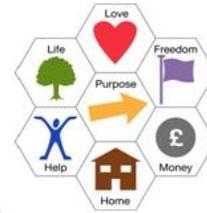


# Citizenship in the Home

Quality Checking Supported Living Services



## Quality Check Report



*"Keys to citizenship open gateways to better lives."*

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## REPORT FROM QUALITY CHECKER TEAM

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*There has been a shift in public policy – from regarding people as service recipients to valuing them as full citizens.*

Organisation Name: KALEIDOSCOPE



Date of Evaluation: September 2015

Quality Checkers: Andrew Bainbridge, John Elkins, and Kate Spenceley

Kaleidoscope supports around 48 adults with learning difficulties to live rich independent lives. A small independent local charity based in the market town of Kingsbridge.

The organisation was set up 15 years ago but it grew out of what was originally a local parent organisation called South Hams Mencap. In early 2000, as people were moving into the community, South Hams Mencap became two distinct and legally independent organisations, Kaleidoscope and The Gordon Carling Foundation. Kaleidoscope provides the support and The Gordon Carling Foundation is a housing provider used by many of their tenants.

Most people that Kaleidoscope support have homes in and around Kingsbridge. They have a 24 hour office at Ropewalk where there are a number of flats and apartments, other people have chosen to live scattered around in the town and outlying villages, alone, with their friends or family, or with partners husbands and wives.

Kaleidoscope has a new Creativity Hub at 115 Fore St. open to all community groups. The premises are accessible, with a ramp, and a lift to the first floor. People are encouraged to drop in and various activities are on offer as well as advice and support and volunteering opportunities. The building houses new offices and facilities for courses, meetings and parties.

## METHODOLOGY

The Quality Checker team visited the people who are supported by the service being checked on 17<sup>th</sup>, 18<sup>th</sup> and 19<sup>th</sup> September 2015. Evidence for the report was gathered by interviews, observations and questionnaires. The team spent a couple of days with the people and their staff in their home and collected observational evidence. Staff supporting the people completed a questionnaire form. These questions were also organised into the seven key sections.

## BACKGROUND

*'Services can lock people in keys can unlock the doors to life'*

For too many years, others have held the keys that lock the doors to life for people with a learning disability. Using Keys to Citizenship together we can unlock people's lives and shift the power and control back to people with a learning disability. The reference book 'Keys to Citizenship' by Simon Duffy was first published in 2003 and was revised in 2014 to become Keys – Citizenship for All [www.keystocitizenship.com](http://www.keystocitizenship.com)

*Citizenship means being equal AND different. Citizens are respected and valued for all their differences. Everybody doesn't need to be the same. We each make our own unique contribution to community life.*

*It is being members of our community that makes us equal. Citizens have rights, including the duty to help others be citizens. Citizens are free, both to benefit from and contribute to society.*

*We should be able to live our own life, our own way, but as part of a community.*

*Citizenship is important because it means being treated with respect and dignity. Citizenship means being part of everyday life – not being stuck in a box. Not only can people with disabilities be full citizens – they can be the very best citizens there are.*

People First Quality Checkers - a project of Cornwall People First - developed a checking process based on 'The Keys to Citizenship' and 'Keys – Citizenship for All' which has been used with services now for over 7 years. The People First Quality Check supports and promotes citizenship and identifies how organisations can help the people they support take control of their lives by looking in detail at what they currently do.

People with learning disabilities are often treated differently or badly by society. All people should be treated as full citizens. In order to facilitate this, the People First Quality Checkers has checked Kaleidoscope against the criteria outlined in the 'Keys to Citizenship' and more recently 'Keys - Citizenship for All'.

People First Quality Checkers came to evaluate Kaleidoscope in September 2015.

Using questions to prompt the people with learning disabilities who live there and using observational skills to evaluate the support People First Quality Checkers were able to evaluate the quality of the lives of people against the 7 Keys to Citizenship. All staff were also invited to contribute using a specially

developed questionnaire that looked at the same areas. These were analysed and the results are included in this report where relevant and applicable.

## SUMMARY

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Following the visits and the completion of questionnaires People First Quality Checkers concluded that Kaleidoscope overall provides:

### **An excellent service with some areas for improvement**

In the light of this standard we would like to award Kaleidoscope the People First Quality Checkers *Golden Key* for an 'excellent service'.



We would like to thank the people who utilize Kaleidoscope, their family, carers and staff for their cooperation and assistance throughout our time with them.

## WHAT STRENGTHS THE QUALITY CHECKERS FOUND

### **Interviews and observation**

Through the team's experiences and observations the quality checking team consider that the service being checked has the following strengths:

Person Centred Plans and that were built around the individual and involved many from their circle of support. Quality Checkers were shown some examples of people's Paths and other Person Centred Planning tools that looked to the team to share the core foundation of six beliefs/characteristics. They also felt that all the plans and care plans were written in positive ways that support and empower the individual. The team asked if staff had been helping them to reach their goals and dreams. The response was very positive and people told People First Quality Checkers about all the things that Kaleidoscope are helping them to achieve including such things as riding an elephant, getting married and finding a job. Kaleidoscope supported citizenship in this area by recognising that the people they support have their own purpose and their own reason for being here.

People were very positive about speaking up and it was obvious to the team that Kaleidoscope support people to express their self-determination in all areas of their life. Some people found this harder than others but the team felt that everyone was being supported in this area. The team were told about the 'total communication' course that staff attended to enable them to better communicate and listen to people who are unable to speak. They were told about different communication tools that staff use and about 'circle meetings', where people can speak up about any issues with the support of their advocates and people who know them well. This is evidence of positive person centred working. The team were told about the 'speak up' group that people are supported to attend. This group is independently run and this is something that the quality checking team feel is one of Kaleidoscope's main strengths. People said that they got information from Kaleidoscope in an easy to understand format and that staff supported them to understand the information if they needed it. People First Quality Checkers were able to evidence this on a number of occasions including a detailed Easy Read agreement of what the staff were going to do to support someone. This was felt to be an example of very positive Person Centred working. Overall It was observed that Kaleidoscope treat the people they support as People and value their voice and ability to speak up. Where individuals are unable to speak for themselves Kaleidoscope supported them speak up by using communication tools and training for their staff.

