



Quality Visit Report

For PACE Day Support

Date of Quality Visit: 18.06.2024

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Section one



This is an Easy Read report.

The report in Section 2 has more details.



Nick Baker

Quality Checker



Wendy Firkin

Quality Checking Coordinator

From our Quality Check we found that PACE is:

 I am healthy	Very Good ★ at supporting people to be healthy
 I am safe	Good at supporting people to be safe
 I matter	Very Good at treating people as if they matter



I have good relationships

Very Good ★
at supporting people to have good relationships

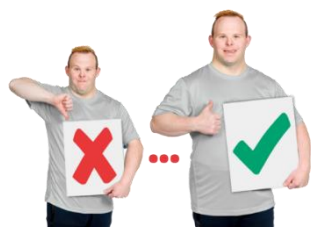


I choose

Very Good ★
at supporting people to choose

Overall the support is:

Very Good



We have given the manager an action plan.
This tells them they need to change these things:

Things to change



Make sure you always think about safeguarding if someone tells you they don't feel safe.



Always report hate crime to the police.



Make sure all staff have autism training.



Make sure all personal profiles are up to date.



Section two

This is a detailed report.

Summary

PACE is located within the Dowty Sports and Social Club site between Cheltenham and Gloucester.

The service provides day support to adults with learning disabilities and enables people to access the community and to try new activities. They are based in their own buildings and adjoining areas with access to the wider facilities of the site.

People who use this service have a Learning Disability.

We carried out this Quality Visit in person. The manager was supportive of our Quality Visit.

59 GCC individuals are supported by this service, all of these individuals engaged with the quality checking process and two people answered our questions in more detail. In total the setting supports 59 individuals.

We refer to one person we spoke to as A. A chatted to us for 20 minutes about their life and the support they receive. We then spoke to two members of staff, and the manager.

We sent out Circle of Support Questionnaires to all families and people's support; we received 17 back.

We looked at the following paperwork:

- Support Plan.
- A Personal profile for an individual we met.
- Risk Assessments, for both activities and individuals.
- Incident Report with body chart showing injury and actions taken.
- A detailed complaint and actions taken.
- Supervision and an observation notes.
- Training matrix
- Individual's goals paperwork.

I am healthy: Very Good ★

The people who attend the PACE day service have a wide choice of activities that they can choose from on a daily basis. People are encouraged to try new things and suggestions for new activities and trips are fed back to the team through feedback sessions and committee meetings and where possible staff try to make sure they happen. The service has its own vehicles so people can be brought to the site from home and can be taken out into the community for activities and trips. One of the clubs that people can take part in is the car club where people learn about safety maintenance of a car and when given permission, they can clean the car. People bring their own packed lunches each day and staff encourage people to have a healthy diet using activities such as healthy eating bingo. People told us they are confident that if they were worried about anything they could talk to staff who would help. The manager told us how they had supported someone who was having a

mental health crisis and we saw that there are PBS plans in place for some people, so staff know how to best support them. People have the opportunity to take part in a wide range of exercise, some are paid for and some for free.

I am safe: Good

People and their Circles of Support told us they felt they were safe at the setting and when out in the community. The manager did not say that she would always consider it a possible safeguarding if someone told her they didn't feel safe with a member of staff. We saw risk assessments for different activities as well as for individuals. We heard how staff support people with their finances. The provider has experience of hate crime and we heard of several occasions, but staff did not say whether they would always report the incidents to police, especially when they were on a day trip to the seaside. We heard that people have been supported to keep safe online, but they do not access the internet while at PACE. We heard how staff share information by using WhatsApp on work phones which also have access to the internet meaning staff can access people's files if needed. The staff we spoke with had built good relationships with the people they support and knew what mattered to them. There is a consistent staff team and no use of agency. Staff feel supported through regular supervisions and training. While there is generally a high level of compliance with regards to training there is one person who had not completed any autism training.

