



Why join the Quality Network?

The Quality Network supports members to check what services are like for the people who use them.

This is particularly important now that inspection places far more emphasis on self-review and services are asked to plan and organise more individualised support.

Using the ten Quality Network outcomes and one of our flexible review options, we can support you to;

- Explore how you can ensure the support you offer really meets the needs of individuals.
- Use the findings about outcomes for individuals to complement the information gathered from management monitoring or other internal audit systems.
- Meet CSCI's requirements for self review.
- Challenge staff and support workers to 'think outside the box' and reflect on the support they give.

'Inspect the things that make a difference to outcomes for people. Focus on the experience of the people using a Service'

David Behan, CSCI

- Help people understand that they should not feel threatened by being asked to think about the ways they work – critical thinking does not mean criticising individual staff or managers.
- Build a 'learning organisation' where people do not feel threatened if they asked to reflect on what life is like for people they support.
- Help you managers to think about any changes needed to embrace policy changes in social care.
- Being part of a network provides opportunities for shared learning and showcasing good practice.