Kaleidoscope acknowledge and uphold people's rights to make their own choices and be in control of their lives. Lots of people told the quality checking team that they had their own money, bank accounts and cash cards. It was made clear to the team that people felt ownership of their money and understood that they were in control of it. The majority of people did not know what benefits they got or how much money they had coming in. Kaleidoscope was seen to have an empowering and respectful approach to people's money

The quality checker team visited many people in their own homes. All were very different, very personalised, and very much seemed to belong to the person or people who were living there. Friends and family are very welcome in people homes. It was clear to the team that people could invite who they wanted into their own home and the team witnessed family and friends popping in. Staff also told the team that they themselves always knock and are often told to go away if someone does not want to invite them in. Overall 'Home' is considered one of the strongest areas for Kaleidoscope. It seemed clear to the team that people felt safe in their homes and were happy with the people who live with them. That people can relax and be themselves in their home and had a place to be private is of the utmost importance. People's homes also very obviously reflected their personalities and were in areas that suited them.

The people the team spoke to all felt that all staff treated them well and with respect. The team were told about how staff are helping the people they support to learn new skills like cooking, paying bills, learning to ride a bike and

getting a job. We were told by parents how some staff are putting in more work than they are getting paid for to make sure that people are getting the support that they need. They felt that the staff were helping to create community connections and went a long way to achieving the 'Five Service Accomplishments' written by John O'Brien. These are choice, community presence, competence, respect, and community participation. The quality checkers on the team said that they had a good feeling about every member of staff that they met and that they would be happy to be supported by them.

People supported by Kaleidoscope told the team about clubs and community groups they were involved in. The Quality Checkers were impressed with the range of things people were doing and the opportunities people had to make friends and meet people. They felt that '115 Fore Street' community hub run by Kaleidoscope was a very innovative idea and presented a real opportunity for the people they support to be more involved and contribute to their local community. Kaleidoscope are clearly working towards reaching out to the wider community by providing facilities and supporting people to participate and be appreciated. The Quality Checkers felt that Kaleidoscope are very good at supporting people to make community connections and that this work should be commended and continued. This is indicative of Kaleidoscope's ambitious ethos. Overall people had a high level of engagement in the life of the community and the development of our own network of relationships. Kaleidoscope were helping the people they support to develop relationships by using the people they already know and introducing them to others that they know, and by joining existing community organisations or activities and also creating their own that the wider community can participate in. This is very robust and energetic area of support that Kaleidoscope offer.

Most people expressed to the Quality Checking team that they felt good about themselves. Most people clearly felt passionate about their friendships and enjoying the company of the people they love. The Quality Checkers were struck by the amount of people that were in romantic relationships. This seemed unusual to the Quality Checkers and very encouraging. The team met married couples as well as lots of people in relationships. Kaleidoscope is supporting a very special group of people in a positive life affirming way. People told the team about the things they did for others that made them feel proud. Kaleidoscope is obviously respecting and supporting to develop people's right to have love of all kinds in their life. Affection, friendship, romance and self-love were all evident and helping to ensure that people feel good about themselves and are valued members of their community.

## RECOMMENDATIONS

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### Key 1 - Purpose

- People First Quality Checkers recommend that the good work Kaleidoscope is doing in Person Centred Planning be implemented or re-implemented for everyone.



### Key 2 - Freedom

- People First Quality Checkers recommend that it be made clear to people who receive support that they are the ones in control rather than the staff
- The quality checkers would like recommend that all people that Kaleidoscope support are made aware that they are able to say if they are not getting on with a member of staff. This might need to be shared with people on a regular basis
- People First Quality Checkers recommend exploring the use of Photosymbols in their easy to understand information



### Key 3 - Money

- The People First Quality Checkers recommend that people who have appointees are reminded about what this means and why this is the case
- It is also recommended that people be made aware of how much money they have coming in and where it comes from, and also that this information be readily accessible to them in an easy to understand format.
- The team recommend that all information on the cost of their service and rent be made available to people in an easy to understand format.



## Key 4 - Home

- The Quality Checkers recommend that all people have easy to understand tenancy agreements and are aware of them (already actioned - see findings).



## Key 5 - Help

- People First Quality Checkers recommend that people are regularly asked about their staff and if they have any issues (already actioned - see findings)
- People First Quality Checkers recommend that Kaleidoscope explore the option of people they support being involved in the interviewing of new staff
- It is also recommended that people are involved in yearly appraisals of their staff



## Key 6 - Life

- People First Quality Checkers recommend that the good work Kaleidoscope is doing in Person Centred Planning be implemented or re-implemented for everyone (already actioned - see findings).



