

Lancashire Welcome Values and Driving up Quality Code



Over a year ago Lancashire County Council first heard about Welcome Values. As soon as we heard about it we were very interested. We wanted to know more about it.



We talked to our friends at the North West Training Development Team to find out more about it.

That made us think it was something we wanted to try out.



The first question everyone asked is 'What is different about the Welcome Values?'

They asked this because they knew there had been other schemes involving people with learning disabilities to check out how well services were doing.



We thought the big difference was in the things that people checked. The values that people check in Welcome Values are things they have decided are important. Not what other people have decided..

Local self advocates, family members and providers decided together what were the important values they wanted to check.



The values that were chosen by Lancashire are

- **Choice**



- **Being Loved**



- **Having Friends**



- **Feeling safe**



- **Being Healthy**



Self advocates and providers have worked together as mini review teams. They have visited people in their own homes to look at whether the values are present in their lives.



Mark O'Farrell from REACT shared his view on being part of the pilot

"I have enjoyed going to Leyland to visit people with complex needs and see what they do in their home. We learnt about the type of music they like and what TV they like. We are going back again to see them and find out what they do out and about".



Everyone met up recently to talk about how it all went. Everyone had enjoyed being part of it. They all learned new things. Everyone agreed it was a good way to learn about how well services support people.

The big thing they all agreed on from their visits was that providers need to work harder at supporting people to have friends and relationships.



Driving up Quality

Since the work started on Welcome Values an initiative has been launched called Driving up Quality Code.



Everyone was shocked about the abuse of people with learning disabilities at **Winterbourne View** and previously in **Cornwall**.

The government and many other organisations that support people with learning disabilities are taking action to make sure that this **never happens again**.



To help to make sure they have launched the Driving Up Quality code.

The organisations who have developed the code think Providers need to make a commitment to listen to the people they support.

They need to support them to build lives that have meaning for them.

The driving Up Quality code



1. Support is focused around the person



2. The person is supported to have an ordinary and meaningful life



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



4. A good culture is important to the organisation



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



Links to other work

Care Quality Commission (CQC)



CQC have said that they will be looking to see if providers have signed up to the code. They think the code is a 'good fit' with their new questions they will be using for checking services;



Is it safe?



Is it effective?



Is it caring?



Is it responsive to people's needs?



Is it well-led?

Lancashire Preferred Provider Consultation



The preferred provider scheme is about the standards that providers have to meet before Lancashire will pay them to provide support.



Lancashire are doing a consultation about it now.

Commitment



We think that the Welcome Values can work really well alongside the Driving up Quality code.



We want all Lancashire providers of support for people with a learning disability to sign up to Driving up Quality.



And we want them to use the Welcome Values approach of involving self advocates and families as a tool to support the self-assessment.



All providers should support people to make and maintain friendships