

# Periodic Service Review (PSR)

Using a Total Quality Assurance System to  
Improve Quality for a Locality

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# What is PSR

- Uses Positive Behaviour Support, Total Quality Management & Organisational Behavioural Management
- Takes the aversiveness of management away
- Bottom up approach
- Everyone wants to do their best
- One system for everything
- Four key elements...



# 1. Performance Standards

- Clearly defined standards of what will be seen if job is done well
- Can look at processes or products
- Standards start with what is important to the people we serve.
- Key elements – cant check everything – grouped, end products, sampled.
- Team set standards – NOT management and NOT based on external targets or average performance

# 1. Performance Standards



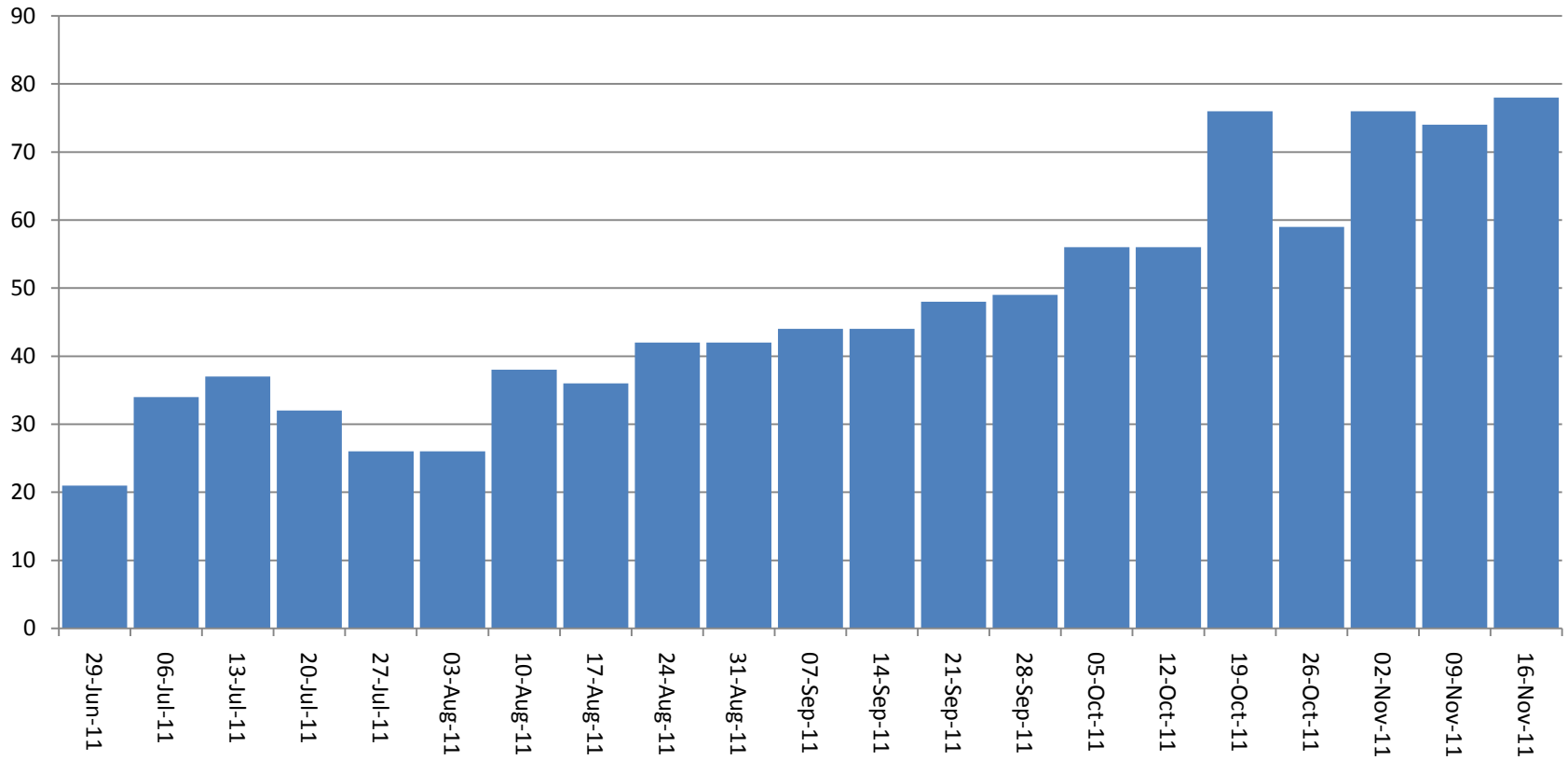


## 2. Performance Monitoring

- Monitored by all, needs to be frequent, proactive
- Help to identify Opportunities to improve our service - +/0 not 0
- Allows for reasons to be given.
- Sets the occasion for action

# 3. Performance Feedback

**IST PSR**





# 3. Performance Feedback

- Needs to be positive – sets the scene
- Needs to be visual and visible
- Use opportunity for clarification and teaching – problem is with the management or standard itself.
- agreeing realistic goals

### 3. Performance Feedback

- When there are problems
  - Start by focusing on the systems – structures, resources, training needs, reviewing standards, barrier resolutions
  - Set clear improvement standards and frequency of reviews
  - Supports HR processes and leads to focus on 'job to person match'



### 3. Performance Feedback



# 4. Staff Training

- Competency based
- Work based focussing on specific skills
- Detailed protocols
- Verbal competence
- Role play competence,
- “In vivo” competence, fidelity checks (PSR to monitor performance)



# One system for all

Trust PSR (One day!!!)

IST PSR

Team members PSR

Task specific PSR

Client protocol PSR

# Other services experiences





# Views from another carer



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# Group work

- Make a PSR from the protocol given



# Group work

- Use your PSR to observe making a snack and give feedback from recordings