I matter: Very Good

We saw paperwork and heard from people that complaints have been fully investigated, documented, and safeguarding involved when necessary. We heard how staff had supported people to speak up and make a complaint when they had been treated unfairly. The building is accessible for the people who attend and there are portable ramps to areas where there are steps. Throughout the building there are Easy Read posters and signs. There are discussions in place with the landlord for a new building which will be to their specifications. We heard how the provider supports people around needs relating to sexuality and relationships and how they have supported people's cultural needs. The staff we spoke with and observed appear very enthusiastic about their work and Circles of Support praise the staff for being caring and approachable. People told us that they like the way staff talk and listen to them. One personal profile that we saw contained out of date information about the individual.

I have good relationships: Very Good ★

We heard how management communicates with families and care providers and how the newsletter is now also Easy Read. People connect with the community by going out and taking part in activities across the region. There is a warm and friendly atmosphere at the setting and Circles of Support say that their loved ones have regular opportunities to socialise and make friends. People told us they have friends and people care for each other. Staff support people when people fall out and intervene to prevent escalation.

I choose: Very Good ★

When people arrive each day they have the opportunity to make choices about what they are going to do. Staff regularly ensure that people can feedback decisions about future activities and trips they would like to do. Every person at the setting has goals that they have agreed. The goals are SMART goals that are monitored, and their achievements recorded. The people we met are proud of the rules that are set for everyone, they understand them and are happy to comply with them. People are involved at every point whether it is choosing activities or being involved in the interview process for new staff.

Action Plan:

Quality Standard	Action	Timeframe
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I am safe	If someone said they did not feel safe with a certain member of staff, it is important that the manager would always consider the possibility of this being a Safeguarding concern.	Immediately
I am safe	Remind staff of the importance of always reporting hate crime to the police.	1 month
I am safe	Ensure all staff complete Oliver McGowan or autism training.	3 months
I matter	Ensure all personal profiles are up to date.	1 month

Once this report is shared with Gloucestershire County Council, you need to complete a **Response to Action Plan** which will be emailed to you. Gloucestershire County Council expects Providers to complete this **Response to Action Plan** within 30 days of receipt of your notification. This will need to be emailed to disabilityquality@gloucestershire.gov.uk

General Provider Feedback

(Remove if no feedback received)

Standard 1:



I am Healthy

	People told us or we observed:	Other people told us, or Documentation seen:
I have a busy life	People told us: • “I do bowling. I do tennis one week and cooking. I cook things like cottage pie and curry and pizzas.” • “I do boats”. They are doing a sponsored walk to raise money to buy a boat. They are walking up and down where the boats are at Over Wharf. It’s a mile. They will design the form (for the sponsorship) and staff will type it up and they will take them home. They are also going to do a sponsored car wash. They set the goal 2 weeks ago. The sponsored walk is on the 3rd of September. • They do pool, badminton and tennis, but it depends on the weather. • They have a news group. They listen to a recording of local news. They get them sent weekly from the Cotswold listener. They have volunteers who read the newspapers out. They then discuss what they’ve heard. • In car club they check the tyres and oil but they mustn’t wash a car without asking. • They like airplanes and taking pictures of them. • They go to the airport quite often. • They used to do photography club.	Staff told us: • There are lots of different activities. • People can do football, skittles, bingo, and bikes. It’s all on the timetable and it is all driven by the feedback they get from people. • They go to boats, the cinema and bowling. They have a shopping group. They go to the airport. • In art last week people chose to go to the Nature in Art place. It had a sort of mini sculpture trail. • Sometimes they go for a walk up Robinswood Hill or to a garden centre. • They hire the Sherborne cinema on Tuesdays and Thursdays. They have some people who might just meet them at the cinema and make their own way. • They used to go to the Butterfly Garden for cookery but they now do this at Downtys but they would like to do more and in a better environment. • It is flexible and people are asked what they want to do every day. • People can come when they want. They are given a free taster session either one or over a couple of days to try different

