



Quality Check Report

For P.A.C.E. at The Pavilion



On Tuesday 10th November 2020

Section one

This is an Easy Read report.

The report in section 2 has more details.

The Quality Checking Team did a Quality Check of P.A.C.E at The Pavilion over video call.



Tammy



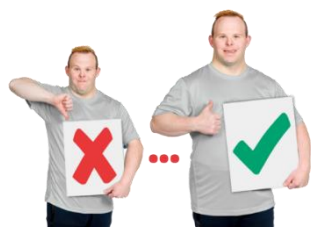
Stephanie

From our Quality Check we found that they are:

 I am healthy	Good at supporting people to be healthy
 I am safe	Very 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 P.A.C.E gives to people at is:			
Very Good	Good	Needs to do some things better	Needs to do a lot better



We have given the Manager at The Pavilion an action plan. This tells them they need to change these things:

Things to change	
	Support people to do cooking.

	Support people to make healthy meal choices.
	Provide Easy Read information about people's health needs.
	Support people to speak up for themselves.
	Help people if they feel lonely.
	Provide Easy Read feedback forms.



We will check that P.A.C.E. at The Pavillion has done these things by either visiting or emailing them in March 2021.



Section two

This is a detailed report.

Overall Summary, Action Plan, and Quality Check Rating for The Pavilion

 I am healthy	Very good	Good	Needs to do some things better	Needs to do a lot better
 I am safe	Very good ★	Good	Needs to do some things better	Needs to do a lot better
 I matter	Very good	Good	Needs to do some things better	Needs to do a lot better
 I have good relationships	Very good	Good	Needs to do some things better	Needs to do a lot better
 I choose	Very good	Good	Needs to do some things better	Needs to do a lot better

Summary

The Pavilion is a Community Day Service in Gloucester which also offers an outreach programme in the community. We carried out this Quality Check remotely due to the restrictions in place following the Covid-19 pandemic. The Manager was supportive of our Quality Check. We spoke to one service user via Zoom with support from staff. We carried out an observation of the interaction between staff and the other people who use the service.

We refer to the person we spoke to as A who chatted to us for 30 minutes about the support he receives from P.A.C.E. at The Pavilion. We then spoke to a member of staff, who was A's keyworker, the Director and then the Manager.

We looked at the following paperwork:

- Staff Meeting Minutes
- Staff Training Matrix
- Covid Risk Assessment
- One Page Profile
- Personal Profile
- Support Plan
- Medication Record Form
- Daily Notes
- Missing Person Form
- Safeguarding Form

I am healthy: Good

People at the Centre do a wide range of activities both in-house and in the community. It is clear that emphasis is placed on people being part of their local community and are able to access everyday inclusive activities such as trips to the pub. Even throughout the Covid restrictions the Staff have worked hard at maintaining contact with their service users through zoom video timetabling and an outreach programme to people's homes to reduce social isolation. We observed how much people were enjoying being back at the Centre when they were dancing at the weekly disco. Although there were lots of activities on offer, we wondered whether it might be of interest to introduce a cooking/baking session to support people with making healthy food choices and to also encourage people to choose healthy meal options when they eat out. Although the Day Centre isn't required to monitor people's health, a helpful way to empower people would be to find out how to support people to access easy read information about their health.

I am safe: Very Good ★

People here are well supported to feel safe both at the Centre and in the community. Staff are proactive in supporting people to manage their feelings and mental health needs. They have the necessary confidence and skills to know how to de-fuse a situation to prevent it escalating. The Manager works closely with other professionals and family members to provide a good level of support. Excellent up-to-date, person-centred paperwork is in place to assist the process. Staff take on-line security very seriously, but also teach how to keep people safe and encourage them to learn new skills. Staff have an excellent knowledge of safeguarding and understanding of how to identify abuse. They would be confident at reporting a safeguarding issue and understand the procedures. There are good measures in place to prevent financial abuse and the staff are trained on how to spot it. Training is excellent and the training matrix is extensive and up to date. Staff feel well supported with their training, supervision, safety and support.

