



Flintshire Services for Adults with Learning Disabilities



Quality Network Review Day Opportunities Service Glanrafon Centre

August to October 2009





We held a Quality Network Review of Glanrafon Centre, Queensferry. The Review tried to find out if 10 things were happening for people who use Glanrafon. These are called Outcomes. They have been decided by the British Institute of Learning Disabilities and the National Development Team,



These are the 10 outcomes that everyone agrees should be happening in the lives of people with learning disabilities

- 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 families views
- I am safe from bullying and abuse
- I get help to stay healthy

The Quality Network Review Team



There were 8 people on the review team. They were

- 3 service users
- 2 parent carers
- 1 Community Nurse
- 1 manager from the Day Opportunities Service
- 1 manager from the Short Term Care Service

Glanrafon Centre is part of the Day Opportunities Service. People with more than 1 disability can do different activities there in the day.



How we did our review



We want to make sure the team at Glanrafon Centre is doing a good job.

We want to make sure the service is person centred and outcome focused.

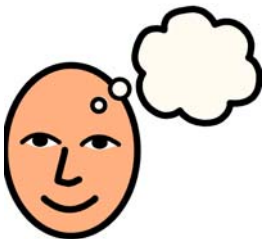


We want to know how we could make the service better.

We asked some adults with learning disabilities who live in Flintshire if they would help us with the review.



We explained that someone from the review team would visit them 3 or 4 times to find out what they did.

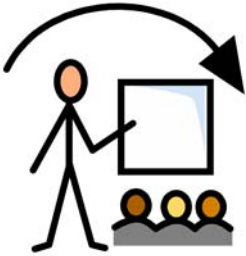


They would ask what they thought about their service.



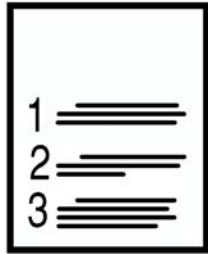
We said that we would only share information about their lives with other people on the review team.

We said we would not tell everyone their names.



At our first workshop we learnt how to do the review. We found out who we would be visiting.

After we had visited people 3 or 4 times we had a second workshop to share what we had found out. We talked about what was working for people and what could be better.



At our last workshop in October we wrote our Action Plan for the things that could be better.

We visited 8 people and each member of the review team visited a different person.



They were aged from 23 to 56

6 of the people live with their families
2 of the people live in supported living

Some people had a physical disability as well as a learning disability.

We visited the people at Glanrafon Centre, at home, at other Day Opportunities services and out in the community



Our report Headlines

What is going well



Glanrafon is generally a safe place to be



You can meet lots of people and maybe make friends



There are different activities at Glanrafon



Our report Headlines

What needs to change



People need to be treated as individuals all the time



People need to have more choices at Glanrafon and in other places



We need to make sure that staff know how people want to be and need to be supported

What happens next?



We found out some things were ok in Glanrafon.

We found out that we need to do some things better. We need to do some things differently.



These are the important things to do to help things change.



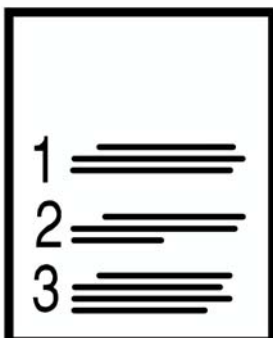
To make sure that people who use Glanrafon Centre are treated as individuals and can make choices



To make sure people can learn new skills and keep doing the things they enjoy



To make sure that everyone knows how people need and want to be supported.

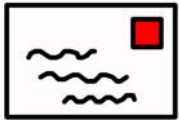


We have written an ActionPlan and will meet again in March 2010 to see what has happened. The Action Plan explains how we will start to make these changes.

To find out more



If you want to find out more about the Quality network Review for Glanrafon Centre you can speak to

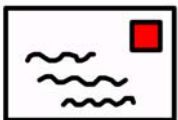


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