## Key 7 - Love

- People First Quality Checkers recommend, as part of the person centred planning process, that people are asked if they would like more support with getting together with the people that matter to them
- People First Quality Checkers suggest as part of the planning process that people who wish to meet romantic partners are supported to do so
- People First Quality Checkers suggest that education around sex and relationships be made available to people they support

## MAIN FINDINGS

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### Key 1 - Purpose

#### Purpose - a plan or idea of what we want to achieve.

*Purpose means citizens having lives that are meaningful and that they have a sense of purpose. Sometimes we find ourselves living a life without meaning. This often happens when other people take control, exploit us or boss us around.*

*We can lose our sense of purpose or may have never been given the chance to find it. We then don't believe in ourselves – we forget we have talents, skills and gifts.*

*We can waste our time, our talents and our money. We may think that no one cares about us. We become isolated, unable to join in with things. We lose hope and we can stop believing that things can get better.*

**Simon Duffy & Wendy Perez 2014**

#### **Planning with Purpose**

True person-centred planning with someone forms the foundation of a purposeful life. While there are many ways to approach person-centred planning, all approaches share a core foundation of six beliefs/characteristics. These are (O'Brien & Lovett, 1992):

- 1) **Person Directed** - The plan is the person's vision of what they would like to be and do. The plan is not static, but active and changes as often as any barriers happen and when new opportunities happen.
- 2) **Person Centred** - The focus is always on the person for whom the plan is being developed. The person's preferences and choices are at the centre.
- 3) **Capacity Building** - Planning looks at the strengths of the person rather than their weaknesses. It builds upon the person's ability and their opportunities that will encourage participation in activities that promote a sense of belonging to the community.
- 4) **Network Building** - The process brings together the people who care and are committed to supporting the person to be clear of their future plans. They learn together and focus on action that will make the vision real.

- 5) **Community Accountability** - The plan ensures adequate supports when there are safety and health issues, while respecting people's full dignity as participating members of the community.
- 6) **Outcome Based** - The plan focuses on building on the experiences as valued by the individual:
  - **Having relationships or having friends**
  - **Contributing or performing meaningful activities**
  - **Sharing ordinary places or being part of their own community**
  - **Gaining respect or having a valued role in which shows their gifts and talents**
  - **Making choices that are meaningful and sees the person as an individual**

Successful person-centred planning supports people to have the freedom to decide how to live; authority over services and support; access to support needed to live a full life; and responsibility for personal decisions and actions.

<b>Service Centred Care Planning</b>	<b>Person-Centred Planning</b>
Focus on the service	Focussed only on the person
Focus on what is wrong with someone	Looks at personal gifts and skills and builds on them
Uses the plan to find services that people can be fitted into	Plans so that people are able to make the best use of their local community
Meetings held between 9 am and 5 pm	Meetings held when it suits the person

## **Key 1 Purpose Findings**

People First Quality Checkers asked around 10 people who use Kaleidoscope, 4 parents, and 4 staff members (front line and management) questions about purpose and plans.

Overall people were very positive in this area. It was clear that people felt ownership of their plans and that these were built around the individual and involved many of the person's Circle of Support.

People First Quality Checkers asked who had a person centred plan. Everyone said that they thought that they did have plans. Many of the people we spoke to talked about Care plans rather than Person Centred Plans but a few of the people did speak about their Person Centred Plans. People First Quality Checkers were shown some examples of people's Paths and other Person Centred Planning tools that looked to the team to share the core foundation of six beliefs/characteristics (O'Brien & Lovett, 1992) outlined above. People told the team how useful these had been but that they were not all current. Some parents expressed a desire to 'revisit this' as many of the ambitions and aims have now been realised. Other parents expressed the view that planning had been 'Hijacked' by Adult Social Care in order to assess people for an indicative budget. The organic way that Kaleidoscope was planning for people before this was therefore considered more helpful.

**People First Quality Checkers recommend that the Person Centred Plans be re-implemented or implemented for all individuals who want this in order for the support to stay active, meaningful, and dynamic in supporting the individuals to realise the life they want. Keeping plans up to date is a clear way of providing meaning and keeping things moving forward.**

The team spoke to Kaleidoscope about the above recommendation and were informed that work on this has already started with PATH meetings taking place for everyone they support and people being recruited to make things happen. The quality checkers were shown examples of this work and evidence of lots of people being enrolled into people's circles.

Everyone except one person that People First Quality Checkers spoke to said that family/friends were involved in the plans. Kaleidoscope also commented that the people they provide a service for feel at the centre of the planning process.

Most people told us that their Care Plans were kept in the 'office'. However many people also had a copy close to hand and were keen to share these with the Quality checking team.

The quality checkers looked at some people's plans and folders. They both felt that some of this information was accessible but not all. However they also felt that all the plans and care plans were written in positive ways that support and empower the individual.

Most people were unsure how regularly their plans were updated. From the team's observations many aspects of the Care Plan were current and seemed updated but as mentioned above many people told the team that they had not worked on their Person Centred Plan for a while.

When the team asked people if their plans were easy to understand the answers were mostly positive and most people said that they regularly look at them.

The team asked if staff had been helping them to reach their goals and dreams. The response was very positive and people told People First Quality Checkers about all the things that Kaleidoscope are helping them to achieve including such things as riding an elephant, getting married and finding a job. Some parents felt that budgets sometimes get in the way of people realising and participating in their passions to the fullest and sometimes parents have to help with this.

Without purpose people will not have plans, hopes, and dreams for the future. To be a citizen we follow a path and develop a lifestyle in which we are fulfilled. Kaleidoscope supported citizenship in this area by recognising that the people they support have their own purpose and their own reason for being here.

Management told the quality checking team:

*'We try to get people to dream big'*

The quality checkers believe that Kaleidoscope recognise that the people they support have their own life to lead, and that that must be respected.



