

QUALITY AND INVOLVEMENT TEAM


What do we do?


Strategy, Policy and
Performance

Pan Provider Network
Tuesday 6th May 2014


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(Quality and Involvement
Manager)

WHAT WE DO IN THE TEAM


- Coordinate, record, monitor and report on monthly Case Record Audits
 - Collect, record and report on monthly formal complaints, locally resolved concerns and compliments for Adult Social Care.
 - Collect, record, monitor and report on Team survey feedback.
 - Carry out two Adult Social Care surveys :
 - 1) Service User Survey in February and
 - 2) Carers Survey in October
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- Adhoc discovery interviews such as with carers to find out about their experiences and write a report on this.
 - Coordinate and develop various workshops based on areas of negative experiences. For example, Difficult Bengali Language workshop.
 - Engagement work – For example, promoting Adult Social Care to the BME communities by holding stalls in Mosques / attending Focus groups to hear peoples views.
 - Working in partnership with Healthwatch, Local Voices and Peer Researchers to learn about people's experiences of Social Care.
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THINGS WE TO DO TO SUPPORT LEARNING DISABILITY (LD) CUSTOMERS

- Co-ordinate the overall running of the Learning Disability Partnership Board and 4 sub-groups; Challenging Behaviour, Employment, Have Your Say and Health.
 - This includes planning and coordinating the meetings themselves, agreeing an annual work plan with Board members and working with service users to ensure their views and opinions are heard.
 - Secure LD Work Placements: We have 10 people with learning disabilities who will be working one day a week in various parts of the Council.
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COMMUNICATIONS

- Website/Intranet – to improve the quality, content and structure. To work for all users and make the most of this form of communication.
 - Improving different methods of communication across ESCW for customers.
 - Improving the look and feel (brand) across ESCW
 - Monitor and update Leaflets and Communications materials that are provided to teams.
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OTHERS

- Contribute towards writing of the Local accounts and summarise it into a magazine format
 - Write the Quality Assurance Framework
 - Write the Service User and Carer Involvement Strategy
 - Write Factsheets on Customer Views (from feedback from various Council and Health Colleagues)
 - Attend the Health and Well-being Communications and Engagement Sub Group
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**“We are what we repeatedly
do.**

**Excellence, then,
is not an act but a habit.”**

Aristotle



**FOR MORE INFORMATION ON HOW WE ARE
DOING:**

[HTTP://WWW.TOWERHAMLETS.GOV.UK/LGSL/101-150/147_HOW_WE_ARE_DOING_IN_SOCIAL.ASPX](http://www.towerhamlets.gov.uk/LGSL/101-150/147_HOW_WE_ARE_DOING_IN_SOCIAL.ASPX)

CONTACT US FOR FEEDBACK/INFORMATION:

Qualityandperformance@towerhamlets.gov.uk

Thank you for listening

