe, active and well. Voyage Care continue to have more services rated Good and Outstanding by the Care Quality Commission than any other provider; and our Welsh and Scottish services are 100% compliant. We are pleased the findings show that COVID-19 didn't detract from our focus on outcome attainment, reducing health inequalities and ensuring the people we support continue to strive to meet their personal goals.

Why do we undertake the Quality Questionnaire?

The Quality Questionnaire measures quality of experience over time, focusing on issues such as health, choice making and participation in daily life and their local community. Its engaging easy read format facilitates wide participation from the people we support: the value to them is enormous as people can easily see their personal progress over time and how their support is enabling them to achieve their goals.



I like to think about what I have done well and what I need to change. It is something that is all about me, what's important to me, what's good and what needs to get better. Why wouldn't I do it?"

Leanne

Person we support

For the wider organisation it enables us to identify positive trends, and the insights gained shape our approach to implementing improvements, both locally and organisation wide. Voyage Care is a relentlessly curious organisation, committed to continuous improvement. In addition to regularly seeking out feedback from our regulators and fellow health and care professionals, the Quality Questionnaire supports our mission to put the direct experience of people at the heart of all we do.



It gives me a chance to have my voice heard!"

Tom

Person we support

About the respondents

Participation in the Quality Questionnaire is open to all the people we support in receipt of 24-hour support. People have the choice whether to take part and are free to decline to answer any element of the questionnaire.

Where requested, our colleagues will provide support to individuals to enable them to participate to the extent they wish to. The questionnaire is available in a range of formats to encourage the widest participation possible.

In 2020 the questionnaire was completed by/ for 2,830 people in receipt of 24-hour support, compared to 2,488 in the previous year.

14%

increase in participation in
2020

Over 1,000 people have participated in all three years. Around three quarters of the respondents live in one of our registered care homes and the remainder in supported living. The spread of ages and gender of respondents is commensurate with the wider demographic mix of people we support.

What do the findings tell us?

The 2020 Quality Questionnaire gives an important insight into the wellbeing of the people we support through this difficult year. Their resilience is evident in the findings which demonstrate people have sought to make the most of the opportunities available to them despite the restrictions imposed as a consequence of the pandemic.

Whilst, as expected, some promising trends tracked over recent years slowed in 2020 some aspects of our quality performance have improved. In general findings have held up well which is extremely encouraging. It is perhaps unsurprising that the majority of areas where findings are less positive in relation to prior years are those which were most directly impacted by COVID-19 restrictions, such as accessing leisure and community activities. However, we were heartened to see that, in the main, people reported a relatively minimal impact on overall quality of life.



Quality of life outcomes measures

Positive trends were noted in 28 of 38 quality of life outcome measures. Extremely high scores continue to be achieved for core outcomes such as privacy and feeling safe.



By doing it, it has enabled me to get the right support in my life and care plan."

Chris

Person we support

We saw notable increases in many outcomes with the majority of respondents noting they are:

- ✓ given and are able to exercise choice
- ✓ demonstrating skills
- ✓ reporting good nutrition
- ✓ feeling rested and relaxed
- ✓ feeling happy and satisfied.

As we strive to come out of the pandemic stronger, we are working hard to ensure the people we support are enabled to access the full range of community activities when safe to do so. Our plans for the coming year include a focus on improving access to education and employment opportunities and participation in exercise and games as figures here remain stubbornly low even allowing for the challenges of the last year.

Family continues to be vitally important for the people we support and with face to face social contact being necessarily limited in much of 2020, it was reassuring to see they reported increased telephone and email contact with family.



The Quality Questionnaire is about how I am getting on and how I can make my life better and find a new job and make new friends and have fun!

Chris

Person we support

SMART Goals

Over 98% of respondents reported having SMART goals and 84%, 2,388 people, had their goals reviewed within the last 12 months. This is comparable to the prior year, but we will seek to further improve this through strengthening oversight of our support planning processes. The people we support typically set a range of goals across a wide range of themes. The most commonly chosen including developing their communication, skills of daily living or self-care and managing their medication, finances and health and wellbeing.

Case study

After being friends for over three years, Emily, Leanne and Emily decided it was time to move into a house together as they increased their independence. While being apprehensive for the big move due to COVID-19 restrictions, the new housemates have settled right in.