## Key 2 - Freedom

### Freedom – the authority to control our own life.

*Citizens are born free, but sometimes that freedom is lost. People with disabilities, especially people who don't communicate with words, often find that other people take control of their lives.*

*We can lose our freedom and end up with:*

**No control** – other people making our decisions for us

**No confidence** – we don't feel we can say what we want

**No ideas** – we don't know our options, we just accept what we're given

**No communication** – people don't know how to communicate with us so don't ask us

**No decisions** – nothing gets done, things just keep going round in circles and we waste our lives

*To gain our freedom we need:*

**Control** – remember we have the right to be in control of our life

**Voice** – to learn to speak our minds and get help to speak out

**Options** – get good advice, get information and find out all options

**To be listened to** – we need people to listen, to really understand what we are saying

**To make decisions** – if we can't do this for ourselves we need a good representative or support with decisions

**Simon Duffy & Wendy Perez 2014**

There are three things that give a person freedom:

- Being able to speak up and being heard
- Being given the information and advice needed to make decisions
- Being helped to communicate our wishes or have others help us if we need

<b>Speaking Up</b>	Access to self-advocacy, or advocacy for people who cannot speak up for themselves is crucial.
<b>Decision Making Process including legal status</b>	We must have a way in which decisions can be made about our lives that maximises our ability to control the course of our life. If we cannot make decisions on our own we must have the legal status necessary to be present in the community and exercise any of our rights and responsibilities necessary to be a full citizen
<b>A System of Communication</b>	We must have ways of communicating our needs and desires to people, and people working with us must understand how we communicate and help us

## Key 2 Freedom Findings

People were very positive about speaking up and it was obvious to the team that Kaleidoscope support people to express their self-determination in all areas of their life. Some people found this harder than others but the team felt that everyone was being supported in this area. The team were told by

parents how individuals are getting more assertive and are speaking up more and more but some felt that they still did a lot of advocating for their child and liaising with the service.

The team asked who decided what people do in their home and during the day. Most people were very sure it was them.

*'basically it is me for myself, in a way I am much more able to do things for myself now,..... yes it is me!'*

Other people told the team that they decide alongside the staff or other people that they live with or who care about them, however some people still said that it was 'the staff' that make the decisions in their home and about their daily activities. **The Quality Checkers recommend that it be made clear to people who they support that they are the people who are in control and not the staff.** The team were made aware that supporting individuals to pursue their agreed goals could be challenging for the staff when the individual refuses. For example somebody may want to get healthy and this may involve a diet or exercise but the person may not feel like it at the time. People First Quality Checkers strongly suggest that it be made clear to people that they are the ones in control even if staff are trying to support them to do something that they have said they want to do.

The team asked people if they felt able to 'speak up' about the things they want. The Quality Checkers felt that this was evidently the case from the people they spoke to. The majority of people were very emphatic about their ability to speak up. However, some people felt unsure or said it depends who was supporting them.

*'Yes sometimes, I speak to people I trust'*

A few parents told the team that staff changes have caused problems with speaking up and they have occasionally had to advocate to make sure that people speak up about things they want.

When the team asked if they were listened to when they spoke up most were very positive.

*'Yes they do listen to us quite nicely, what we have to say'*

The team were told about the 'total communication' course that staff attended to enable them to better communicate and listen to people who are unable to speak. They were told about different communication tools that staff use and about 'circle meetings', where people can speak up about any issues with the support of their advocates and people who know them well. This is evidence of positive person centred working.

The team were told about the 'speak up' group that people are supported to attend. This group is independently run and this is something that the quality

checking team feel is one of Kaleidoscope's main strengths. Not everyone the quality checkers spoke to attended this group but everyone was aware of it. Some parents told the team that they also have the opportunity to speak up at regular meetings with trustees and support. The team were told by parents that there are no 'speak up' groups for parents. However, parents formed quite a strong network and were able to talk to the trustees if they wanted to speak up.

Most people said that they would talk to 'Rowena' (CEO) if they were not happy with a member of staff or speak to them directly (e.g. '*ask them to leave*' and '*I would say something*'). Responses seemed to suggest that people had a good understanding of their rights and that Kaleidoscope had an approachable management.

Many people told the team about times they did speak up about being unhappy with some members of staff and how this was dealt with in a positive way.

However a few people said that that they would not say anything if they did not like a member of staff.

*'It would be very tricky!'*

*'I would just have to carry on and not be naughty; I would keep quiet so as not to make a row.'*

**The quality checkers would like recommend that all people that Kaleidoscope support are made aware that they are able to say if they are not getting on with a member of staff and that this might need to be shared with people on a regular basis.** Whilst some people said that they remembered seeing a picture that explained how to complain, most were unaware of the official complaints procedure.

The Quality Checkers were shown a copy of the easy read complaints procedure and they felt this was very good.

People said that they got information from Kaleidoscope in an easy to understand format and that staff supported them to understand the information if they needed it. People First Quality Checkers were able to evidence this on a number of occasions including a detailed Easy Read agreement of what the staff were going to do to support someone. This was felt to be an example of very positive Person Centred working. However not all of the Easy Read used PhotoSymbols and was therefore not as clearly understood. The quality checkers team recommend using PhotoSymbols as standard practice.

The team was told about positive plans to create accessible support agreements that include photographs and symbols.

Overall It was observed that Kaleidoscope treat the people they support as People and value their voice and ability to speak up. Where individuals are unable to speak for themselves Kaleidoscope supported them speak up by using communication tools and training for their staff.

Kaleidoscope acknowledge and uphold people's rights to make their own choices and be in control of their lives.



## Key 3 - Money

### Money – to live and control our own life

'Money makes the world go round' the saying goes – and there is truth in this statement. Money gives status and control to people. Control over money gives a means to fulfil their life plans and gives other people an incentive to act in a person's interests. Money is power.

*Citizens need money and at least enough money to allow us to live with dignity and security. Too many people, especially disabled people find themselves living in poverty.*

*When we lack the money we need we become:*

**Poor** – *we might not even have enough to live on which will affect our physical and mental wellbeing*

**Trapped** – *in a cycle of poverty where it can then feel risky to try and earn money or save it*

**Dependent** – *we may have to put up with the things people choose for us*

**Abused** – *other people can take advantage of us; using our money as if it were theirs, or treating us badly because we can't join in*

**Fearful** – *we can feel we've got nothing to fall back on, no safety net whatsoever*

*To get the money we need:*

**Rights** – *we should have an entitlement to enough money to live on*

**Earn** – *we may be able to find work to earn more money*

**Use** – *we should be able to use our money flexibly, to get the best out of it*

**Manage** – *we may need to help to manage our money well*

**Save** – *we all need savings, something to fall back on in a crisis*

**Simon Duffy & Wendy Perez 2014**

### Key 3 Money Findings

Lots of people told the quality checking team that they had their own money, bank accounts and cash cards. It was made clear to the team that people felt ownership of their money and understood that they were in control of it. We were told that most of the cards are kept in a safe and people collect them when they want money. This process was recommended to them by the Care Quality Commission to help ensure that people's money is kept safe.

