

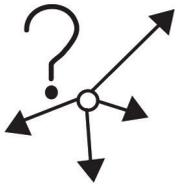


# Our Driving Up Quality Report 2022/2023



## About us.

---



where

The Camden Society supports people with a learning disability in their own home and in their local community across Leicestershire, Hertfordshire and Northamptonshire and Oxfordshire.



home

### Support at home

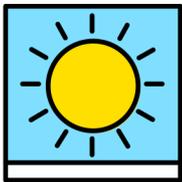
Also known as supported living, we support people in their own homes with all aspects of their daily lives.



community

### Community Support

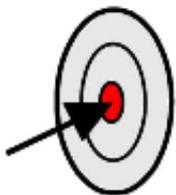
We support people to access their local communities and make use of all local amenities.



day support

### Day support

We support people to participate in activities, access education and employment.



purpose

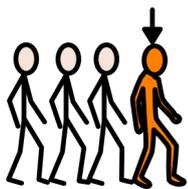
### Our purpose.

Our purpose is to support people with learning disability and enable them to become equal members of their community. We help them to exercise their rights and make their own choices, so they can live their lives the way they choose.

In order to deliver our purpose, we need a mission. Our mission is to empower every person we support to become equal citizens in their community.

## Our vision statement.

---



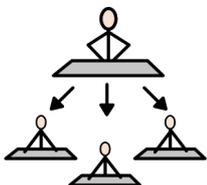
leaders

Thera will show that people with a learning disability can be leaders in society.



control

Thera will be controlled by people with a learning disability.



managed

People supported by Thera can say how their company is directed and managed.



support

People with a learning disability will design the support they want from us.



rights

We will respect the rights and wishes of people at work, at home and in the community.



quality

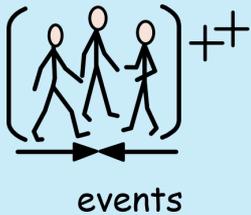
People with a learning disability will check the quality of support from the Camden society.



## How we went about our assessment.

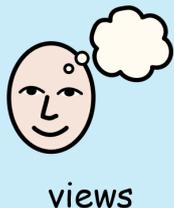


As with the previous year, we wanted to reach as many people we support as possible along with their families, circle of support and The Camden Society staff.



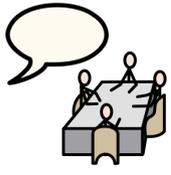
We held a number of community events in the areas that we operate in. The events were held from 11:00am until 3:00pm, ensuring that we encouraged everyone to get involved at the different venues.

During this time, we made sure that we collected as many views as possible.



In the Banbury area people we support were unable to attend any events due to other commitments, so we sent out questionnaires giving them the opportunity to feedback.

We also sent out impact surveys to everyone we support, staff, and families. Some of the comments received from families have been included in this report.



feedback

## Response

We had a good turnout at our events, with the following numbers of people in attendance:

- Leicestershire 21
- Northampton: 15
- Welwyn Garden City: 19
- Witney: 28
- Oxford City: 23
- Banbury: 1



tell

We have put this report together to tell you what people said and what we are going to do next.



# Support is focused on the person.

---

What people said we do well:



well

- Supported with personal Care.
- People we support are encouraged to make choices about all aspects of their lives.
- People we support have a person-centred plan.
- We work well as a team to make sure that the person we support can live the life that makes them happy.
- Good teamwork and communication within the team to support and enable people we support.
- Support time is worked out so that I am helped to go the theatre.
- Support the individual to make right choices which is in their best interest.
- Encourage to be more independent.
- People supported are involved in their person centred planning
- Person supported loves books and has many that have images of cars, aeroplanes, dogs, cats etc
- People supported loves country drives and then going for a cup of tea and cake.
- Person Centred support.
- My personal space is really important to me and so I'm very happy when my support worker helps me keep them clean and tidy.
- Being treated like a human being.

# Support is focused on the person.

What people said we could do **better**:



improve

- Staff too involved.
- Repetitive activities.
- Staff refusing to complete activities.
- Ignoring policies and procedures.
- It would be nice to have a car so long distance trips could happen more often.
- Agency use in Witney has an affect on the person being supported, which may have a negative impact, agency staff are not as interactive.
- Choices can't always be fulfilled due to the lack of staffing which is due to short notice sickness.
- More client choices need to be fulfilled.





# An ordinary and meaningful life.

What people said we do **well**:



well

- Supported to go on holiday.
- Supported to carry out daily chores and shopping.
- Active support to learn new skills to enable people supported to be more independent.
- Enjoy going football regularly.
- Encouraged and supported to take the bus.
- Going on long walks and enjoying local area.
- Visiting friends house.
- Support to appointments with the doctor and dentist.
- Keeping a regular routine.
- Promote person centred support.
- Support is about the person and not others.
- Regularly attends friendship groups and keeps in touch with friends.
- Staff take me out on trips which I really enjoy.
- I love going on days out with staff.
- Variety and seasonal activities are provided.
- Stimulating and sensory activities.
- Healthy eating is encouraged.
- Range of meals that are home cooked.
- Loves listening to music and listens to it everyday.
- Staff are so caring and are making sure I am not alone at Christmas.
- I like having a regular staff team
- Some staff go the extra mile – (but not all)

- I like having a regular staff team.
- Some staff go the extra mile – (but not all)

## What people said we could do **better**:



improve

- Little local provision for social events/activities.
- Staff not always keen to travel with people supported on public transport to go to events/activities due to concerns about how people supported may react.
- Staff talking too much on behalf of the person.
- Decisions influenced by other individuals - support worker/carer.
- Staff making decisions to suit their own preferences rather than that of the people we support.
- Not doing things for the best interest of the individual we support.
- Leaving people to their “own devices” and not giving them informed choices.