	• They like politics. • They like music. • One person who comes here does a puppet workshop. • They went to a meeting to talk about lobbying about bus passes. • One person comes every day, the other comes 3 days a week. • They don't think there is anything new they want to do as they enjoy all their activities. • At Christmas everyone gets a present from Santa. • They have a 'PACE has got Talent' so everyone can show what they can do. • They had a fish and chip supper and had a steel band. They do drumming workshops. One person showed us the vegetable garden they are working on. The rabbits have eaten some things.	activities to see how they get on. It's very flexible. Circles of Support say: • "PACE offers a lot of activities during the week both onsite and off. There is cinema, shopping, bowling, skittles, art, bikes, bingo golf, car club, tennis, keep fit. There are lots more and this is just a few." • "They do tennis, basketball, boat trips, biking, table tennis, air hockey, singing, drama and seaside trips." • "Pub lunch trips, sport and games." • "Gives my son a meaningful fulfilling way of spending his time. Learning new things, new experiences, and a sense of belonging. There are always new opportunities for experiences." • "They've been supported to help with making drinks for others, gardening, and admin." • "The only 'negative' comment I would want to make, as a parent, is how expensive these activities are. But I guess these activities can't be run without a contribution from the parent/person of PACE. It's tricky." <i>We would recommend that you look at ways to support families to understand the reason for the prices set for activities.</i> Risk assessments for activities seen include Easy Read versions.
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Exercise	People told us: • They go for walks to the tree and back. They do tennis, the keep fit club and yoga sessions, bikes, football, rugby, and dancing. They have seasonal parties and do lots of dancing.	Staff told us: • They do lots of different forms of exercise, football, tennis, rugby, keep fit, bikes, and yoga. • They go on walks as they have the lovely big field behind the main building.
Healthy food	People told us: • They have their lunch at 12. They have packed lunches for when they go out or they eat them here. • If they have a party, they have a chippy delivery. When they do a drama performance they will have a chippy delivery. • They don't go out so often for a meal as it's got expensive. There is a pub nearby where they have an arrangement of 2 meals for £10 and they go for special occasions. • They had a cream tea recently and they all sat outside and ate it. • The staff try to encourage people to eat healthy. If someone brings in their lunch with too much stuff like crisps and chocolate they try to suggest they eat them later. • The cookery group is all healthy.	Staff told us: • People bring a packed lunch and go out sometimes. Where everyone can choose what they want. • They do a healthy eating bingo where people have to shout out whether it is healthy or not.
Medication		Staff told us: • They don't do medication for people. Some people are able to take it on their own and staff will prompt them when it is time to take it. Most people have alarms on their phone to alert them.

		• Some will need to take paracetamol and they are prompted. • It is recorded on their paperwork. The seniors would check and make sure it has happened. • Staff remind people to go to the toilet as well.
Support with my feelings and my mental health, including bereavement	People told us: • “If you are feeling sad, staff talk to you. They are caring and friendly. If you’ve got a problem, they sort it out.” • If staff didn’t help, they would speak to the manager.	The manager told us: • They had someone have a mental health crisis just after Covid and he lived at home. They had to contact GCC to raise a safeguarding. He was threatening his parent and the whole family were struggling, and a lot of people were frightened. By liaising with the right people, within 48 hours he was put in respite and when he moved from there, he moved into supported living. They worked with him, his parent, and his social worker. When he was at PACE, they gave him some admin tasks to do, and he felt he had a purpose. He still lives in supported living and is doing well. Staff told us: • If someone was feeling angry or sad they would take them into the office where it is quiet. It would depend on whether the person had a PBS plan as to how they need to support them. They would try to see how they can help. Circles of Support say: • “My son has become more tolerant, energetic, purposeful and excited to get up.”

		• “They have been helped to become more independent and happy.”
Good Practice		
There are a wide variety of activities happening which people enjoy and look forward to.		
People were busy doing things they chose and enjoy doing and are encouraged and supported to go out and try new activities.		
The service has its own vehicles to bring people on site and to take them out for activities.		
One activity people can do is the help look after the vehicles, checking for safety and keeping them clean.		
Staff continue to encourage and support people to eat a healthy and balanced diet.		
People told us that they would talk to staff if they were worried about anything and they were confident that staff would be responsive.		
The provider was able to demonstrate how they support people effectively during a mental health crisis.		
PBS plans are in place to support staff to understand how to support people effectively.		
People are encouraged to undertake a wide range of exercise opportunities to keep healthy.		
Actions		
No actions for this standard.		

