



## Partnership Board Meeting on 2<sup>nd</sup> October 2014

### Professionals and Family Carers Workshop Feedback

#### What is a good quality service?



- Somewhere people are happy
- Peace of mind for carers
- Openness / transparency / no secrets
- Person centred – no compromises – staff training
- People have a chance to speak up for themselves.
- The 6 good standards of communication
- Management responsive to outcomes
- Value staff so they feel valued and motivated
- Service users involved in management of services and recruitment of staff
- Level of knowledge of staff
- Promoting healthy life styles – informed choice
- People being given opportunities to do things – least restrictions
- Service should be accountable
- Choice and control for the individual to live the life they want
- Relationship between service user, service provider, family/carer – 3 way relationship
- Feedback / reviews from people who have experienced first hand
- How do people with profound and multiple complex needs express their needs?
- Need people that understand the person
- Market development – more choices locally



- Considering options for people at an early stage
- Preventative measures – prevent crisis
- People need to feel safe, happy and part of the community
- Most worried about quiet / vulnerable people without a voice / no family