

Outcomes improved for individuals with Personal Budgets

Using online assessments enabled Ella and Ash to engage in the learning process and understand regulations.

Highlights

- Provided a framework for staff to understand their role and legislation
- Enabled Ella to understand safeguarding and why staff wouldn't accept her gifts
- Gave a structured induction where no funding for training was available
- Ella didn't want strangers from an agency while her team attended training courses
- Provided evidence for Sally to register with CQC
- Gave staff confidence in their roles
- Inspired Ella to put up health and safety notices
- Made it possible for Ella and Ash to have their services tailored

About Imperial Services

Ella has Down's Syndrome and a recent diagnosis of Autism. She finds it difficult to communicate with people about her personal care needs. Ella's previous carers did not understand her needs, so she was unhappy and stayed in bed. Ella could have lost her personal budget so Ella's parents asked Sally if she would support Ella to live independently.

"There is no substitute for hands on learning"

Sally.... "I think it is amazing! CIS Assessment has really made it possible for people like Ella and Ash to have their services tailored"

Sally looked at ways that Ella could be supported and it was agreed that Ella needed a team of people. Ella made an advert and went through the applicants' CV's. Ella recruited a team of 5 because she wanted people to help her to get out, meet people and increase her network of friends. Sally manages the things that Ella struggles with like hours, rotas and staff training.



Ella, Ash and Sally

Ella receives a personal budget and lives independently in Wiltshire. Sally worked with Ella to recruit her support team and Sally supports Ella to manage her role as an employer.

Ella chose her team because they all share similar interests like IT, baking, going to college, socialising, animals, music and singing. Each support worker has a specific job role. Teresa helps with budgets and bills. Natalie is responsible for Health & Safety and Risk Assessments.

Ash is Ella's housemate. Ella chose Ash because she also has similar interests. This has meant Ella's support team are also able to support Ash.



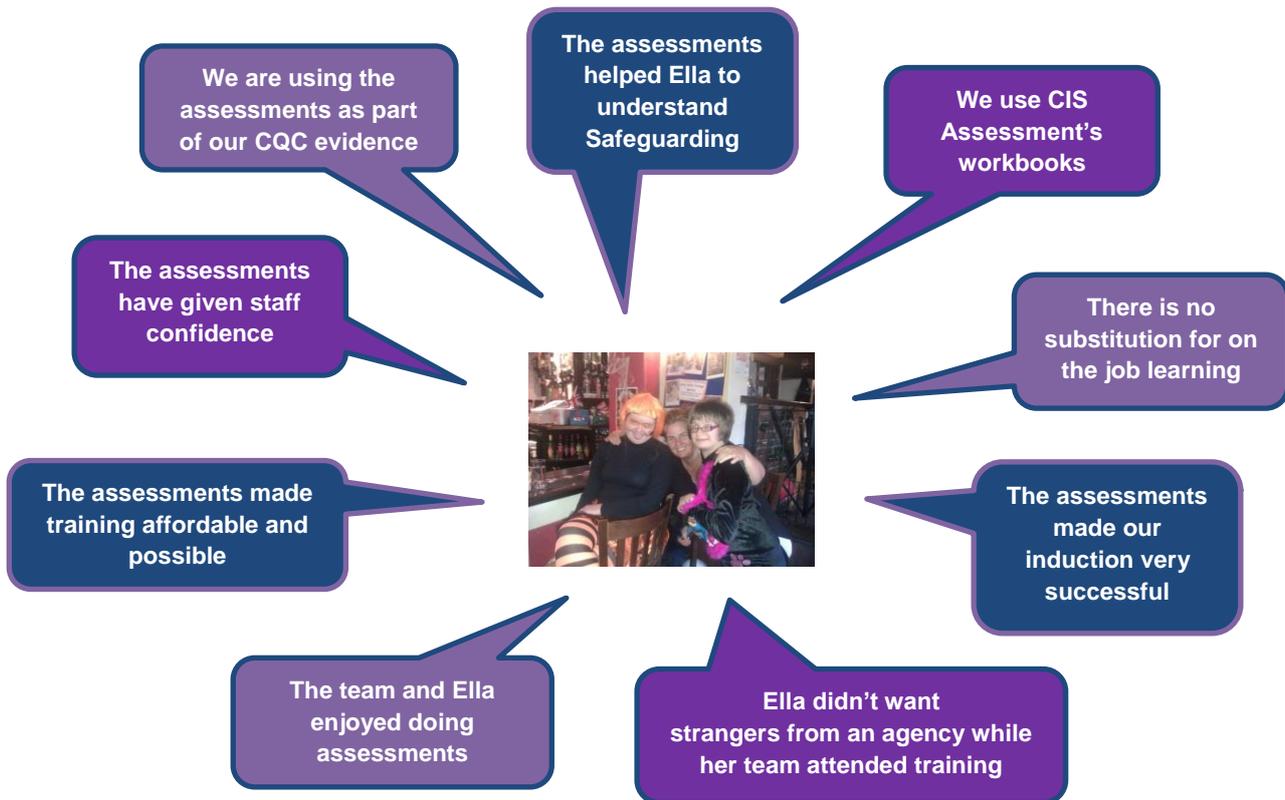
Sally explains how using CIS Assessment has improved outcomes for Ella and Ash

The assessments have helped Ella to learn about regulations where she previously did not understand them. Ella likes to shower people with gifts and would get upset when staff would not accept them. **She now understands the reasons why because she has learnt about the frameworks that exist to safeguard her and her team.**

Ella cannot send her team on lots of training courses. Firstly, she struggles to understand how courses would be of benefit to her. Secondly, Ella does not have sufficient finances to fund lots of training. The assessments provided a structured approach to learning and development, enabling Ella to engage in the learning process with her team and making the learning relevant to her needs, wishes and individuality. This gave the team confidence and they enjoyed doing the assessments.

Ella's interest in IT meant she also enjoyed doing the assessments which led to Ella making her own health and safety posters based on what she learnt.

"I was concerned about the financial implications of training staff particularly around safeguarding and complying with legislation"



Sally explains how she ensures the team are trained and competent

We went through the team's CIS-Assessment results as part of supervision and looked at areas where they needed to develop further. We added more evidence to the system and increased their scores as appropriate. We have activity records explaining what activities are planned, have taken place, what worked and what didn't. These also link to staff supervision and development.

We had a visitor with behaviour problems who started to behave aggressively. An inexperienced worker who knew the theory was frozen to the spot and didn't know what to do, but I was able to manage the situation and demonstrate what to do.

"No amount of training courses would have prepared the worker to deal with this situation"

Communication skills are very important in being able to advocate for Ella and communicate with different people like social workers and OTs which is an essential part of the role. The staff team all have or are completing Health and Social Care Diplomas. I have been accessing free online business administration courses and I want to do a management course.



"Only by spending time with individuals can you learn how to understand how to effectively help them to live the lives they want"