 Standard 2: I am Safe		
	People told us or we observed:	Other people told us, or Documentation seen:
Feeling safe and knowing how to stay safe	People told us: • They feel very safe with all the staff. “It’s very important.” • If they didn’t feel safe, they could tell a police officer and they’d probably tell the manager. • They wouldn’t be able to come if it wasn’t safe. • They don’t use the internet here and only have Wi-Fi at home.	The manager told us: • If someone told them they didn’t feel safe with a member of staff, she would speak to the person. • One person felt a bit worried that one member of staff said something in the car that worried him. They spoke to the staff member and the person separately and then brought

	They can use YouTube all together. • If they wanted to search for something they would need staff support. • They did internet safety with Building Circles.	them together and it was resolved. All the Circles of Support seen say they believe their family members are very safe at PACE. • She has never needed to report staff behaviour to safeguarding but would if she was concerned about someone not being supported well. She would report anything to do with safeguarding abuses, neglect, and financial. But also, if she was worried, even at interview if they said something that worried them, they would report it. • In the past they would call safeguarding and chat things over which was really good. The new triage system is really good, and it helps you talk it through. • The two business owners are involved in everything, and they would discuss it together and then make a decision on what action to take. • Recent risk assessments have been for new people who have started. They do lots of activity risk assessments. During Covid they had risk assessments for everything. • Before she started, they reported a hate crime incident. It involved an issue in a pub, and it was reported to the police and the pub and the person who had abused someone sent an apology. She has had to speak to the manager of that pub several times about their staff
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		and they have decided it was happening too often, so they now don't go there which is a pity as people liked it. • Their most recent safeguarding involved a place of respite in Gloucester. There was an incident involving 2 people who come to PACE. The police were involved. As part of the safeguarding investigation they spoke to the parents, spoke to the people, and the people who were involved in the support. They had to liaise with 2 different social workers and the respite service. It was about making sure the people were both ok as they had been frightened because of the police involvement. Staff told us: • They had an incident when someone was rude to the people they were supporting because of their disability in the past. They were out eating in a pub. Staff spoke to the person who was rude and said it was impolite. They supported the person to make sure they were ok. They haven't been back as they felt the staff there were not supportive of the people they were with. It's happened at Weston super Mare as well. It happened while they were trying to order some food and people in the queue were rude. When it happens they move people away and assess the situation.
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		• If they thought someone they supported was being harmed they would speak to them and find out what had happened and why. It is usually the manager who makes decisions about things like this and reports it to safeguarding but they have in the past supported specific staff through the process. Another staff member told us: • If she thought someone was being harmed, she would speak to her team leader or manager or the directors and look into it to find out what was going on. • If they thought it was the manager harming someone they would report it to the directors or safeguarding. We saw a chart on the office wall that shows the Safeguarding process that staff should follow. Staff told us: • If they had concerns that the manager was harming someone they would speak to the directors and address it with the manager as well. It's a close staff team and if anything was happening they would want to support the people as much as possible • People don't access the internet themselves at PACE. Staff will put something on for people to look at. They look on YouTube to show planes taking off and landing. There aren't any restrictions on the internet.
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		• They have done Building Circles courses on internet safety with everyone. The manager told us: • A parent had a problem that a person was looking at porn at home. It was discovered during a Building Circles course. They had a discussion with their social worker and with the parent. Staff talked to the person to say he could do it at home but not at PACE. They talked to the parent about maybe having magazines to lessen the risk for him with talking to people he doesn't know online and potentially getting into trouble. The parent is older and didn't really understand the risks. • Everyone brings their money with them to pay for the activities they are going to do. Some need help with counting out their money and making sure they are keeping it safe. • Quite a lot of people are independent but it's about making sure they get the right change.
I know the staff and the staff know me		The manager told us: • All support staff, management and admin team each have a PACE work mobile phone which are all synced. • Daily notes of the people they support are captured via the hard copy daily plans i.e. lunch eaten, toilet reminder if certain people needing to be prompted.