*'We go with the staff to get our card, I say we are coming to get some money'*

Some people had appointees and did not have their own money. People First Quality Checkers were told that they did not know why this was. **The People First Quality Checkers recommend that people who have appointees are reminded about what this means and why this is the case.**

The majority of people did not know what benefits they got or how much money they had coming in. **People First Quality Checkers recommend that people be made aware of how much money they have coming in and where it comes from and that this information be readily accessible to them in an easy to understand format.**

Not many people knew how much money they had in their bank accounts and many people were unsure if they could get this information. **People First Quality Checkers suggest that Kaleidoscope look into finding an easy to understand way to communicate with people about their finances.**

About half of the people the quality checkers spoke to said they did not have to ask anyone if they could spend their money

*'I say to the carers. Let's go and get my money!  
I spend it on what I want'*

The other half did say they needed to ask either parents/ family or staff. It was unclear to the team if all of these people had appointees or best interest meetings around this.

People told the team about the things they liked to spend money on.

*'Sports, crafts, saving for holidays, clothes, coffee, treating my friends, trips out, staying healthy, nice DVDs, my nails, anything I like'*

Most people the team spoke to did not know how much their rent or service costs, despite some people paying for the money out of an indicative budget that they or their family controls. The team recommend that information on the cost of their service and rent be made available to people in an easy to understand format.

Most people did not know if they had a personal budget although parents were able to tell us that everyone at Kaleidoscope did have an assessment by adult Social Care. And everyone gets a budget although many people opt for this to be controlled by the council.

The majority of the people the team spoke to, both parents and people who use the service, were very positive about the way that they were supported with money and that the service was good value for money.

*'I am very happy with the way that Kaleidoscope support with money'  
'I feel very confident that this is being done well'*

Whilst Kaleidoscope was seen to have an empowering and respectful approach to people's money, **People First Quality Checkers recommend that information regarding appointees, incomings and outgoings be made clearer to the individuals concerned. Greater awareness of this is an essential part of achieving independence.**

The team have since been informed about plans to explore accessible budgeting tools and apps so that the people they support can understand their money better and more accessible ways of understanding benefits.



## Key 4 - Home

### Home – a place that is our own, a base for our life

*Citizens belong. They have their own place, a home where they are safe and secure, in a community that's right for them. Many disabled people find themselves living with their families too long, or are stuck in care homes.*

*Not every home is a real home:*

**No privacy** – *we might not be free to do our own thing, get grumpy or let off steam at home*

**Wrong place** – *we can end up in the wrong community, not where we want to live; miles away from the people we love*

**Shut off** – *we can be locked in, not able to invite people in or share our home*

**Wrong people** – *we can end up living with people we don't like or who abuse us*

**No rights** – *we can find ourselves with no real housing rights, at others mercy*

*Real home are our homes:*

**Private** - home is where we can unwind, do our own thing with no worries

**Belong** – somewhere that works for our whole life and roots us in a community where we can demonstrate citizenship

**Invite** – we should be able to invite our neighbours, friends and family round and tell them when to leave too

**Safe** – we should be able to live with people we like and never have to live in fear

**Secure** – we should have strong rights and not fear that we will easily lose our home

**Simon Duffy & Wendy Perez 2014**

## **Key 4 Home Findings**

The quality checker team visited many people in their own homes. All were very different, very personalised and very much seemed to belong to the person or people who were living there. People supported by Kaleidoscope lived in many different situations. Some rented from a trust, some rented from private landlords, and some owned their own homes. Staff and management told the team about how they listen to people and support them to understand their obligations as a tenant or homeowner, and support people who wish to move house.

Everyone the team spoke to said they were happy where they were living and nobody said there was anything they disliked about their home.

*'I can't think of anything'*

*'It is near to all the things I like'*

*'I am very happy here'*

The majority of people we spoke to said that they chose where they lived and many people told the team about places they had looked at and even tried before they lived in their present home.

*'Staff and social workers helped me but I decided'*

Some people the team visited are still living in those original homes but many people have also moved on since then.

It seemed obvious to the team that people were able to say if they were not happy and that Kaleidoscope would help people move if they wanted too.

Around half the people told the team that they have a tenancy agreement that was easy to understand but the other half were unsure if they did.

*'There is something I think but I don't know it- things written down'*

**The Quality Checkers recommend that all people have easy to understand tenancy agreements and are aware of them.**

The team have been informed that the above recommendation has already been acted on and easy read tenancy agreements are already in place.

Most people had chosen what their homes looked like and people were obviously very passionate about their homes.

*'Red, I chose it! I have a new dishwasher- I chose it!'*

Some people had not decorated yet but, with the exception of one tenant who was unsure if it was OK, everyone felt they could.

Friends and family are very welcome in people homes. It was clear to the team that people could invite who they wanted into their own home and the team witnessed family and friends popping in. Kaleidoscope staff also told us that that friends and family frequently visit. Staff also told the team that they themselves always knock and are often told to go away if someone does not want to invite them in.

Overall 'Home' is considered one of the strongest areas for Kaleidoscope. It seemed clear to the team that people felt safe in their homes and were happy with the people who live with them. That people can relax and be themselves in their home and had a place to be private is of the utmost importance. People's homes also very obviously reflected their personalities and were in areas that suited them.



