

Flintshire Services for Adults with Learning Disabilities



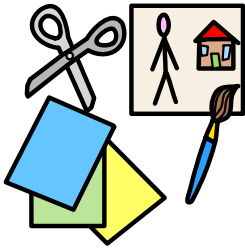
Quality Network Review Day Opportunities Service Estuary Crafts

May to July 2009





We held a Quality Network Review of Estuary Crafts. The Review tried to find out if 10 things were happening for people who use Estuary Crafts. 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

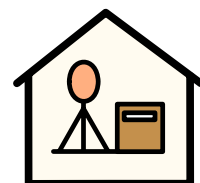
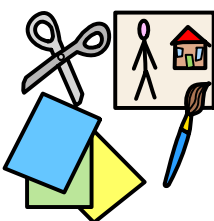


There were 7 people on the review team. They were

- 3 service users
- 1 Registered Home Manager
- 1 Social Worker
- 1 Planning and Development Officer
- 1 manager from the Day Opportunities Service

Estuary Crafts

Estuary Crafts is part of the Day Opportunities Service. There are 2 bases. There is a workshop in Shotton where people do craft activities. There is a shop in Queensferry where the things that are made are sold.

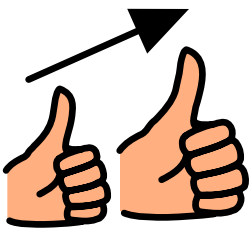


How we did our review



We want to make sure the team at Estuary Crafts is doing a good job.

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

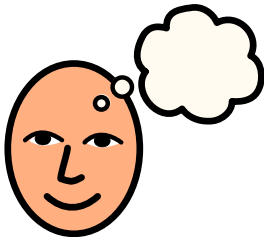


We want to know how we could make the service better.

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.

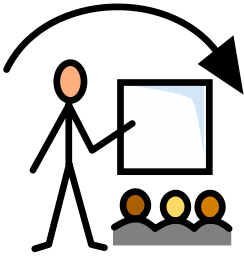


They would ask what they thought about their service.



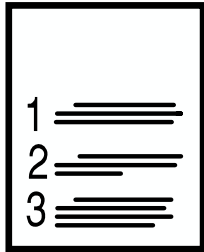
We said that we would only share information about their lives with other people on the review team.

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 July we wrote our Action Plan for the things that could be better.

We visited 7 people and each member of the review team visited a different person.



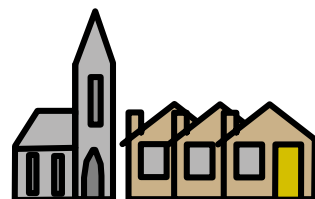
They were aged from 27 to 74.

4 of the people live with their families

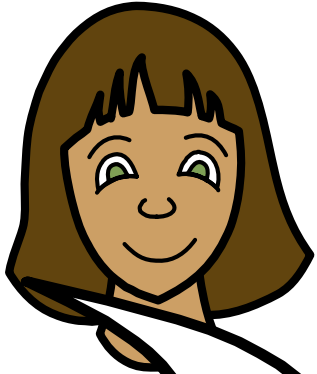
Some people had a physical disability as well as a learning disability.



We visited the people at Estuary Crafts, at home, at other Day Opportunities services and out in the community



Our report headlines



What is going well

There are good quality products

Estuary Crafts has connections with local businesses



Our report headlines



What needs to change

There is an identity crisis at Estuary Crafts

Relationships between people are poor

The building is dark and depressing and it is not easy to find

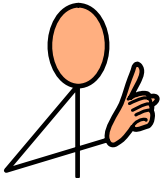


What happens next?



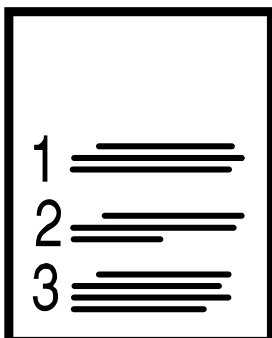
We found out some things were ok in Estuary Crafts.

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.

- Do a study of Estuary Crafts
- Have a different shop in a busy town that sells the things Estuary Crafts and other places make
- Find out what the people who have 1 to 1 support at Estuary Crafts use their support for. See what else they might do to meet their needs.
- Find out what the other people who use Estuary Crafts want. Sort out how we can support them to meet their needs.
- Sort out any urgent concerns at Estuary Crafts straight away

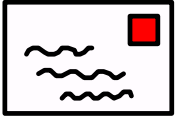


We have written an ActionPlan and will meet again in November to see what has happened. The Action Plan explains how we will start to make these changes.

To find out more



If you want to find out more about the Quality network Review for Estuary Crafts you can speak to

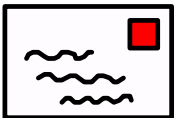


Peter Cosstick Resource Manager or
Frank Whitehead Team Leader
Day Opportunities Service
Ty Mesen
Unit 5
Acorn Business Park
Flint
CH6 5YN



Telephone 01352 761336

or



Joan French
Service Principles and Service Responses Project
Manager
Flintshire Services for Adults with Learning Disabilities
Community Services Directorate
Flintshire County Council
County Hall
Mold
CH7 6 NN



Telephone 01352 702627