		• For information regarding seizures, incidents, ABCs, hardcopies are written and then shared in real time via the staff WhatsApp group plus added if relevant to an individual persons WhatsApp group, for example what an individual with extra support needs during that time or notes on a new person regarding the transition to PACE. All staff phones have individual pins and passwords are held for each phone and regularly updated to ensure confidentiality of information. • Notes and photographs are taken during the activities and posted on the staff WhatsApp group for all staff to see in real time and then photographs are filed in individual people's own folder online. • She doesn't think they've had any staff leave in the last 12 months apart from an admin person who left to do admin for cruise ships which was her passion.
Staff are proactive in keeping me safe		The manager told us: • Staff do not use restraint at this service. They have one person who has a risk assessment because he will jump into the water or take his clothes off sometimes and they have his PBS plan to guide them, and they use social stories They have one person who if she gets worried might run off which staff have to be aware of. For example, if she has a holiday coming it creates

		anxiety for her. The PBS team have helped write social stories with staff to help. We have seen risk assessments for these people and their activities.
Staff learn from mistakes		The manager told us: • They had a person come who had ink all over him and they wondered why. He said he was tattooing himself. He showed a member of staff that he had six circular marks on his leg. They recorded it and contacted safeguarding. They called the manager of his care provider and said that they believed it was cigarette burns. This was raised with safeguarding and when he was taken to the doctors, they were told it was insect bites. They now keep an eye on him. • They don't give people medication but people who need to take something are given reminders. • Staff are medication trained for epilepsy so can give emergency Buccal Midazolam if needed.
The staff have good support		The manager told us: • Staff do lots and lots of training. They use Learnpro. She is a tutor trainer and used to work for a college. We saw a training matrix on the wall of the office. The training matrix shows a high level of compliance but there is one person who has not completed the 'Understanding Autism' course or the Oliver McGowan training. Staff told us: • They never feel unsafe at work. They are a very supportive staff

		team and they have a lot of confidence in the each other. • If there has been an incident or behaviours they will have a debrief. If there has been a big thing, they would need something more. • Before staff leave every day they do a handover of sorts. It adds that extra bit of communication. • They have never felt discriminated at work. They would feel very confident in reporting to the manager if they saw any kind of discrimination. They have a very close relationship. • They have an open-door policy and there is always someone around. Even when they are working from home, all staff have their individual WhatsApp groups to arrange or communicate with each other. We were told that the WhatsApp groups are only used on PACE issued phones. • Their last supervision was in May. They have them quarterly and find them very helpful. They also have regular meetings, seniors meetings, and whole team meetings. • They get quite a lot of training on everything. Everything she has thought of like Makaton the managers are good at sorting out for them. They've done some really interesting training.
Good Practice		
All the circles of support seen said they felt their loved ones were very safe with PACE.		

Everybody told us that they feel safe with all the staff both in the setting and in the community.
We heard how staff support people with their finances.
The service has experience of reporting hate crime.
Where hate crime has occurred, the manager has been proactive in reporting and providing support for those affected.
Staff are confident around Safeguarding and whistleblowing policy and procedure.
People have been supported to understand how to keep safe online.
There appear to be good communication systems in place so that important information is shared amongst the staff team.
The staff we spoke with and observed had built good relationships with the people who attend PACE, and are familiar with what matters to them, their interests and preferences.
Risk assessments are detailed, wide ranging and up-to-date.
There is a familiar and consistent team in place and agency staff are not used.
The staff we met said that they are supported through regular supervision and training.
The staff we met were very positive about the support they receive at work.
Actions
If someone said they did not feel safe with a certain member of staff, it is important that the manager would always consider the possibility of this being a Safeguarding concern.
Remind staff of the importance of always reporting hate crime to the police.
Ensure all staff complete Oliver McGowan or autism training.