## Key 5 - Help

**Help – support to do the things that we all need support to achieve**

*Citizens need help. Everyone needs help. Help is good. But many disabled people are made to be too dependent on those who help them. They get help at the price of freedom. This is bad help.*

*Bad help means:*

**Controlling** – sometimes people don't really help us to do what is important to us

**Dependent** – sometimes we are left weaker and more reliant on others

**Segregated** – sometimes we get cut out of ordinary life

**Wrong** – sometimes there's no fit and the person offering help is just wrong for us

**Abuse** – some people can even abuse their power over us

Good help leaves us stronger:

**Support** – good help gives us what we need to achieve our own plans

**Teach** – good help keeps us learning and making the best of our abilities

**Connect** – good help links us to other people and builds bridges into the community

**Respect** – good help is respectful, it is given in a spirit of equality and mutual benefit

**Champion** – good help means having someone to look out for us

**Independence** – good help leads to more independence and the ability to do and to think for ourselves

**Simon Duffy & Wendy Perez 2014**

Further information about the key to what makes good organisational support is set out in the 'Five Service Accomplishments' by John O'Brien (1986). These are choice, community presence, competence, respect, and community participation. Staff should treat you with dignity and respect. Good staff should talk to you directly and you should not be dismissed. Staff should support you with a presence in your community. Good staff should support you to keep your relationship with friends and family, but also to form new friends. They should support you to learn new skills, and to grow and develop. Good support should enable you to have choice and control over everything in your life. Their role is to help you to live your life and most importantly good staff will do things with you, not for you.

## Key 5 Help Findings

People told the quality checkers team that the Kaleidoscope support staff were:

*'Brilliant, kind, helpful, happy, friendly, lively, kind, patient, they are very good help, loving, 'good joy' and easy to talk to'*

The people the team spoke to all felt that all staff treated them well and with respect the vast majority of the time. The team were told by a few people about rare occasions when they felt that they had not been treated with respect. It was obvious to the team that this did not happen very often but it was not clear that they always felt able to speak to about it. The team was

informed by some parents that this is an area that they feel they need to advocate on behalf of their child occasionally. **People First Quality Checkers recommend that people are regularly asked about their staff and if they have any issues.**

The quality checking team were told about regular tenancy meetings that are independently facilitated where people can air their views and suggest new things. We were shown an example of the form that people fill in that includes the chance to speak openly about staff.

People told the team that they were never ignored by staff.

*'She is my friend she always take notice of me'*

The team were told about how staff are helping the people they support to learn new skills like cooking, paying bills, learning to ride a bike and getting a job.

Some parents told the team that

*'I have seen such a difference in him since he has been supported by Kaleidoscope'*

*'Kaleidoscope do good support matching, the organisation has been very concerned to make sure people get on well with staff and they are supported by people they like'*

*'In general the staff are committed and well trained'*

We were told by parents how some staff are putting in more work than they are getting paid for to make sure that people are getting the support that they need. Whilst we do not condone out of hours working, this is clearly testament of a positive and compassionate ethos.

The management told us that the staff are *'brilliant special people who all have unique talents and Kaleidoscope try to draw on these talents to best match the people they support'* This was evident with much of the work that was going on and that the team were witness to. This included a baking event that one of the quality checkers attended.

People told us about the decisions that they make around staff. Most people were not involved in the interviewing of new staff although several people told the team that they would like to be involved in this. However after a staff member has joined Kaleidoscope and worked with an individual, that individual is given choice about whether they wish to be supported by this staff member.

The quality checkers felt that this worked well in some ways as it gave the individuals a chance to work alongside the person and get to know them

better before they make a decision. This works as a working interview however it may put people supported in Kaleidoscope under pressure to accept a new member of staff.

**People First Quality Checkers recommend that Kaleidoscope explore the option of people they support being involved in the interviewing of new staff. People First Quality checkers also recommend that people are involved in yearly appraisals of their staff.**

The Quality checkers were told that kaleidoscope is planning to involve the people they support and families in the recruitment and appraisal of staff.

The Quality checkers felt that there was a strong sense of community at Kaleidoscope that encouraged creativity and individual development. They felt that the staff were helping to create community connections and went a long way to achieving the 'Five Service Accomplishments' written by John O'Brien. These are choice, community presence, competence, respect, and community participation.

With such a strong community that obviously care about each other sometimes there can be occasional personality problems. This is something that Kaleidoscope need to be aware of and work towards reminding both staff and the people they support about the relationship especially reaffirming where the power lies.

The quality checkers on the team said that they had a good feeling about every member of staff that they met and that they would be happy to be supported by them.



## **Life – the active contribution we make to community life**

Life is about having fun, experiencing highs and lows and getting together with other people in many different situations. It is about taking risks, and joining in. We are most successful and get the most out of life when we base what we do in life on our gifts, talents, hobbies and interests. These are the things that lead us to connect with others we will form relationships with.

*Citizenship is about making a difference. We do this by getting involved and helping make our community a better place. Many disabled people are excluded from community life.*

*No community means no life and being:*

**Bored** – we end up bored, living without purpose

**Not valued** – nobody finds out what we have to offer because we're not part of it

**False** – some of us end up in services that are just strange copies of ordinary lives

**Lonely** – without community we make no friends and we can lose the friends we have

**Disconnected** – without connections we are weaker and our options are limited

*Community is where life is. We should be able to:*

**Join** – we will find lots more going on in our community if we look

**Work** – our community needs us, there are always plenty of things we can do to help

**Have fun** – find the places where we are happy, we can laugh and relax, have fun

**Be together** – being part of the community is how we meet other people and make friends

**Be Powerful** – together we can achieve so much more than on our own

**Simon Duffy & Wendy Perez 2014**

## **Key 6 – Life Findings**

Many people were 'not sure' what a 'Circle of Support' was or if they had one. One person told the team that they did have a circle and another person said that they didn't but would very much like one. Some parents told the team that this is something that Kaleidoscope had done in the past but was not happening at the moment. Staff told the team that Circles of Support are not on a 'set basis' but spring up around specific needs or goals. Management of Kaleidoscope confirmed this.

