

How are we Doing?

- **Research Scotland**
- **Orenda Consulting
Judith North**
- **The Care
Inspectorate**

Research Scotland – Are we doing what we say we are doing?

The service has a big impact on the lives of people we support:

- Developing new skills
- Integration into the community
- Supporting employment
- Enhancing health and fitness
- Promoting independence
- Providing reassurance and respite for families

The people you employ think PFI Group does a good job for the people you support:

- Respecting family and relationships, allowing people to grow and develop, and supporting people to live the lives they want
- Supporting independence, enabling people to make choices, improving confidence and self esteem of people you work for
- Providing genuinely individualised services based on the concept of a core team

Research Scotland – Are we doing what we say we are doing?

Some areas for improvement were highlighted by people we support and their families:

- Building the stability of support teams
- Maintaining connections and communications
- Continuing to build team skills to suit individual needs
- Supporting individuals and families to understand and access Individual Service Funds

Research Scotland – Are we doing what we say we are doing?

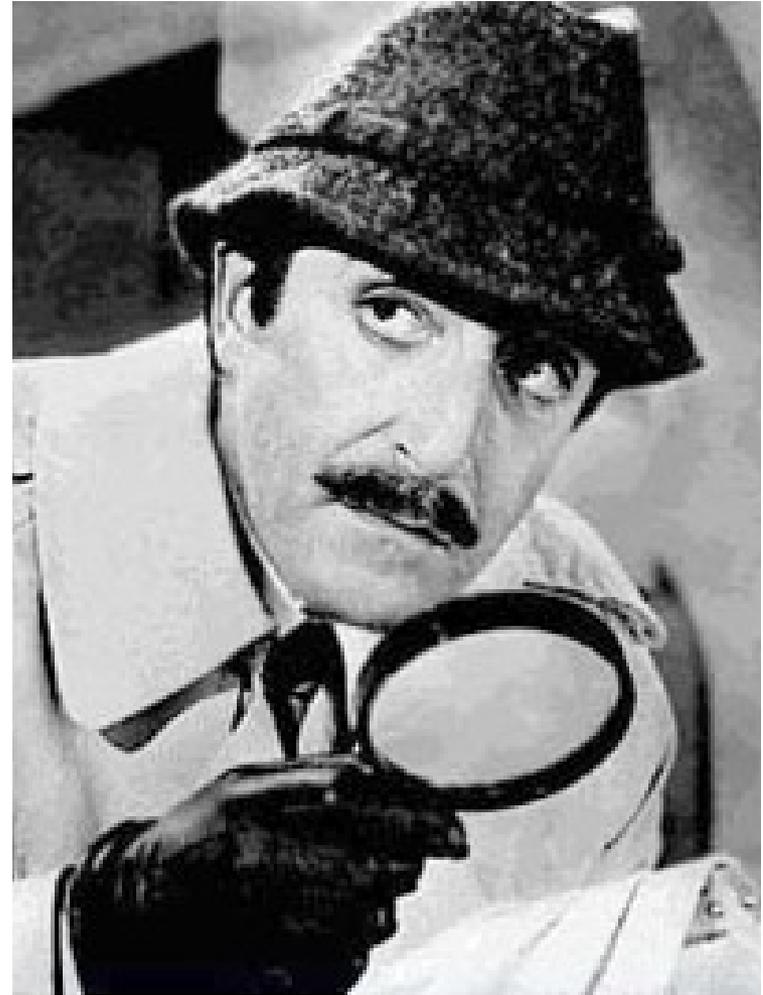
The people who work for you have some concerns about their own work environment:

- The challenges of recruiting and retaining staff
- Use of variable hours contracts
- Increased remits and responsibilities of team leaders
- Disconnect between support workers, team leaders and above

Orenda Consulting – Judith North- How are we doing?

**Undertook specific
work with 4
individuals we
support**

- To take an in-depth look at how we are providing support
- Make suggestions for improvements



Orenda Consulting – Are we doing what we say we are doing?

- In one of the 4 services Judith saw that the person was going through a particularly difficult time. The learning is we could have responded more quickly and now we have an improvement plan.
- In the 3 other services the findings were much more positive – commenting on one of the teams:

‘I can honestly say I saw some of the most outstanding support practice I have ever seen in my working life. I was jealous of that’

Care Inspectorate – Are we doing what we say we are doing?

Announced Inspection (2 days notice) August 2016

Ratings

- Care & Support we retained the highest of 6 from previous inspection
- Staffing – 6 which is an improvement from previous inspection
- Leadership and Management – 5 which is the same as previous inspection.