 Standard 3: I Matter		
	People told us or we observed:	Other people told us, or Documentation seen:
Positive staff interaction	People told us: • They like the way staff talk and listen to them. "They do a good job." • When they come in the morning staff always say hello and ask what they want to do, like cinema or bikes. There is always a choice. Then they ask	Staff told us about one of the people we met: • A loves all sorts really. When he started, he had been working in a garden centre and he'd never done anything like this before. He wanted to retire but still do something. He's really improved on his tennis since he started. He did enjoy the news group but

	what they want to do in the afternoon. • Staff are kind. • They don't tolerate rudeness. They have rules. The person went and brought us a copy of the rules that are pinned up around the building. An observation of a member of staff leading an activity of TV programme bingo as part of their supervision brought feedback from those who took part. • "He is very clever and funny." • "I like him; he's funny and kind." • "He's lovely, beautiful - he's my little dumpling."	has started doing badminton instead. He is trying all the different activities. • He's a lovely gentleman and very kind. He loves a good chat and always asks how the staff are. He's very friendly to all the people there. He helps at things like The Big Health Day. The Personal Profile for A says he works at the garden centre 2 days a week but he told us he doesn't work there anymore.
Respectful staff approach		Circles of Support say: • "Staff are friendly, approachable, caring, understanding, helpful. They deal with any issues pragmatically and communicate outcomes." • Staff are "excellent, always friendly, happy to help and have time to speak to you." • Staff are "friendly and approachable." • "Very knowledgeable and helpful. They know my son very well. Total support"
My rights	People told us: • They are not sure really what would happen if they made a complaint, but they know there is a complaint process. • If they broke something they would have to pay for the damage. They would tell the manager, or the staff and they might buy a new one if they are nice. They have a shopping	The manager told us: • The last complaint concerned the recent safeguarding issue. A family member complained and as they couldn't both be here at the same time; one person had to leave and go to another service. They had been through a lot of discussions to see how they could make it work with him here as it was physically

	group so they might go together and buy a new one. • In A's feedback session he said he wants to do a pub lunch or a picky lunch. And to have a Halloween party and to visit West Midlands safari park which they are going to do soon. • They have committee meetings where they decide what is going to happen.	possible to keep the two people separated. They measured the risk so that neither party would feel uncomfortable, but the family felt he should leave. We have seen the paperwork for this complaint that records the issues and shows how decisions were made. Circles of support seen say that they know how to make a complaint but have not needed to. Staff told us: • They spoke up for the people they were supporting when they went to Weston-super-Mare and some people in the queue behind them were very rude about the time people were taking deciding what they wanted. They wanted to push in, and she told them it wasn't fair and they were entitled to take as long as they wanted. • She has been somewhere when a member of the public asked staff and not the person she was supporting so she told them to address them directly. • They did some feedback recently. They do them individually every year. A asked for golf and badminton and it is now on the timetable. People wanted to visit the planetarium. They have looked at Bristol but it is still closed after the fire. One person wanted to go to space. We saw copies of the feedback form used by staff. It is in Easy Read and has pictures.
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Accessibility	People told us: • It's really nice here. • "It gets me out of the house and I can do more things than when I stay indoors." • "I can make friends." • It doesn't get too loud or noisy. It's nice here. They have aircon when it's too hot.	The manager told us: • The building is accessible and they have a ramp they can use to take people down to the bowling green. • The building is temporary and there are current talks with the landlord about a new building. • The new place will have a larger disabled toilet but they don't do personal care, so they don't need space for that. They go out a lot and they use the facilities outside.
I can be myself and no one tries to change me		The manager told us: • They had a woman from Afghanistan come to PACE which meant they had things to consider. Speech and Language came in but they were going to send a man and the family was worried about that so they had to ask for a woman instead. • A few people who come here are thinking about their sexual preferences. They have one person who has decided she is a lesbian and is telling everyone. They have been talking with them about whether this was something to share with everyone. She felt she was being shut down at home about it and they are supporting her with her choice. She has a crush on one of the staff and they have had to talk about the appropriateness of leaving notes for her.
Good Practice		
Staff gave us detailed examples of times they had supported people to speak up for their rights and to make a complaint		

We heard how complaints have been investigated fully and passed on to the Safeguarding team.
The manager has been responsive to complaints made, and any concerns raised.
The building is fully accessible for the people who attend the service, and signage and notifications are in Easy Read.
There are plans in place to replace the building with one that is purpose built to meet their needs.
The provider seeks to understand people's cultural and spiritual needs and how they can best support them.
The provider told us how they have supported people around needs relating to their gender and relationships
The staff we spoke with are enthusiastic about their work and the people they support. Staff demonstrate an excellent knowledge of their clients; what matters to them as well as their support needs.
Feedback from Circles of Support questionnaires show they rate the staff highly for their caring, friendliness and for being so approachable.
People told us they like the way staff talk and listen to them, and that staff are caring.
The general interaction observed was empowering to residents, ensuring that staff were supporting them in the right way and respecting their choices.
The manager and the staff we met spoke with positivity and warmth about the people they support.
Actions
Ensure all personal profiles are up to date.

