



# Driving Up Quality



[www.fremantletrust.org](http://www.fremantletrust.org)

A registered charity and not for profit organisation. (Registration No. 1014986).



## **The Fremantle Trust signed up to the National Driving Up Quality initiative in 2014.**

The core principles of this initiative have been introduced across the Trusts learning disability services and embraced by people who use our services, their families and friends, employees and external healthcare professionals.

To ensure we can deliver care and support that people want and need, we hold regional Driving Up Quality events. The aim of these events is to enable everyone to have their say about what we are doing and to agree areas where we could improve. Some of these events have included conferences to help capture the views of people with complex and non complex communication needs and to encourage meaningful social inclusion by building skills and confidence to enable people to be who they want to be.

Since signing up to the Driving Up Quality code, we have seen many examples of how we have been meeting the key areas outlined in the code and we've shared some of these in this document.

## Meet Zoe

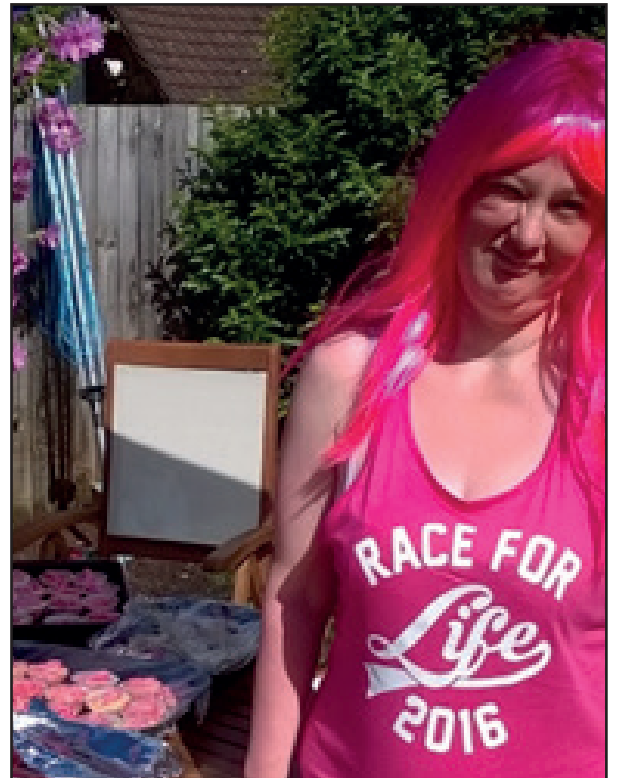
Zoe lives in one of our supported living services in the Bedford area.

Though the Driving Up Quality initiative Zoe explained that she would like to hold more fundraising events.

This year Zoe completed the Race for Life in Bedford. She also baked and sold cakes, raising money for a cancer research charity.

With support from the care and support team at The Fremantle Trust, Zoe has achieved some big milestones, one of which was attending a Christmas Ball.

Zoe now has the confidence to help other people through her fundraising.



## Relationships

M has been supported to have safe and meaningful relationships.

We had initial discussions with M about his understanding of the benefits and potential risks surrounding his choices, that to others appeared to be unwise.

M wanted to be like everyone else and wanted a loving relationship. M found it painful when he was helped to understand that some people did not mean what they said.

M was supported to create a pictorial information booklet, using images from the internet and his favourite television programmes, with simple words alongside them, to help him understanding all the possible risks, including risks of abuse and to his health. M used the key worker sessions to go through the information they had put together, enabling them to balance all the risks with the overall benefits of his choices and how they could protect him from harm and exploitation.



In creating the information in an accessible format, M was enabled to make fully informed choices and decisions about the lifestyle he wanted to live. It enabled the creation of strategies that would maintain wellbeing and safety, whilst still creating opportunities and confidence to form meaning relationships, thus increasing his independence skills in taking positive risks which have increased the overall benefits for him.



## Involvement in recruitment process

In a recent recruitment process a person whom we support was invited to participate in the selection of the new manager of the service. She wrote and asked her own questions without interference and her responses were added to the conclusion of the more formal recruitment panel. The conclusion identified the same candidate as the preferred candidate. Her active and meaningful participation genuinely resulted in the best candidate being selected.

## Person centred approach

The decision of the Trust to participate in this initiative has undoubtedly concentrated efforts within the learning disability service and the people whom we support are increasingly being involved, consulted and placed at the centre of decision making.