I matter: Very Good

We observed that people appeared very relaxed at the disco with lots of chat between them and the staff. The staff member spoke very warmly about the one on one support she provides to an individual as a key worker. She was very positive about his writing skills. She clearly knew him very well. Care plans contain useful information about what people are proud of and good at. The person we spoke to was very positive about all the staff and clearly enjoyed taking part in all the activities the centre has to offer. The Centre is very accessible and all on one level. People are not restricted on where they can go in the building. From watching the disco clip, there appeared to be a relaxed atmosphere and people were very informal around members of staff. Clearly much is already being done to support people to have choices and take on roles at the Centre. Exploring ways of giving people more of a voice would be beneficial.

I have good relationships: Very Good

People are well supported to build friendships at the Centre. There is good communication between family members and staff at the Centre which has been further developed due to the Covid restrictions as key workers are doing outreach work into people's homes. The Manager has a good understanding of people's family situations and has intervened when a crisis has arisen in people's homes. Staff are good at supporting people when conflicts arise in the Centre and know when to intervene to restore calm. It is important for staff to recognise when someone is feeling lonely as it could be a symptom of something more, for example, depression, which may not immediately be picked up with a person with a learning disability.

I choose: Very Good

People are encouraged to make as many choices as possible over what activities they want to do, where they want to go out and where they want to eat. People are consulted every morning about what they want to do. They can choose not to do activities if they don't want to or not go out if it's raining and they don't feel like it. Service-user meetings are held every couple of months and are chaired by the individuals who come to the Centre which is very empowering. People are involved when it comes to the recruitment of staff and their input in the interview process is valued. Easy read paper work is used to involve people. It would be good if easy read feedback forms were available so people can be involved in ongoing changes at the Centre and ensure that their voices are heard.

Overall, we would give this setting a rating of: **Very Good**

Action Plan:		
Quality Standard	Action	Timeframe
I am healthy	Consider introducing cooking/baking sessions to support people with healthy eating.	3 months
I am healthy	Encourage people to make healthy food choices when eating out in the community.	3 months (post Covid)
I am healthy	Further develop the accessibility of the health information by creating or sourcing Easy Read information about an individual's health conditions.	3 months
I matter	The Provider to ensure that people are supported to stand up for their rights and advocacy is sought if required.	3 months
I have good relationships	Ensure that staff know how to identify signs of loneliness and how to minimize it.	3 months

I choose	Empower individuals to speak about the support they receive and ways in which they think it could be improved. Look at creating feedback forms.	3 months
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OVERALL INCLUSION GLOUCESTERSHIRE QUALITY CHECK RATING			
Very good	Good	Needs to do some things better	Needs to do a lot better

Provider Feedback
We had a telephone conversation with the Manager and discussed the Actions. The Manager explained that pre-Covid they ran a weekly cooking session which involved supported around healthy food options.

Activity observed	Disco		
We observed	Observation via video link	We took part	
People taking part	Six to eight		
Staff taking part	Two to three		
Time and duration of activity	Watched via zoom for about 5 minutes		
Where activity took place	In the Centre		
Purpose of activity (fun, hobby, communication, life skills etc)	Fun		
Description of Activity	Music was playing and individuals with dancing and singing. Staff members were joining in and singing and dancing along too. Staff were observing the individuals and encouraging people to participate.		

Standard 1: I am healthy

	People told us or we observed:	Other people told us, or Documentation seen:
I have a busy life.	A told us: "I do bowling, golf, skittles, bikes, boats and everything. We do art and craft in the office and we do drama with J. (Director) We read stories, play games. I like all my activities."	The Staff Member told us: "This afternoon I lead a story session. The guys pick a story currently Harry Potter and we read two chapters. They all love it. They make notes. The Friday session is fairy tale books. We do colouring, arts and crafts."
Exercise	We observed a group of people dancing at a disco which is run weekly.	The Staff Member told us: "On Wednesdays I run an activity bingo. Instead of numbers we do exercises in the chair. Everybody does it. They love bingo. We also do a standard session of keep fit. We try and combine the two in the middle of the week which gets everybody on their feet. We have a disco on a Tuesday. There is also outreach going on during Covid with staff going to people's homes and going on walks with people where they live. The activities are chosen by the guys. They decide what they want to do over a coffee and a chat each morning. The guys all lead."
Healthy food	People bring in their own packed lunches which are prepared at home. People also eat out at local pubs of their choosing.	The Staff member told us: "On days we aren't going to the pub, they will bring their own lunches. It is up to the parents on what is in them. When we eat out it is up to the people to decide where to go. Sometimes we will split into two groups if they want different things. We read the menu out and they choose what they want to eat. We make sure they have enough money."
Accessible information about health		Some of the individuals attending the Centre have health conditions, however, there is not currently any Easy Read information available about individual health conditions.

