

SERVICE IMPROVEMENT PLAN FRAMEWORK

DAMIAN MCGOWAN – MANAGING DIRECTOR

Service Improvement Plan for

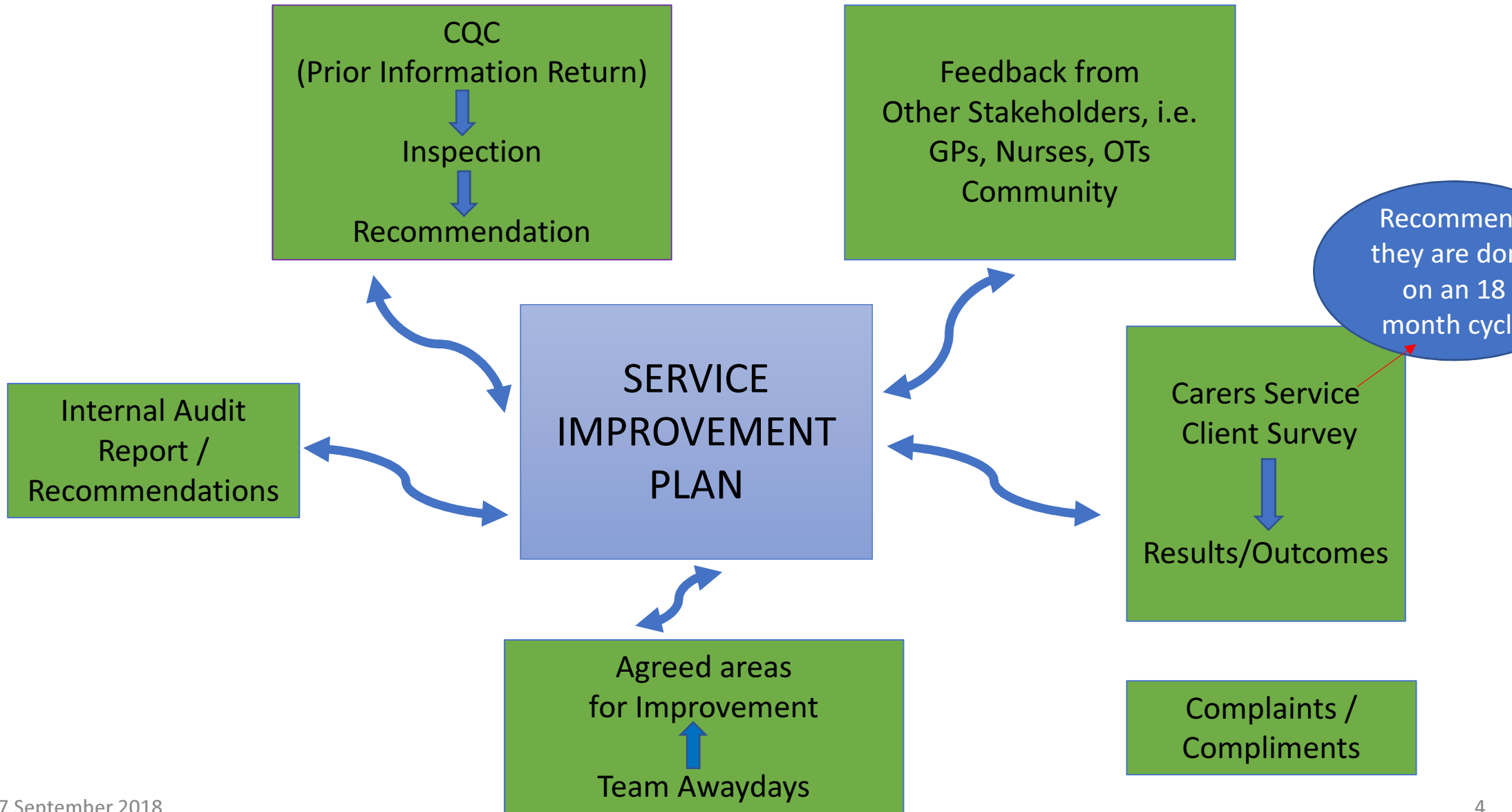
DELAWARE / PRIORY / VIKING

PROJECT 49 / START / SHARED LIVES / EMPLOYMENT TEAM

Service Improvement Plans - Guidance

- Service Improvement plans should be completed on an annual basis, between January and March as it can then feed into discussions about Southend Care's annual review of its business plan.
- The flow chart on page 4 is a guide as to how information for the plan should be sourced. Feedback from service users and families should be a rich source of information. What is it about the service that they like and what areas would they like to see developed and changed.
- All staff should be included in discussions through team meetings and supervisions where possible. This plan is for the whole service, not just for a manager to implement.
- Once the plan has been written and agreed with senior management, it should be reviewed on a regular basis, at least twice during the year, to see what progress has been made and what further actions might be required.
- Remember, sometimes small changes and improvements can make a big difference to people's lives.
- When getting views of service users, please make sure that you are using material that is user friendly and easy read formats.

Service Improvement Plan Framework



Improvement Plan

Improvement	How was the Improvement Identified	What action will you take to achieve this	How will you measure the outcome
EMPLE : More flexible meal times	Identified through CQC Inspection/Service User Surveys / Internal Audit, Carers Group	Discussion with staff/service users about how it can be done / staffing implications. Outcome: meals not at fixed times anymore.	Follow up discussions with families/service users/staff to see if changes are working

Who was involved in Reviewing the Plan

[Redacted]

[Redacted]

[Redacted]

What People Say

