



Aspects and Milestones Trust Public statement

Our Services

Aspects and Milestones Trust is a not for profit organisation providing person centred services to people with mental health needs and people with learning difficulties. We aim to respond to the changing needs of people through offering a range of choice in where they live, who to live with and what type of opportunities to pursue. We currently provide services in Gloucestershire, South Gloucestershire, Bristol City and Bath and North East Somerset.

The Quality Networks review was carried out within Aspects which provide a range of services to adults with learning disabilities. A previous Quality Network review carried out in 2003 had highlighted areas within our residential services we wished to address. The aim of this review was to see how we were doing and where we needed to concentrate our efforts to achieve Aspects mission “to continually seek to improve and to respond to the changing needs and wishes of the people we support and to help them” develop fulfilling lives in the community.

The Service Review

The review began in January 2006 with 8 service users from Aspects residential services taking part as focus individuals (1 person withdrew after the first meeting, so 7 services were reviewed).

Focus Individuals

Our representative group of focus individuals were male and female ranging in age from their 20-80's with varying levels of support needs.

Reviewers

Our reviewers were split 4 men and 4 women, some new to this type of work, some with years of experience, a service user (they later withdrew for health reasons) and a person centred planning co-ordinator and trainer.

The team was supported by Debb Stevenson as Quality Lead and Anne O'Bryan, Bill Heron from Quality Network.

Gathering Information

The reviewers met regularly with the focus individuals in their own homes during the week, in the evenings and at weekends to see what their focus person's life was like. They took part in everyday activities and spent time observing.

The reviewers used the "My Life" book to look at 10 outcomes for people.

- **I make everyday choices**
- **I make important decisions about my life**
- **People treat me with respect**
- **I take part in everyday activities**
- **I have friendships and relationships**
- **I am part of my local community**
- **I get the chance to work**
- **People listen to my family's views**
- **I am safe from bullying and abuse**

- **I get help to stay healthy**

What the reviewers found out gave us a picture of how the Trust was doing, what we were doing well and what we weren't doing so well.

Things to be proud of

People working in our home are getting to know the people they are supporting well, person centred plans were evident and contributing to this.

Most people living in the services we looked at are doing things in their community. Some people have a wide variety of things they do.

People we visited are respected and listened to by their supporters, there were lots of examples of positive relationships.

In some services families play an active role and are very supportive.

There was evidence of people making choices and being involved in decisions at different levels in different services.

Things to work on

While some services had excellent examples of choice our first priority was:-

1. **More decision making opportunities particularly who I live with**

This priority has various strands

- ensuring people have Person Centred plans that are actioned and honoured.
- exploring direct payments with individuals.
- working in partnership to address negative relationships between service users.
- involving residents in the day to day running of their homes eg. recruitment residents meetings.

With the closure of our last local long stay hospital 6 years ago a lot of people still are not connected to their community.

2. Broadening opportunities to be included in my community.

It was recognised that some people who use our services have few friends or supportive relationships.

The “positive” relationships some service users have with staff was commended but opportunities to be members of the community and form new relationships needs to be encouraged.

Conclusion

Aspects can be proud of many of the reviews findings and are grateful to everyone who contributed. There is evidence that our efforts in involving service users in recruitment and recruiting community builders, following our 2003 review has had a positive impact on the Trust.

We have drawn up an action Plan setting out how we are going to tackle our priorities. It details our objectives, who we will involve and our timescales.

We will be meeting again in 9 months to review our progress.

Aspects will need to work in partnership with our stakeholders to achieve change.

If you'd like to discuss our review or offer support to make a difference please contact me.

For more information, contact:

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Date issued