



# Quality Tree

## Supporting Information

For each of the Quality Tree areas below, there may be supporting information in the form of existing policies, existing records or new surveys of information about client outcomes. This pack gives some ideas.

- **Respect**
- **Friendships & Relationships**
- **Choice**
- **Being Part of the Community**
- **Doing Things**
- **Being Safe**
- **Staying Healthy**
- **Communication**



## **Respect**

*Respect means treating service users as valued adults, taking notice of how they are addressed, listened to, their privacy, and meeting their cultural and religious needs.*

### **Supporting information about Respect**

*Please tick ones that are being submitted*

#### **A) Documents already in place**

- Service Philosophy Documents
- Policy on Complaints
- Policy on Confidentiality
- Policy on Privacy
- Policy on Cultural and Religious Sensitivity
- Training Programmes for staff on valuing clients

#### **B) Documents to be filled in:**

- Physical Environment Scale → Tool 1
- Physical Quality Scale → Tool 2



## Friendships & Relationships

*Relationships with friends and family are the most important part of life for most people. Service users may need help and support to make and maintain relationships.*

### **Supporting information about Friendships and Relationships**

*Please tick ones that are being submitted*

#### **A) Documents already in place**

- Relationships and Sexuality Policy
- Information on use of Befriending Schemes
- Training Records for staff about relationships

#### **B) Documents to be filled in:**

- Diary data about activities and friend and family contacts  
→ **Tool 3**
- Diary Check list → **(Tool 4 Day services)**



# Choice

*Choice means service users being involved in everyday decisions and major decisions about their life. This means being given information they can understand, being taught how to make decisions and assert themselves*

## **Supporting information about Choice**

*Please tick ones that are being submitted*

### **A) Documents already in place**

- Communication Policies
- Evidence of staff training in communication
- Use of Symbols and Signs

### **B) Documents to be filled in**

- Detailed choice survey → (**Tool 9 Day/Tool 8 residential**)



## Being Part of the Community

*Service users should get the chance to meet other people in their local communities, use local community facilities and take part in general community activities, not just special ones*

### **Supporting information about Being Part of the Community**

*Please tick ones that are being submitted*

#### **A) Documents already in place**

- Evidence of community participation ( membership of clubs etc)

#### **B) Documents to be filled in**

- Diaries of community activities → **Tool 3**
  - Life Experience Checklist → **(Tool 4 Day services)**



# Doing Things

*Service users should be involved in meaningful activities which include work or other daytime occupation, full involvement in domestic activities and enjoyable leisure pursuits.*

## **Supporting information about Doing Things**

*Please tick ones that are being submitted*

### **A) Documents already in place**

- Programmes and Timetables

### **B) Documents to be filled in**

- Activity Diaries for domestic activities → **Tool 3**
- Activity Check list → **(Tool 4 Day services)**
- Needs assessment ratings → **(Tool 4 Residential/Tool 5 Day)**
- Public Ratings of age appropriateness & desirability of activities undertaken → **(Tool 5 Residential/ Tool 6 Day)**



# Being Safe

*Service users may be vulnerable to abuse, harassment and bullying for many reasons - because of their lack of understanding, assertiveness or because of the people they mix with. Quality services aim to minimise these risks while promoting a full and varied lifestyle.*

## **Supporting information about Being Safe**

*Please tick ones that are being submitted*

### **A) Documents already in place**

- Abuse Procedures
- Monitoring system for abuse or harassment
- Evidence of training on abuse for staff

### **B) Documents to be filled in**

- Issues of Safety Checklist → **(Tool 6 Residential/Tool 7 day)**



# Staying Healthy

*Service users have the right to help and information about healthy living. Service users may be more prone to problems with their physical health and adequate services should be available to help meet their needs.*

## **Supporting information about Staying Healthy**

*Please tick ones that are being submitted*

### **A) Documents already in place**

- Healthy Eating menus
- Evidence of training for staff about healthy eating
- Policy on Consent
- Evidence of exercise programmes and activities
- Essence of Care assessment

### **B) Documents to be filled in**

- Healthy living questionnaire → **(Tool 7 Residential/Tool 8 Day)**



# Communication

*Service users have the right to help and information which is relevant to their abilities and understanding. They may need communication aids, or staff who are trained in augmented communication. Documents should be user accessible wherever possible.*

## **Supporting information about Communication**

*Please tick ones that are being submitted*

### **A) Documents already in place**

- Communication Strategy or Policy
- Leaflets or other literature done in user friendly format
- Examples of individualised care plans or communication materials

### **B) Documents to be filled in**

- Evidence of encouraging verbal & non verbal communication → **(Tool 9 residential/ Tool 10 Day)**