

Getting involved with Making it Real

Organisation name

Help you at Home Ltd

Organisation type

Registered Home Care Provider

Making it Real contact

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Job title: Registered Manager

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Our co-production sponsors

A sponsor is a person with lived experience/carer or group with whom you are working on Making it Real

If your organisation does not provide a direct service you can still provide details of person/people who can verify that the work has been co-produced.

Our co-production sponsor is

Name and how to contact: Enid Jones, who is one of our customers. Enid helps us to improve the care and support we provide. Enid can be contacted through the main number above.

What my organisation does to support people with care and support needs (100 words)

We provide a range of care and support services in the south of England. Some are regulated activities.

- Personal Care
- Assistance with shopping, cleaning, meal preparation
- Support to attend appointments
- Helping make sure medicines are used
- Support to restore confidence living at home after illness or hospital stay

The quality of our service is the most important thing to us, so we value the feedback of our customers to help us continually improve.

We commit to the following Making it Real themes (*please mark all that apply*)

Wellbeing and independence ✓

Information and advice

Active and supportive communities

Flexible and integrated support

When things need to change ✓
Workforce ✓

What we will do to Make it Real (200 words)

We always ask our customers what they think about our service, and we use this feedback to drive our improvement work as part of our approach to quality assurance.

As a result of a meeting with Enid Jones, who heard about Making it Real and brought it to our attention, we are going to change our current questionnaire, and use Making it Real to measure people's satisfaction so we understand what needs to improve.

We will work with Enid Jones, in the first instance, to prioritise actions and decide together what to do so that more people feel they can positively identify with the / statements within the above categories.

We will look at the *We* statements within these categories and work together to revisit our promotional material and business plan so people know that we are committed to personalising our care and support.

How we will co-produce and with whom (100 words)

Our understanding of co-production is limited at the moment, but we want to learn more and are always striving to improve.

The work we have been doing with Enid really helped us evidence our approach to quality when we were last inspected by CQC. We want to build on this, and find more people like her who are interested in helping us improve. We may be able to connect these people using technology like skype to have 'virtual meetings'.

When will you complete this Making it Real project- 3, 6, 9 and 12 months?

3 months