 Standard 4: I have Good Relationships		
	People told us or we observed:	Other people told us, or Documentation seen:
Friends, family, relationships		Staff told us: • They love the conversations they have with people. They also love seeing them enjoying themselves. • Working at PACE is just so lovely. She has worked in this industry for many years, in education and in care and coming to PACE is just like a little gem in the industry. What they have created here is amazing and it is so lovely to see how flexible it is. They've

		allowed her to say what she felt was needed and it happened. The goals process for the people has evolved around what's needed and its lovely to see the difference. It makes her proud to be part of it. They do everything they can to make sure people have a voice and to see them all happy. The manager told us: • They have a newsletter they send to families which is also in Easy Read. It has a lot of photos of what people have been doing. They send it out quarterly. They started doing the Easy Read version following the last Quality Check. • They have a parent support group who are meeting next week. • They contact families using work phones and the WhatsApp groups. Circles of Support say: • They are happy with the communication they get from staff. • "There is a lot of opportunities to socialize at PACE." • "The day at PACE is spent socializing with friends, working on activities together, supporting each other." • "He has lots of opportunities to socialize with his peer group, during activities, breaks, lunchtime and even trips in the
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		community, for example going shopping, and these are daily.” • “It’s like one big family and no one is better than anyone else.” Paperwork seen shows that people have made friendships at PACE.
My local community		The manager told us: • People visit all different kinds of places in the community like pubs and shops. They go to a variety of people’s own communities as well, so they go to Tewksbury, Brockworth, Cheltenham town football, Gloucester rugby. They did the guard of honour at the last rugby game. They invited those who play every week. They were on Sky TV.
Other people that use the day service	People told us: • “The other people who come here are very nice. They are very caring.” • If there was any conflict they would walk away and talk to the manager. “It takes 2 to start and argument and 2 to stop it. Always best to walk away.” • They have made friends here. One is someone who is an Afghan refugee and they have done a lot of communication work with her, and she is getting better every day.	Staff told us: • With all the activities they encourage peer to peer and social interaction. If someone wants to play a game, staff would encourage them to get a group together. If someone is shy, they try to encourage people to play with them. With their goals groups it’s set by like-minded interests, and they discuss things together. • If people don’t get on, they always sit down and chat to find out why and by sitting with them on their own they usually end up happy. They find out what the problem is and try to resolve it.
Staff communication		Staff told us: • They absolutely love spending time with the people who come here.

Good Practice
The management communicates well with people's families including providing a regular newsletter with photographs of what people have been doing. The newsletter is in Easy Read.
The provider supports people to connect with the local community through activities and access local facilities and events.
People who attend PACE mostly get along well and there was a warm, friendly atmosphere.
Staff support the people who come here to have positive relationships and people care for each other.
Staff support people when arguments arise and intervene to prevent them escalating.
We observed staff communicating well with the people here and showed understanding of their nonverbal social cues.
Feedback from Circles of Support shows that families are pleased to see their loved ones making friends and socializing.
Actions
No actions for this standard.

 Standard 5: I Choose		
	People told us or we observed:	Other people told us, or Documentation seen:
Daily choices	People told us: - They have rules. They are: be polite, share, no swearing, no belching, good manners, help each other and have fun. People went and got a copy of the Easy Read poster that shows the rules. People said: - They have several choices of activity each day so if they don't want to do cooking it's fine. - They pay for transport, it's for the cost of the petrol and diesel. Its £10 a day to come from	The manager told us: - They don't have any doors with keycodes apart from closing the building at night. - The only unwise choices people make is around healthy eating. Staff try and talk about what might be better for them to have. They go to the airport to take photos and they always go in the café and someone might say they want a lager at lunch so they talk to them about maybe having a lager shandy and ask

