



## The Ensuring Quality standards

*People who attend the service are supported to achieve the following outcomes*

### 1 I have support that is right for me

- I am at the centre of the service
- I am part of the community
- I am independent
- I can make decisions about my support

### 2 I am supported to reach what I want to achieve by using the service

- The organisation knows what I want to achieve by going to the service
- They support me to do this safely
- We make sure it is happening

### 3 I am supported to take risks and stay safe

### 4 I have all the information I need to understand the service and to make sure it is working well for me

*Quality Standards the Organisation must meet to ensure the delivery of the individual outcomes:*

5 The organisation changes and improves because it listens to what people say they want

6 The organisation treats everyone as equally important and respects everyone's individual needs

7 The organisation has staff and volunteers with the right qualities, skills and experience

8 The organisation has ever thing in place to deliver a safe service