*'We have informal circles that grow up around someone's goals, if somebody chooses to have you in their Circle of Support it is the ultimate endorsement'*

This organic way of working was appreciated by the quality checkers who feel that Circles of Support and Person Centred Plans should be living processes that fit around the individual. However as some people told the team they would like to do this **People First Quality Checkers recommend that Circles of Support be re-implemented around Person Centred Plans for all individuals who want this.** Doing so is desirable in order for the support to stay active, meaningful, and dynamic in supporting the individuals to realise the life they want.

The People First Quality Checkers have since been informed that people are now offered regular circle meetings and People supported by Kaleidoscope told the team about clubs and community groups they were involved in.

*'Horse riding, bike riding, fundraising, speak up, music groups, football, rugby, samba, discos and boat trips'*

The Quality Checkers were impressed with the range of things people were doing and the opportunities people had to make friends and meet people. They felt that '115 Fore Street' community hub run by Kaleidoscope was a very innovative idea and presented a real opportunity for the people they support to be more involved and contribute to their local community.

About half the people first quality checkers spoke to said that they had voted but everyone knew about voting. This unanimous response shows that Kaleidoscope is working well to help the people they support to understand their roles and rights as a citizen.

Everyone said that they knew their neighbours. This was the case no matter where people lived. We were told about some difficulties in the past and how people were supported by Kaleidoscope to overcome these problems.

People supported by Kaleidoscope had good connections to their family. Where people did not have such good connections to family this was put down to distance. Some people expressed sadness around family and said that they would like to see family more often but this seemed to be down to the family rather than lack of support or encouragement on Kaleidoscope's behalf.

About half the people we spoke to have friends that do not have learning disabilities and people are making friends all the time. This seemed to be a lot around volunteering and helping to raise funds for local charities, and from just meeting people in Knightsbridge.

The management confirmed this saying

*'People who have made close friendship are the people who work volunteering'*

*'We are lucky with Knightsbridge as the people we support meet people out and about'*

Where people are not friends with people without learning disability it seemed to be because the community that people have built already is very safe and rewarding for people. However Kaleidoscope are clearly working towards reaching out to the wider community by providing facilities and supporting people to participate and be appreciated. The Quality Checkers felt that Kaleidoscope are very good at supporting people to make community connections and that this work should be commended and continued. This is indicative of Kaleidoscope's ambitious ethos.

*'We try to get people to dream big'*

Overall people had a high level of engagement in the life of the community and the development of our own network of relationships. Kaleidoscope were helping the people they support to develop relationships by using the people they already know and introducing them to others that they know, and by joining existing community organisations or activities and also creating their own that the wider community can participate in. This is very robust and energetic area of support that Kaleidoscope offer.



## Key 7 - Love

**Love – It is only through giving and receiving love and kindness, and feeling the range of emotions (both highs and lows) that people become alive. Love as a citizen is also about being responsible for others and respecting people's differences.**

*The most important thing in the world is love. Love exists even when citizenship is missing, but true citizenship strengthens the force of love in the world. Disabled people can love and be loved just like everyone else. But sometimes the world makes it harder.*

*It is hard to live a life without love, you can become:*

**Abused** – *we can be abused, made to have sex or be hurt in other ways*

**Broken** – *we can lose our families and miss out on the chance to have children*

**Lonely** – *we can have no real friends, even when we are surrounded by other people*

**Missing out** – *we can miss out on sex and the chance to be someone's lover*

**Closed in** – *we can be closed in, un-willing to love, frightened of giving to the world*

*Love is always possible:*

**Self-respect** – *we mustn't let other people hurt, use or abuse us*

**Family** – *we can be part of a family, we have the right to have our own family*

**Friends** – *we can find real friends, people who value us for who we really are*

**Lovers** – we are full human beings who should be able to have affection and sex

**Giving** – we can give love to the world and to other people

**Simon Duffy & Wendy Perez 2014**

Love is important to everyone and most peoples' hopes and dreams (people with and without disabilities) centre on finding and developing love through family, friends, relationships, sex and children. All types of love need developing and nurturing, and a person with learning disabilities often will not have learned how to do this, because of isolation, segregation, discrimination and congregation. People's relationships are a reflection of how they think about themselves. People may have been badly treated, discriminated against and may not seek positive relationships, because they do not respect or trust others. They may need support to feel good about themselves and develop and nurture loving relationships.

C. S. Lewis (1960) talks of four loves, which may be a useful way as providers to think about how you can help the people you support develop and nurture love:

**Affection** *This is love for those who are 'family' or who get together through chance. This is a love without coercion, love that transcends discrimination and is without condition. It may be described as natural love, and love born out of familiarity. However, the vulnerability of affection is that it appears to be ready-made and it is therefore expected and is extremely hurtful and destructive if it is not there.*

**Friendship** *This is the love that is developed as a strong bond due to common interests, activities, histories, traits and characteristics. Friendships are freely chosen and can be life-long or last as long as an activity or interest does. People may have a wide circle of acquaintances but much fewer true friendships. Choosing friends and going on to form lasting relationships may need support as inexperience may mean that some people cannot always differentiate between kind honest people and people who may take advantage of them.*

**Romance** *This is the strong sense and feelings that come with 'being in love' through attraction, desire and longing for a connection of body and mind. This love is very powerful and can sometimes grow out of friendship but not always, and people sometimes get confused about this especially if they have had little experience of friendships. Most people want to experience sexual relationships, which may lead to commitment and a family or may not. Having sexual experiences, lasting or not and of the person's preference, and being seen as loveable and desirable by others is very important to people.*

**Gift-love** *This is love for others through their connection as people with humanity and giving without expectation of love in return. This is the love that*

*binds communities together and those who give love in this way are often viewed highly by others.*

## **Key 7 Love Findings**

Most people expressed to the Quality Checking team that they felt good about themselves

*'Happy and joyful, I am ok, yes I feel good about it, I like looking after myself (sometimes) I feel happy about myself, I do love myself as I am a honest and helpful person'*

Parents expressed more concern around the self-esteem of their children and worried that they may feel left out of mainstream society and that this may cause them to feel bad about who they were.