Health checks, appointments, medication,		Staff Member told us: “We don’t directly support with medication. Some people take medication whilst they are here, but they administer it themselves. They have alarms on their phones. We can supervise, observe and make sure they have taken it.”
Support with my feelings and my mental health, including bereavement	A told us: “The staff are good.”	The Staff Member told us: “If someone was upset or sad it would depend on the individual. Some people would go into themselves and not want to speak. For some people their behaviour would change. We know their support plans. All the staff are really aware of how people are and how they show they are upset. We would notice any changes in their normal behaviour.” The Manager told us: “What we try and do is talk to people prior to providing support. We continue to discuss and listen to people. We listen to concerns and put actions in place.”

Good Practice

People here are involved in a wide range of activities both at the centre and in the community.

People are supported to exercise in a fun way.

We observed people enjoying taking part in a disco with staff.

The Provider has adapted the service during Covid to continue to support it’s participants by providing an outreach programme and introducing a zoom activity timetable.

People are supported by staff to take their medicines via telephone alerts.

Care Plans contain important health information and a medication recording form.

Actions

Consider introducing cooking/baking sessions to support people with healthy eating.

Encourage people to make healthy food choices when eating out in the community.

Further develop the accessibility of the health information by creating or sourcing Easy Read information about an individual’s health conditions.

Rating for service standard 1: I am healthy			
Very Good	Good	Needs to do some things better	Needs to do a lot better

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	A told us: "I feel safe with the staff. If I felt scared, I would tell the Manager or other staff."	The Staff Member told us: "At the moment with the Corona virus we are always wearing our PPE. We do temperature checks. There are signs on the doors. When we are out in the community, we reassure people to make sure they feel ok. If they don't want to go out for instance if its raining they don't have to go. We recognize their needs and reassure them that they feel safe." The Staff member told us: "On-line when we do zoom calls everything is coded so no strangers only staff and service users can log in. The code is only shared between people we know. We have reinforced safety by explaining about not sharing passwords. We have helped parents run through how to do it. When people are using the computer in the library or office there are always a couple of staff members with them. If people wanted to get on-line, they would get assistance from staff to show them how to access the internet."
I know the staff and the staff know me	A told us: "The staff know me well. I like all the staff."	The Manager told us: "We have a One page profile for all the people who come to PACE."
Staff are proactive in keeping me safe	A told us: "Yes. I am happy to go out with staff."	The Staff Member told us:

		“If someone was angry or sad with their behaviour, I would adapt my communication accordingly. I know the triggers. I would try and move them from the situation if he was distressed. I would make sure they weren't going to harm anybody. I would keep them calm by using a calm voice, body language. Afterwards I would update the care plan if I knew what the trigger was to prevent it from happening in the future. The Staff Member told us: “If someone was being harmed, I would speak to the Manager who would forward the concern on to the safeguarding team. If they were in immediate danger I would speak to the Manager. I would write it down, not ask leading questions and explain to the person involved that I can't keep it secret but would have tell someone in authority. If it was the Manager I wouldn't speak to the Manager. I would take it higher to the Adult Help Desk. If they were in immediate danger I would call the emergency services. I would reassure the person but not make any promises.” The Staff Member told us: “I would know the individual so I would be aware of any changes in behaviour. For instance, if someone was scared of contact or withdrawn. In the case of financial abuse, I would be concerned if someone did not have enough money or food in their lunchbox. We see people every day so we would notice bruises. If they were looking unkempt and dirty, I would be concerned as I would know how they normally present themselves. If someone had a toileting accident I would check who they would
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		like to be supported by either a man or a woman. I would make sure their dignity was respected when I supported them with clean clothes. If there was a physical accident, I would give immediate first aid, follow their support plan in case of allergies. If further assistance was required, I would ring the emergency services and call the parent or carer. I would complete an accident form at the PACE office. If I was out in the community I would use an accident form I carry with me and send a copy to the Manager. The accident would then be logged at PACE.” The Staff Member told us: “When people don’t get on, we take this into account and don’t put them in a situation which might antagonize them. We try and work out their issues. Find out why the don’t get on what are the triggers. I might encourage them to do some fun things together to build rapport but I wouldn’t force the issue.” The Manager told us: “We don’t use safe holds here.” The Manager told us: “We had a situation when someone had a crisis. One of the guys needs a lot of support. He had trouble in a supported living setting and ended up going back to live with his parents. We were involved in the professional meeting and a package of care was set up to get him back to PACE five days a week. There was another incident when one of our service user’s home situation deteriorated and we were able to alert the council to arrange an emergency respite placement and we organized extra things for him to get involved in. He had regular zoom
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		contact with his keyworker who got him involved with the newsletter to distract him. He's moved to Stroud now, but he is still part of the PACE family and often joins in with our Zoom conversations." The Manager told us: "We do frequent risk assessments. Coming to this new building has been a big risk assessment. We only moved in the last month. We have done Covid risk assessments before we brought people back. We do risk assessments on any activities such as bikes and review them." Risk assessments were seen. The Manager told us: "We haven't reported any hate crime. About three years ago there was an incident which the parents reported to the police. The outcome was that the accused was found guilty and served a custodial sentence. The staff in the pub where it happened received training. Generally, the guys aren't on their own when they go out. They feel safe and accepted. In the public sessions the members of the public are positive about our people." The Manager told us: "We are aware of particular triggers. Staff are trained how to de-escalate a situation. If someone is in a heightened state, we would sit with him, listen, mirror movements. Getting to know the individual and knowing their history it helps. We have good communication with carers and parents and have regular phone calls over lockdown. We have a fantastic partnership with Jamats and we share information." The Manager told us:
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		“We are aware of the possibility of financial abuse. There was an incident where one woman getting money out of the cashpoint all the time which wasn’t safe because she didn’t know the value of money. We spoke with services and her mum, not to take away the woman’s independence but to ensure she didn’t bring so much money to the Centre. We worked with her on budgeting skills. Receipts are all kept in sealed envelopes. We work with individuals on savings funds so each week people can save up for things like a magazine. Its about working towards achievable goals.” The Manager told us: “We have had one safeguarding incident over lockdown. One of the guy’s became anxious and stressed about his Mum’s wellbeing. We called the adults help desk, spoke to his support planner and completed all the forms to arrange emergency respite to relieve his Mum’s stress.” Safeguarding paperwork seen.
Staff learn from mistakes.		The Manager told us: “The accident/incident book is next to the first aid and everybody has access to it. We all have our own individual WhatsApp group and anything that is messaged is followed up with a call. We noticed a pattern with one individual who was having a lot of trips and falls. We talked to his Dad which led to further investigations with the GP and the hospital identified epilepsy. We adjusted his care support as a result. Communication with parents is so important.”
The staff have good support		The Staff Member told us: “With Covid we have been having supervisions over Zoom. We have

		been having a lot over lockdown. Supervisions are led by the staff as its an opportunity for us to ask questions, especially when it comes to Covid. We get to speak about our progression and training opportunities, feedback on my work and to talk about ideas for activities or goals for the people I am supporting. I feel very safe at work with all the Covid precautions. We do temperature checks before we come into the building. There are new rules timetables, poster and signs are round the building about Covid. Everybody is sticking to Covid Risk Assessments. There is no shortage of PPE. I am safe and happy at work. I am lucky that I haven't had any safety incidents at work. But if I had any concerns, I would talk to my Manager who would support me." The Manager told us: "The staff base have been with us since the beginning. We don't have a high staff turnover. Everybody feels valued. We haven't used bank staff for a while. We have big plans for the future. We have a vision of delivering the PACE model to different areas of Gloucestershire and have a more integrated approach." The Manager told us: "We keep staff members safe by having a lone workers policy, usually two members of staff with guys during lockdown. We have an open door policy on everything. We have regular staff meetings, everybody is trained on first aid and safeguarding. Lockdown has enabled us to create digital processes. We have been reliant on e-training particularly over lockdown. We have one to one supervisions every six
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		months. We record all meetings and if there are particular concerns eg over Covid we give staff regular updates. We have increased staff meetings over lockdown to support with people's mental health.
Good Practice		
One person told us that he feels safe with the staff and that he would go to talk to the Manager if he ever felt unsafe.		
People are well supported to feel safe and well informed about Covid.		
People are supported to keep safe in the community.		
People are supported to be safe on-line.		
Staff are confident about supporting people when they become distressed and know what triggers to be aware of to minimize anxiety.		
No restraints have ever been used on people at the Centre.		
The Staff Member we spoke with was confident around signs of abuse and how to report safeguarding concerns.		
The Provider has a secure system in place to monitor people's finances and staff are vigilant when identifying possible financial abuse.		
Staff demonstrated a caring, respectful attitude towards the people they support.		
The Staff Member we spoke to was confident about how to resolve disagreements between people attending the Centre.		
The Centre has a consistent staff team, some of whom have been with the organization since its beginning.		
The Manager works effectively with other professionals to resolve conflict in a crisis and put in place positive outcomes.		
The Manager is reflective and was able to tell us ways that the service can further develop.		
The Staff Member told us that levels of supervision have been increased during Covid and training provided is excellent.		
The training matrix is extensive and up to date.		
The Staff Member told us that she feels safe at work and has been kept fully briefed on Covid related matters.		
Risk assessments are detailed and up-to-date.		
The Provider has a lone staff working policy for staff involved in visiting people's homes as part of the Outreach Programme.		
Actions		
No Actions		