	home and to go back. One person was paying for a taxi and was paying £30. Some people get a lift in or get the bus. • They have 6 seater cars and an 8 seater and support staff drive them and pick people up. • They have to pay for the activities, and they pay £1 a week for drinks.	is it good to drink alcohol at lunchtime? • The activity plan also shows how much each activity is going to cost so that people can make a decision based on cost if they prefer. • They make the assumption that people have capacity to make their own choices when they come here. • They have had people ask to fly to the moon but normally if they want to do something they try to make it happen. They are going on trips to Weston-Super-Mare and West Midlands Safari Park which was something people chose to do. Some people want to go swimming so that is being organised. Circles of support say: • “They can make decisions about what they do all the time.” • People have flexibility and choice.”
Goals: new skills, aspirations, big decisions, work, future plans		Staff told us: • One person wanted to start delivering puppet workshops, so it was added to the activity schedule officially. She encouraged him around what the content of the workshop should be from sock puppets to voices. • For others it's about just trying something like tennis. They might be reluctant and so they are introduced to it step by step. • Some people had a goal to organise a summer tea party.

		They organised a big cream tea. They went shopping, they had a cookery morning to make the food and everyone in her team got involved and it was lovely. The manager told us: • Goals and outcomes are created and agreed with each person and these are recorded and captured through photographic and written evidence and then filed online. Hard copy folders are populated and retained for each person showing these achieved outcomes plus the above photos of people on trips and activities. Circles of Support say: • “They have their own personal goals folder, helped and checked by staff and we as parents can read them too.” • “We are not aware of any yet but he is relatively new to PACE and it may be that we just haven’t been informed yet”. • “New goals are set regularly and discussed with my son. Time is given every week to practice and achieve set goals.” Every person who attends PACE has goals which are monitored and recorded in their file. In the reception area we were shown a wall which showed people’s goals in their activity groups. We saw that staff are reminded about the goals process in their supervisions.
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I am listened to	People told us: • They are always asked about what they want to do. They have feedback forms. We were shown some people's feedback forms which are Easy Read. • They are asked what activities should be happening and they have committee meetings where they give opinions, and they tell staff what they want to do. We were shown the new timetable that people have chosen. One person told us: • He really, really enjoys coming to PACE. When they have their GCC assessments they are asked if they want to do something different, but they don't.	The manager told us: • To improve the service, she would like to have the new building which is in the planning stage. • She would like them to be able to continue on and see people enjoying what they are doing and making sure people are having fun and are well supported. • She would like to ensure any new staff have their core values and the right hearts.
Accessible information: information to make choices		We heard and were shown Easy Read information for all processes and methods of communication. The walls of the centre showed Easy Read information for the people attending. We were shown the activity timetable which has pictures for all the activities, the times they are happening and the cost so people can make informed choices of what they want to do on any day.
User-led processes: recruitment, environment	People told us: • They have been involved in interviewing new staff. They asked them questions. They asked what they like doing and what they didn't.	The manager told us: • When they recruit new staff they have an interview panel which includes the people who come to PACE. They also ask candidates to be part of an activity with people and observe them and they ask the people

	We saw the easy read copy of the questions they ask. • They also welcome the candidate in and have a chat. We saw the paperwork that is filled in at the interview which included the names of the people involved in the process.	questions afterwards about what they thought of them. It gives them an insight into how the people feel supported. • Sometimes they bring people in for an activity on another day to make sure. • The people who come here have committee meetings quarterly, but they are also ongoing for when changes might need to be made.
Good Practice		
People are involved with making decisions about what activities they put on the activity planner.		
Everyone has been supported to have goals that they have chosen. They are supported to achieve their goals and steps towards achievement are monitored and recorded.		
The provider continuously seeks feedback from the people who use the service.		
There are committee meetings at which people decide what activities are going to happen going forwards.		
The people we met are aware of the rules, feel they are important and are happy to comply with them.		
The provider involves the people they support throughout the recruitment process for new staff.		
Paperwork seen has Easy Read versions so people are able to understand and contribute.		
Actions		
No actions for this standard.		