



## Surrey Transforming Care Partnership

# Surrey People Standards

### Introduction

The Government and leading organisations across the health and care system are committed to transforming care for people with learning disabilities and/or autism whose behaviour challenges services.

The Surrey People Standards are part of Workstream 3: 'Quality' in the Surrey Joint Transforming Care Plan.

The Surrey People Standards are intended to be practical and accessible and to:

- Help people and families simply describe what they expect from good support services
- Inform providers who are developing new services
- Be used by anyone to help assess the quality of support services and plan improvements

### Principles

The Surrey People Standards are not intended to duplicate regulatory requirements for service providers, such as those set out by the Care Quality Commission or Ofsted.

Services will only be able to meet the Surrey People Standards if they are rated 'Good' or 'Outstanding' by their regulators and conform to the Positive Behavioural Support standards.

The Standards are outcome and experience focused. The expectation is that the service provider demonstrates how they are meeting the standards, with the experience of people that use services at the centre.

# The Surrey People Standards

## 1. My support is focused on me

- My support plan is centred on me and my support is planned and coordinated. It truly reflects my hopes, fears, and dreams
- My support plan reflects the needs, wishes and goals that are set out in my statutory care plan
- I have a named advocate who knows me well and can help me speak up or speak for me
- Meetings held to plan for my future will include my hopes and wishes and will include the people I want to be there.
- Meetings involving me will be easy to understand so I can take part
- Staff are trained in “Person Centred Active Support” or equivalent and that is how they support me
- I tell my story once to one professional
- My services are designed and developed for me – nothing is done without me.
- If my needs change staff, social services and health care professionals work together quickly to make sure I get the support I need
- The performance of my support provider is measured against my action plan

## 2. I am happy, fulfilled and have a meaningful life

- I live in a home where I feel comfortable and safe
- I do daily activities of my choice and things that are meaningful to me, like work or helping people
- I have friends and a girlfriend or boyfriend if I want
- I take part in my local community
- I am supported to keep in touch with my friends and family if needed
- I feel that staff always respect and promote my dignity

## 3. I have choice and control over my life

- I am supported to communicate in whatever ways I need and to understand the choices I make.
- I have a say about where I live and who I live with

- I can decide the kind of support I need and which staff support me
- I am supported to develop my skills and maximise my independence.
- I have all the information I need in ways that I can understand
- I am listened to and when things like goals or wishes are agreed, they happen
- If a restrictive intervention is ever used on me there will be a documented review
- My support is flexible.
- I will be supported to stay out late if I want to
  
- Staff recognise that small things can be important and are worth spending time on
- My family or advocates and I are involved in assessing the quality of my support

#### **4. My support staff are good and enjoy their work**

- My staff are recruited for their values as well as their experience, skills and knowledge.
- My staff should be kind and have empathy.
- My staff are well trained to support me
- All staff that support me show a good understanding of my needs
  
- My staff are able to voice their ideas and speak up about bad practice
- My family or advocates and I contribute to how staff are trained
- My support staff are inspired by their manager and are encouraged to be creative
- My staff have open and honest conversations about what is and is not working with me and my family or advocates

#### **5. I am healthy**

- I have a comprehensive annual health check from my GP. Staff who know me well support me with the check.
- I have a detailed and proactive health action plan that includes my needs around dental care, hearing and sight.
- I have a clear hospital passport
- My medication is reviewed regularly, in line with clinical guidelines
- I receive good care and support from doctors and other health workers
- I access specialist health and social care support in the community as soon as I need it

- I can choose to eat good food that is healthy and safe for me
- If I go to hospital, I get a good service and I don't stay any longer than I need to

## **6. I am supported to feel safe in my local community**

- My staff support me to keep safe in the least restrictive way
- I am supported to take risks
- I have a Positive Behavioural Support plan. This plan helps me to be happy in my daily life. It helps staff to understand me and work in a way which keeps me calm.
- I have a named person responsible for coordinating my Positive Behavioural Support plan and making sure that it is reviewed
- If I need it I get support to abide by the law