



Driving Up Quality in Services for People with Learning Disabilities

Tuesday 10 September

Organisations who provide support for people with learning disabilities are going to be asked to sign up to a new initiative called the Driving Up Quality Code to ensure they aim beyond minimum standards to improve the lives of people in their care. The Driving Up Quality Alliance, which is provider led has taken action and developed the new code in response to the abuse of people with learning disabilities at Winterbourne View private hospital in 2011, to ensure this can never happen again.

The Driving up Quality Code has been developed by members of the Driving Up Quality Alliance, a steering group of representatives from provider organisations chaired by the Housing and Support Alliance has led on the work with support from: the Care Quality Commission, the Department of Health, the Association of Directors of Adults Social Services, the Challenging Behaviour Foundation and NHS England.

The Driving up Quality Code sets out 5 key areas that indicate the practices of a good organisation:

1. Support is focused on the person
2. The person is supported to have an ordinary and meaningful life
3. Care and Support focuses on people being happy and having a good quality of life
4. A good culture is important to the organisation
5. Managers and board members lead and run the organisation well

The Self Assessment has been set out deliberately to encourage organisations to think more carefully about how they operate and avoid a tick box approach

The Driving up Quality Code is voluntary and providers who sign up will be making a public commitment to the principles of the code. Providers from the various sectors including housing, support, residential care and healthcare providers will be asked to self-assess against the code annually, and there will be a mechanism for anyone to challenge a provider. Health and Social Care Commissioners will be encouraged to sign up to the code to say that they will use it in their commissioning processes and work with providers who have adopted the code. The alliance will make public the commissioners that do and don't sign up to the code. Information about who has signed up to the Code and how organisations are working towards meeting the Code is publicly available on www.drivingupquality.org.uk

Norman Lamb, Minister of State for Care Services is pleased to endorse the Driving up Quality Code. He said, "This is an excellent document which has been prepared by the learning disability provider sector across England. I am very pleased that providers are taking responsibility for ensuring there is a culture of continuous improvement and transparency. I understand that both the Association of Directors of Adult Services and the Care Quality Commission are fully supportive of the Code, and we would like to see it become the industry standard across the learning disability sector. I particularly

want to endorse this code because it addresses some of the fundamental issues that were identified at Winterbourne View. This includes a lack of appropriate training for staff and inadequate concern for the views of people with learning disabilities and their families. This code is an integral part of the system wide improvement plan following Winterbourne View. I hope that this will lead to real action that will help to transform people's lives."

Alan Rosenbach of the Care Quality Commission says the organisation is moving away from a compliance based model of regulation and working with the Driving Up Quality Alliance to identify how the CQC can assess whether providers are signed up to the code and are demonstrably implementing it.

He said "We want to drive up quality in services for people with learning disabilities that goes beyond minimum standards, and to provide a clear message to the sector and the wider population about what is and what is not acceptable practice. To get to the heart of people's experience of care and support we are going to ask a new set of five questions of every service: Is it safe? Is it effective? Is it caring? Is it responsive to people's needs? Is it well-led? We hope these questions will promote a culture of openness and honesty in organisations."

Director of Quality at Choice Support, Sarah Maguire, said: "This time things feel different – people who use services; their families and providers came together and gave us their time; thoughts and energy to produce a code that gets to the heart of what quality is really about. The Code is not about being told what to do by Government, Commissioners or Regulators – it is about providers wanting to listen, learn and share their stories of what makes a good service. Providers choose to do this because they know it is the right thing to do."

Paul Hayes, a board director of the Housing and Support Alliance (H&SA), co-chair of the Driving up Quality Alliance Steering group, Co-Chair of the ECCA Learning Disability Group and Managing Director of Swanton Care & Community said: "The code's greatest strength is that is provider led. It's all about provider's of support for people with learning disabilities coming together, regardless of whether they are private or third sector and collectively saying we are committed to being open and honest about where we are as a provider, truly involving people we support and publicly and transparently sharing our journey's to delivering quality support and services."

Housing and Support Alliance (H&SA) Chief Executive officer, Alicia Wood said "The Driving up Quality Code commits providers to addressing some of the fundamental cultural issues in their organisations and being honest and transparent about where they are at in relation to the Code. The Code will be able to help fundamentally good organisations to get better and start to address some of the problems that stop them from supporting people with learning disabilities and challenging behaviour well."

President the Association of Directors of Adult Social Services, Andrea Pope-Smith says, "ADASS is pleased to endorse the Driving Up Quality Code and we invite commissioners to encourage sign up to the code as part of our ongoing contact with providers and to promote this as best practice. It is good to see that providers are taking responsibility for ensuring there is a culture of reflection, openness and transparency within organisations and the wider sector. We particularly want to support this code as is part of the improvement plan following Winterbourne View and addresses some of the issues that were identified."

Think Local Act Personal (TLAP) Director, Dr Sam Bennett, welcomes the Driving up Quality Code for Learning Disability Services. "Today we are sending a clear message about what is and what is not acceptable practice in supporting people with challenging needs. By working together, sharing learning and understanding different perspectives, we can maximise the impact of both the Driving up

Quality Code and Making it Real to ensure best use of public resources and better outcomes for all people with learning disabilities.”

Further information for editors:

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Driving Up Quality Code

The Driving up Quality Code was developed by members of the Driving up Quality Alliance: Housing & Support Alliance, English Community Care Association, Voluntary Organisations Disability Group, Sitra, Association for Real Change, National Care Association, National Care Forum, Adults with Learning Disability Services Forum, Shared Lives Plus and the Independent Healthcare Advisory Services.

Supporting the Code

The Driving up Quality Code is supported by the Care Quality Commission, the Department of Health, the Association of Directors of Adults Social Services, the Challenging Behaviour Foundation and NHS England.

To sign up or get more information visit www.drivingupquality.org.uk
Facebook - <https://www.facebook.com/drivingup.quality>
Twitter - @DrivingUpQualit

Care Quality Commission (CQC):

The CQC makes sure hospitals, care homes, dental and GP surgeries and all other care services in England provide people with safe, effective, compassionate and high quality care, and encourages them to make improvements.

<http://www.cqc.org.uk>

Housing and Support Alliance (H&SA):

H&SA is a national charity and membership organisation working with people with learning disabilities, families, advocacy organisations, housing and support providers and commissioners.

<https://www.housingandsupport.org.uk>

The Association of Directors of Adult Social Services (ADASS):

The Association of Directors of Adult Social Services (ADASS) represents all the directors of adult social services in England as well as senior managers who report to them.

<http://www.adass.org.uk>

Think Local Act Personal (TLAP)

Think Local Act Personal is a national, cross sector leadership partnership focused on driving forward work with personalisation, community-based social care

<http://www.thinklocalactpersonal.org.uk/>

Choice Support:

Choice Support is a leading social care charity that supports people with learning disabilities, mental health needs, physical disabilities and homeless people

<http://www.choicesupport.org.uk>