Rating for service standard 2: I am safe			
Very Good ★	Good	Needs to do some things better	Needs to do a lot better

Standard 3: I matter		
	People told us or we observed:	Other people told us, or Documentation seen:
Positive staff interaction	We observed excellent staff interaction with people attending the disco. Staff were joining in and ensuring that everyone was enjoying themselves. Staff knew everyone's name.	The Staff Member told us: "One positive interaction I had recently was with a person I keywork over zoom. He is learning to write his name and learning his numbers one to five. We use dots to complete the numbers using a white board. He now uses the approach to decorate a place mat and continues to use the dots with his writing. He is very proud of his achievement. His writing is a lot neater. His Mum takes screen shots and sends photos to me and I send it to my manager to celebrate the progress he has made. He is a lot more confident."
Respectful staff approach:	We observed respectful language at the disco. Staff knew everybody's names.	
My rights	A told us: "If I had a complaint I would go to the Manager of the Council."	When asked if they had ever supported someone who was not being treated fairly, the Staff Member told us: "Not at PACE. I haven't had any serious concerns."
Accessibility	A told us: "We can go in all the rooms. At the moment we are socially distancing. We can go in the office and a room where the computer is. No rooms are too busy."	The Manager told us: "The building is very accessible. We wanted somewhere that was accessible for all. It's all on ground level with good parking at the back and front door. Currently because of social distancing we are working with the

		council to limit our numbers. Prior to the second lock down we were planning a morning and an afternoon session to increase our capacity. The rooms are very safe and a lot of thought went into planning.”
I can be myself and no one tries to change me.	A told us: “Yeah I can be myself.”	People’s strengths, dislikes and interests are recorded in their Care Plans which were seen.
Good Practice		
We observed relaxed, informal interaction between staff and people at the disco.		
The Staff Member spoke enthusiastically of the support she gave to an individual with his writing, was proud of his achievements and shared them with the Manager.		
The building is very accessible and there are no restrictions in place as to where people can go.		
The Provider keeps up to date, person-centred care plans which contain photos and record people’s strengths, likes and what they are proud of.		
Actions		
The Provider to ensure that people are supported to stand up for their rights and advocacy is sought if required.		

Rating for service standard 3: I matter			
Very Good	Good	Needs to do some things better	Needs to do a lot better

Standard 4: I have good relationships		
	People told us or we observed:	Other people told us, or Documentation seen:
Friends, family, relationships	A told us: “I have made new friends here. I get on with people.”	The Manager told us: “We have got to know people and their families more over lockdown. We have supported families with creating zoom accounts. We have visited people at their homes to go out for walks.”