# Care and support focuses on people being happy and having a good quality of life.

What people said we do **well**:



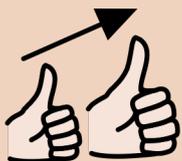
well

- Teams working together and communicating well to provide consistent support.
- Getting people we support involved in regular activities such as going out and meeting friends.
- Daily activities, holidays and day trips help to support an active life.
- Enabling an active life through support in the community
- My staff are very friendly and supportive.
- Staff are able to adjust in a number of situations and turn it into positives.
- Team morale being up and very positive.
- TCS has a lovely, positive environment.
- Oxford does not use agency staff which is really good.
- Feeling valued.

# Care and support focuses on people being happy and having a good quality of life.

---

What people said we could do **better**:



improve

- Staff can be overbearing.
- Different perceptions of a good quality of life.
- Tinned food at all times and eating the same everyday.
- Not giving options and choices.
- Lack of staffing is occasionally a problem.
- Not all staff want to be involved.



# A good culture is important to the organisation.

## What people said we do **well**:



well

- Good morale.
- Happiness.
- Clear expectations, responsibilities and guidance.
- Good reputation.
- Open and transparent culture.
- Working well as a team.
- Very supportive team leading to happy people we support.
- Staff are very friendly.

## What people said we could do **better**:



improve

- More staff are needed as the current staff are overloaded.

# Managers and board members lead and run the organisation well.

## What people said we do **well**:



well

- Skilled, experienced, and trained managers.
- Managers are helpful and very supportive.
- Managers are always very positive and making the job fun
- Email communication staff meetings/events.
- Very approachable and friendly.
- Supportive with personal events such as kids and doctors.
- Can access help if needed.
- Getting to know the person in order to understand-likes, dislikes, interests etc to enable a choice.
- Consistent staffing is key to good support and knowing the individuals.

## What people said we could do **better**:

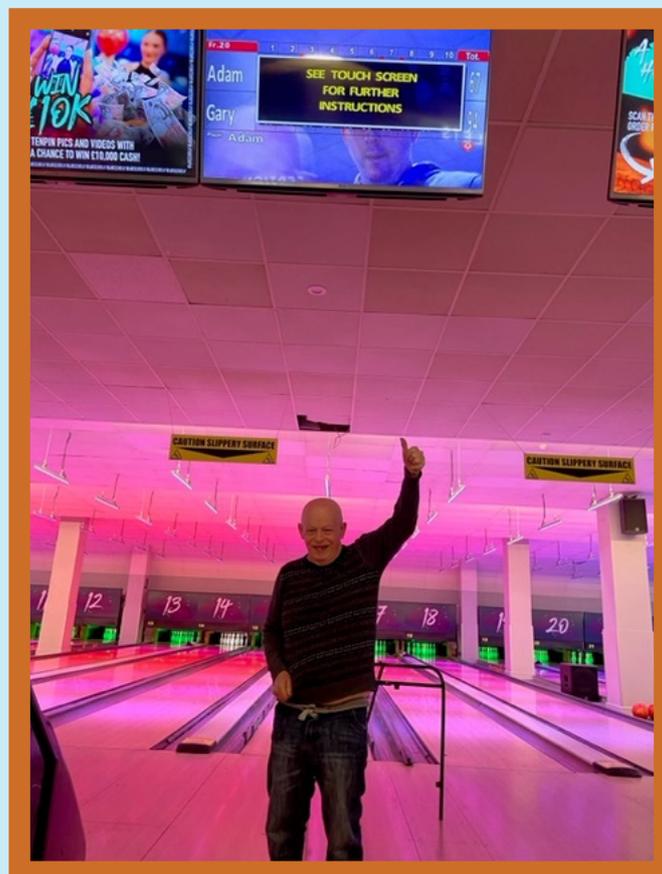


improve

- Lack of communication.
- Lack of presence.
- Low team morale.
- Confusion.
- Resentment.
- Sickness absence.
- Poor team work and negativity in the work place.
- Need more Board members from this sector.
- More communication is needed.

## Areas that we will work to develop and incorporate into our business plan for the next 12 months.

- Recruit more Board members
- Recruit more Board members with learning disability.
- Recruit more carer and staff Company Members.
- Build community links/contacts and increase community events/activities in all areas.
- Improve communication between the Board, managers and staff, incorporate team building activities.

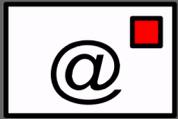


# More information.

---



If you would like more information about anything you have read in this report, please contact us at:



**Email:** [tcsoffice@thera.co.uk](mailto:tcsoffice@thera.co.uk)



**Telephone:** 0300 003 7010



**Address:** The West House, Alpha Court, Swingbridge Road, Grantham, Lincolnshire, NG31 7XT



**[www.thera.co.uk](http://www.thera.co.uk)**

The Camden Society is part of the Thera Group of companies.

Widgit Literacy Symbols © Widgit Software 2022

DRIVING UP  
QUALITY