The Trust has recently reviewed its core mission, vision and values to encapsulate a more person centred approach and this has been influenced by our involvement with the Driving Up Quality code.

**Our mission** is to enhance people's lives by caring and working together

**Our vision** is to create great communities for people who need care and support

**Our values** – the Trust is proud to:

- Celebrate the uniqueness in everyone
- Put care and kindness at the heart of everything we do
- Exceed expectations every day
- Act openly and responsibly
- Always be learning

## Increased focus on quality

In June 2016 the Trust created the new role of 'Director of Quality and Governance'. Alison Ritchie took on this role to support and make contributions to the continual change and improvement programmes which enable people who use our services to maximise their independence, choice, control and experience a good quality of life.



This new role ensures that the Trust continually delivers first class, individualised person centred support services. Alison will ensure that there is full inclusion with all stakeholders, to identify and celebrate success, as well as understanding where we need to improve and develop clear strategies.

When Alison joined the Trust she was impressed that the organisation was determined to focus on opportunities to review, produce and deliver innovative services with people who use services, their families and the truly dedicated people who work in the services.



## Involvement from our Leadership team and Trustees

Our Trustees like to have regular contact with those whom we support, their families and friends and our employees. This is done through annual visits and more ad-hoc visits such as attending social events organised by each service. By establishing links with nominated services the Trustees are able to build a rapport with everyone connected with that service and to get a genuine understanding and feel for what is working well and areas where improvements could be made.

Through our senior Leadership team, the Trust has effective budget management in place, which ensures that funds are available to enable activities that foster independence and personal fulfilment for those who use our services.

We continue to ensure our recruitment process leads to new employees joining the Trust with the right values and care ethos. We are committed to continual development and provide ongoing training programmes that develop expert knowledge and skills in promoting individuality and encouraging independence.



# What people have asked us to do in the future

## From the people we support

- More sporting activities
- More social events – including BBQs, Summer and Christmas Balls, Strictly Come Dancing events, Poplar's Got Talent and FreFest
- More activities for ladies

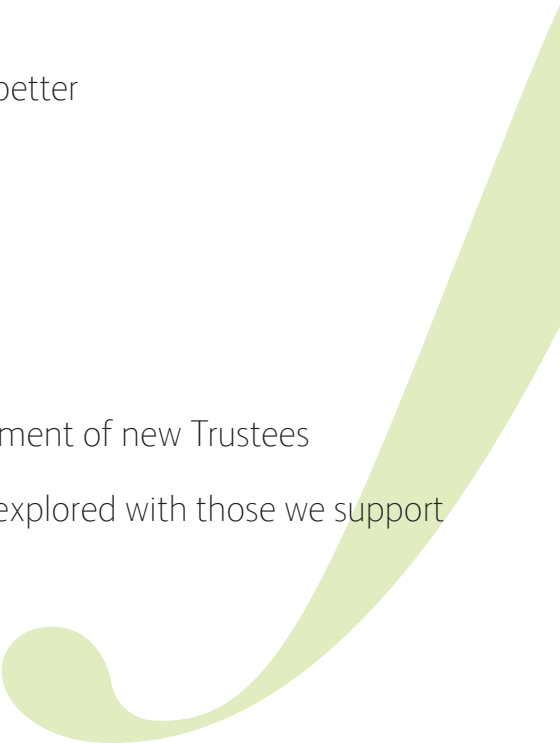
## From employees

- More corporate events held locally and not just at the central Business Support Centre
- Senior management to acknowledge compliments that highlight when colleagues have gone over and above their normal duties

## From our leadership team

- Enhance the good quality service delivery and evidence an improved, inclusive outcome focused support
- Further strengthening of the quality and performance monitoring governance arrangements
- Seek opportunities to challenge ourselves to strive to do better
- Champion Driving Up Quality across the Trust

## From the Trustees

- Safeguarding training for all Trustees
  - Consider involvement of people we support in the recruitment of new Trustees
  - Fostering an understanding of the role of Trustees to be explored with those we support
- 

The Fremantle Trust

Woodley House, Rabans Close, Aylesbury, HP19 8RS

01296 393 000

[enquiries@fremantletrust.org](mailto:enquiries@fremantletrust.org)

[www.fremantletrust.org](http://www.fremantletrust.org)

A registered charity and not for profit organisation  
(Registration Number 1014986)

