

4th May 2021

Denise Medcroft, Manager
 The Pavillion,
 Dowty Sports & Social,
 Down Hatherley Lane,
 Gloucester, GL2 9QH

2 St. Michaels Court,
 St. Michaels Square,
 Gloucester, GL1 1JB

Office: 01452 234003
 info@inclusion-glos.org

inclusiongloucestershire.co.uk

Dear Denise,

Re: Quality Visit with PACE

Thank you for your time in completing this follow up. We continue to appreciate your involvement in our mutual efforts to ensure the highest possible standards of care. Based on the information gained from this follow up, we do not plan to carry out any further follow up visits at this time.

The table below indicates the completed actions including evidence of what you have done to complete these.

Completed Actions	
Issue	What you have done
Consider introducing cooking/baking sessions to support people with healthy eating.	The manager told us: “PACE has a weekly cookery group at the Butterfly garden kitchens where the group choose lunch, shop for ingredients and then cook/prepare their own lunch. We are waiting for the Butterfly Gardens to reopen after current Covid restrictions and then we will be back. - The group also prepared a cream tea for a staff maternity leave party. - Recipe cards are kept by individuals in their own booklets.” Evidence shown in three people’s Action Plans

Encourage people to make healthy food choices when eating out in the community.	The manager told us: • “We work with parents/carers to support healthy meal choices. • One person was diagnosed with IBS before the Covid outbreak and he • was supported to choose specific foods to avoid stomach irritation. People are currently not eating out because of lockdown restrictions, but we were shown evidence of people and family members working at providing healthy food choices with shopping lists.
Further develop the accessibility of the health information by creating or sourcing Easy Read information about an individual’s health conditions.	The manager told us: • “We share all information provided by GCC/Partnership board to parents and service users via PACE regular newsletters • We attend the Big Health Day with all people. • Keyworkers monitor people’s health through the keyworker system. Notes are taken and passed on to parents and management to discuss. • We have also started to provide ER resources on specific health needs for individuals.” Evidence shown of an extensive list of Easy Read resources from www.easyhealth.org.uk outlining different health conditions. Evidence seen in most recent newsletter of ER link in having the Covid vaccination.

Ensure that staff know how to identify signs of loneliness and how to minimize it.	The manager told us: • “Management and keyworkers share with all staff each person’s individual outcome/goal and know the individual’s specific needs they are supporting. • Individual staff know the people at PACE very well through the key person process. If somebody started to become withdrawn, this would be noticed and staff would support that person, either individually or by bringing them into a group activity.” Evidence shown in Action Plans of activities to alleviate loneliness.
The Provider to ensure that people are supported to stand up for their rights and advocacy is sought if required.	The manager told us: • “Regular committee meetings are held which are chaired by the people of PACE where they can decide on changes they want to be made. These discussions are minuted and the relevant keyworker takes the action to discuss with management. • PACE has provided numerous people who have no digital access their own tablet to use at home. • People who have not been able to attend PACE due to Covid, have been supported to access zoom sessions. Evidence seen through Action Plans. If people require additional advocacy they can self refer to a new advocacy service provided by Inclusion Gloucestershire: advocacy@inclusion-glos.org

Empower individuals to speak about the support they receive and ways in which they think it could be improved. Look at creating feedback forms.	The Manager told us: • “PACE staff and people hold regular committee meetings. (see above) • We have also created an Easy Read feedback form which is now in operation. Evidence of new feedback forms seen.
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Kind regards,

Stephanie Baker

Quality Checking Co-ordinator