



**Organisation:** Brandon Trust

**Type:** Not for profit organisation

**Services included:** Registered residential homes, Work Learning and Leisure services, domiciliary care and supported living

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## **Public Statement 2006**

### **Our Services**

Brandon Trust is a not for profit organisation providing a wide range of person centred services to people with learning disabilities throughout the southwest region. The services are: Registered Care Homes, Supported Living and Domiciliary Care, Work, Learning and Leisure.

We aim to respond to the changing needs of people through offering a range of choices and support in where they live, what type of accommodation, who to live with and what type of opportunities to pursue.

### **1. Our review**

The Service review took place between August 2005 and March 2006. 7 people we support were invited to take place in the review.

### **2. How we did our review**

We decided to have a good mixture of people on the review team like people who have different job roles and experience. We also wanted to involve someone who doesn't work for Brandon trust, but knows about people with learning disabilities, and someone with a learning disability. Everyone visited the person they were given about four times in total at

different times i.e. during the day, in the evening and at the weekend. The people we visited were chosen from different types of service run by Brandon Trust. Some of these included individuals who have experienced big changes recently, like moving house or a change of day service.

### 3. Our Quality Network Team

We had 9 people in our team, including the quality leader and a personal assistant.

The people in our quality network team were:

A Service development manager
The Chief Executive
An advocate from North Somerset People First
The Director of Operations
A Service User
A Personal Assistant for Service user
A Senior Support worker
A Finance Officer
An Assessment centre manager

The team was therefore a good mix of people.

During the workshops the team members looked at whether the 10 outcomes from the quality review were being met for the person they visited. We made a summary of the things that are going well and things that need to change.

#### **4. What was going well**

1. Brandon is good at doing the things we have to do from other organisations like CSCI and at making sure that the people we support have their basic needs met.
2. The staff are very honest about what is working well and what needs to change and are always keen to test themselves, as well as seeing people as individuals.
3. The smaller places or those that are less regulated are delivering better services.

#### **5. What needs to change**

1. We need to look at the quality of life of the people we support not just their basic needs. We need to get better at making sure that the support we give is person centred.
2. We need to make sure all the staff supporting people with more complex needs have the right skills and attitude to do their job and that we let staff know that they are good at their job.
3. Some of the people we support live in homes that are too big to be truly person centred. We will need to support more people in smaller homes.

#### **6. Our Action Plan.**

We identified **3 priorities** that are important to Brandon Trust for the future. These will help us to make sure that the people we support are able to participate equally in the wider community. We will make sure that we can deliver them by developing good plans and monitoring our actions. Our priorities state that every person who Brandon supports should be able to say:

- 1. I am enabled to explore and extend my own networks and interests.**
- 2. I am empowered to make my own everyday choices.**
- 3. I get the chance to work.**

We wrote an action plan so that we could say how we would meet these priorities. This action plan has 2 main outcomes:

### **OUTCOME 1:**

*The organization and each individual member of staff understand, are committed to and are working directly towards the Quality network priorities.*

To achieve this outcome we will design and deliver a training programme for all staff and service users starting with a special interest group. The 3 priorities will also be put into Brandon's 5 year plan and Quality standards

### **OUTCOME 2:**

*We will be able to demonstrate a positive outcome for people by focusing on the Quality Network priorities.*

We will do this by setting up a "Special interest group" made up of people working in 4 different services that are due to go through a period of development and change in the next 12 months :

- A Supported living service
- A Day Centre
- A Move-on project
- A Residential home

The group will focus on the 3 priorities while working on the service changes, meet regularly, share their experiences and report to the quality network team on how they are doing.

Both outcomes 1 and 2 will be achieved by June 2007.

## **7. Conclusion.**

The Quality network team will meet every 6 months from now onwards. One year after the final workshop, (June 2007), we will re-visit the people involved to look the 10 Quality Network outcomes again and review the impact of the 3 priorities we have set ourselves.

The review was a very positive and challenging experience for everyone involved. It has come at a very good time for Brandon as we look to the futures of the people we support, the changing needs of people with learning disabilities and how we can move on in order to meet those needs.

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