Lockdown has been tough, and the new housemates have missed seeing their family, but being with each other has helped and they've kept in regular contact with family through virtual channels.

Since moving in together, they have gained more independent living skills. The ladies now complete their own health and safety paperwork and do all of the cleaning themselves. They have adapted well to running their own home.

They've also kept busy and had lots of fun with arts and crafts, singing, dancing and walking. COVID-19 might still be around, but Emily, Emily and Leanne are determined that it won't ruin their fun!

Supported Living: choice making

Respondents from supported living services answer specific questions directly linked to a selection of the "I" statement within the Reach Standards. Responses in all five measures have averaged over 87% positive in the previous two years and further improvements have been recorded in three of the five measures in 2020, which is encouraging given the restrictions imposed by COVID-19.

Ability to choose...	2019	2020	YOY trend
who I live with	75.2%	76.3%	+1.5%
where I live	80.5%	82.9%	+3.0%
who supports me	90.3%	90.6%	+0.3%
how I'm supported	95.6%	94.4%	-1.1%
what happens	94.1%	92.5%	-1.7%

Although positive responses remain very high, the slight decline for 'how supported' and 'what happens' is likely to be due to COVID-19.



Challenging behaviour

In 2020 all UK citizens, but especially those living in care settings were subject to unusual restriction on their lives that had the potential to affect behaviour. Voyage Care provide specialist support to people who increasingly have complex needs and may exhibit challenging behaviour on occasion. In 2020 47% of the people we support reported some challenging behavioural incidents, of which two thirds had an emotional and behavioural support guideline in place to support with mitigating and managing these incidents.

We categorise challenging behaviour into ten types, including self-injury and physical and verbal aggression, and define severity on a scale of one to five. There has been a slight increase, less than 1% overall average, in the prevalence of nine types in 2020 but six out of the ten categories show a decrease in severity compared to the prior year. As 69% of incidents are resolved using verbal instruction and 11% end spontaneously, it supports the conclusion that the increased challenging behaviour is generally less severe.

We are pleased to have seen an increase in those who have had their medication reviewed, rising to 89.3% of those who have medication and also an 11% increase in those for whom a review led to a reduction in medication.

We continue to be committed to STOMP (stopping over-medication of people with a learning disability) and the Restraint Reduction Network. In future Quality Questionnaire outcomes we expect to report further reductions on the use of physical interventions and medications to manage challenging behavioural incidents and the risk these represent to the people we support and colleagues.

2.3
5

Average severity of challenging behaviour incidents - consistent with previous year

Health and professional support services

Given the impact COVID-19 has had on the broader health and care system, we are particularly reassured to see that people reported access to professional support services (e.g. advocate, GP, Dentist, chiropodist, social worker) on very consistent levels as prior years. 84% of respondents have had a health check in the past year, which remains well above the national average of 55% of adults with a learning disability [NHS Digital 2019].

In coming years, we will add additional questions to determine whether the screening completion rate has improved for cervical, breast and bowel cancers and Abdominal Aortic Aneurysms.

Next steps

We will continue to iterate and evolve the Quality Questionnaire as we prepare to run it again in the Summer of 2021. We are implementing actions identified from findings both locally and, where required, on an organisation wide basis. These improvements sit alongside our investment in other new systems and reporting tools to capture feedback from all stakeholders in line with upcoming regulatory updates from CQC in England.



Planned developments include:

-  Further benchmarking of the findings against sector data, e.g. the Learning Disabilities Mortality Review Programme (LeDeR).
-  Refinements to survey content, such as aligning the questions to our developing Mental Health specialism in recognition of the equal importance of mental health and wellbeing with physical health.
-  Enhanced digitisation to auto-populate some fields, streamlining the process for participants.
-  Rolling-out a reporting tool to allow analysis of local trends by managers, benchmarked to the wider

These developments sit alongside a broader digitisation agenda in Voyage Care and the expected roll-out of eCare, online care planning, which will be transformational over the coming years. This is a significant but essential system integration project. eCare will allow real-time analysis of trends in both quality of life outcomes and compliance data, as well as reducing manual intervention and duplication of data entry, enabling our frontline teams to remain focused on improving the quality of life of those we support.