The local community	A told us: "We go on the bus to walking football. I've got a bus pass. We have cake in a pub on a Friday."	The staff member told us: "On Mondays we would go into Stroud and go bowling or go to golf in Rickhampton. Tuesday its boats and bikes. There are adapted bikes and tandems so everyone peddles. On Tuesdays we also go to the cinema. Its not new releases but it's a private session just for us. We go to a local pub for lunch on a Wednesday. We go to the library or access the computer room at GL3 hub where there is a pool table, colouring, games, skittles. We go to Riverside gym for swimming or gym or a spin class. People get to choose what they want to do. On Friday people go to Treasure Seekers to do dancing, singing, drama."
Other people that use the day service	A told us: "We have a birthday list. We sing Happy Birthday. We bring a cake in."	The Staff Member told us: "Sometimes people don't get on. They are all individuals. A couple don't really get on with each other and we take that into account. They can choose not to sit together and we don't put them in a position which might antagonize them. We try and work on these situations."
Loneliness	A told us: "I have made new friends here. I get on with people."	The Staff Member told us: "We encourage people to do fun things together to build up rapport. Generally, people get on well."
Staff communication	A told us that he likes all the staff. We observed pictures and photos on the wall when we were shown around via zoom.	The Manager told us: "We have pictures and photos everywhere. The daily routine is in pictorial form." We were shown pictorial timetables.
Mealtimes		The Staff Member told us: "On the days when we aren't going to the pub, they will bring their own lunches in. When we go out, we decide on the day where we are going to go. Sometimes we split into two

		groups as people want different things. We read the menu out so people can decide what they would like to choose. We make sure they have enough money to pay for their meals."
Time alone, and privacy.	A told us: "Yeah. I can be by myself."	
Good Practice		
People have been supported to maintain friendships during the lock down.		
The Provider has improved communication with family members during Covid and has supported them with accessing technology for people to maintain contact with key workers.		
People are supported to build strong ties with the local community.		
There is widespread use of pictures around the Centre to help people understand what is going on, especially is relation to Covid restrictions.		
People can choose where they want to go to eat and what meals they want to buy.		
Actions		
Ensure that staff know how to identify signs of loneliness and how to minimize it.		

Rating for service standard 4: I have good relationships			
Very Good	Good	Needs to do some things better	Needs to do a lot better

Standard 5: I choose		
	People told us or we observed:	Other people told us, or Documentation seen:
Daily choices:	A told us: "I can choose what I do here. I like to know who is collecting me, so I don't get anxious.	The Staff Member told us: "At the moment with Covid there are things the guys can't do like bowling, skittles, going to the pub. We set up a visual timetable for zoom activities. Its tricky as nobody knows when its going back to normal. Its reassuring that we can still see people on-line."
Bigger decisions:		Not discussed during this Quality Check.

Goals – new skills, aspirations, work, future plans.	A told us: “To go to the Big Health Check Day and to help at transition evening events. I do lots of literacy with my key worker. He has his own folder.”	The Staff Member told us: “One person isn’t accessing PACE at the moment, but she does come on some zoom keep fit sessions. She is doing daily Tread Mill session at home. She has actually lost a stone going on the treadmill which we have incorporated into her daily routine. Her new goal is to have a weekly phone call with me to encourage her to chat to have contact with someone. Another person loves darts and his goal is to think of different number targets.
I am listened to	A told us: “Yes. We have client meetings every couple of months. If I had a complaint I would go to the manager.	
Accessible information – Care plan, information to make choices,	A told us: “We have a sharing policy. We know who is on duty. I have a care plan. It is a profile all about me with a photo. It’s in the filing cabinet.”	The Manager told us: “Our paperwork has an easy read format from the council. We have pictures and photos everywhere. The daily routine is in pictorial form. We have used social stories which we were provided with by the mental health team in the Learning Disability Community Team.” The Manager told us: “We get positive feedback all the time. Over lockdown we have had newsletters going out. Keyworkers have been speaking to people on a regular basis, with managers more behind the scenes. Parents asked for more input from Managers to keep them informed of changes which we responded to.”
User-led processes: recruitment, environment,	A told us: “Everyone gets to meet the staff. They do a session.”	The Manager told us: “People are involved with the interview process. An applicant would be invited to have a session with us, usually art as it’s a hands-on activity and a good way to see how a staff member would adjust to support the individual. Within

		the session we would ask some of the guys questions. It's very organic but it works."
Good Practice		
People are encouraged to make day to day choices about what activities they do and where they go, although the number of activities is temporarily reduced because of Covid.		
Each person has a key worker who supports with setting up and working on achieving goals.		
Meetings are held for the Day Centre attendees every two months and regular newsletters are sent out.		
The Provider uses visuals and easy read paperwork to ensure that people at the Centre can understand its processes.		
The recruitment process is user-led with people at the Centre asked for their feedback on candidates.		
Actions		
Empower individuals to speak about the support they receive and ways in which they think it could be improved. Look at creating feedback forms.		

Rating for service standard 5: I choose			
Very Good	Good	Needs to do some things better	Needs to do a lot better