People told the team about the kinds of things that they did that made them feel good.

*'Dancing, listening to music, football, being with family and close friends, voluntary work, keeping myself clean and tidy, gardening, keeping the house nice, doing things outside'*

The quality checkers were very encouraged to hear how well people felt about themselves and that they knew how to make themselves feel good.

People told the team about the people they felt closest to and who they love and were told that people felt close to family, friends, people they were in romantic relationships with, and 'carers'.

*'I love everything, I love it here, I love this building! (115)'*

The management told the team that when people first left the large residential home and moved into the community that initially they relished their independence after being forced together for so long and they cut off from each other. Over time however, people have started to reach out again to each other and form new relationships with the people they used to know. The quality checkers found evidence of very strong friendships throughout their visit and were struck by the strong sense of community and kindness shown to each other.

Most people told the team that they were supported to stay in touch with family and friends if they needed it but most did this themselves.

The team were told about people's best friends and the kinds of things that they did together. They clearly felt passionate about their friendships and enjoying the company of the people they love. Some people had friends that

they wish they could spend more time with. Others told the team how Kaleidoscope was supporting them to stay in touch with people they care about and it was evident that the staff really support people in their relationships. However the quality checkers felt sad for the people that were not currently spending time with people they considered their best friends.

**People First Quality Checkers recommend as part of the Person Centred planning process that people are asked if they would like more support with getting together with the people that matter to them.**

The Quality Checkers were struck by the amount of people that were in romantic relationships. This seemed unusual to the Quality Checkers and very encouraging. The team met married couples as well as lots of people in relationships. The staff told the team that they do support people to have romantic relationships but it also seemed like something that was happening organically and added to the feeling that Kaleidoscope is supporting a very special group of people in a positive life affirming way.

Some people were sad that they were not in a romantic relationship and one parent expressed the opinion that more could be done to support in his area. As this is such a strength of Kaleidoscope, **People First Quality Checkers suggest as part of the planning process that people who wish to meet romantic partners that they are supported to do so.**

People first quality checkers were informed by Kaleidoscope about plans to support people without partners to meet other single people.

Some people told the team that they did not know about sex.

*'I don't know and I don't want to know'*

*'No not really – I would like to know more'*

Most people (although not all) want to experience sexual relationships, which may lead to commitment and a family or may not. Having sexual experiences, lasting or not and of the person's preference, and being seen as loveable and desirable by others is very important to people.

**People First Quality Checkers suggest that education around sex and relationships be made available to people they support who want this.**

People told the team about the things they did for others that made them feel proud.

*'I am in charge of this home, helping to lay the table and making my flat mates tea, being a godparent, I am proud of being myself, helping in the charity shop when they are short staffed, being good to my parents, having a job, take them to work in the centre, sharing my support hours, sending a blanket to Africa, raising money for charity, having parties'*

Kaleidoscope is obviously respecting and supporting to develop people's right to have love of all kinds in their life. Affection, friendship, romance and self-love were all evident and helping to ensure that people feel good about themselves and are valued members of their community.

## APPENDICES

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### APPENDIX 1 – USEFUL WEBSITES

#### **Cornwall People First**

<http://www.cornwallpeoplefirst.com>

Cornwall People First is a user-led self-advocacy charity for adults with learning disabilities in Cornwall.

#### **People First Quality Checkers**

<http://qualitycheckers.cornwallpeoplefirst.com>

People First Quality Checkers offer an independent evaluation of all services for adults with a learning disability. Our team also delivers citizenship training and workshops, consultations and presentations.

#### **CHANGE**

<http://www.changepeople.co.uk>

CHANGE is a leading national human rights organisation led by disabled people. They work for the human rights of all people with learning disabilities.

#### **Keys – Citizenship for All**

[www.keystocitizenship.com](http://www.keystocitizenship.com)

Keys is a project open to members who have or want to explore the use of Keys – Citizenship in the everyday work they do with people with disabilities including learning disabilities. There are resources and information that are free to download.

#### **Centre for Welfare Reform**

[www.centreforwelfarereform.org](http://www.centreforwelfarereform.org)

The Centre for Welfare Reform is a site for the sharing of innovative ideas and practice shared by its Fellows. Much of the information, guides and papers are free to download.

#### **Foundation for People with Learning Disabilities**

<http://www.learningdisabilities.org.uk>

The 'Foundation for People with Learning Disabilities' works with people with learning disabilities, their families and the people who support them. The website contains useful publications, fact sheets and the latest news on learning disability.

#### **In Control**

<http://www.in-control.org.uk>

In Control operate as an extensive community network that is working for change and to provide people with the knowledge, power and tools to control their support.

**Mencap**

<http://www.mencap.org.uk>

Mencap is the UK's leading learning disability charity working with people with a learning disability and their families and carers. Mencap works collaboratively, fighting for equal rights, campaigning for greater opportunities and challenging attitudes and prejudice. This Website contains lots of information on learning disability. Use the 'What we do' button for links to particular topics.

**Paradigm**

<http://www.paradigm-uk.org>

Paradigm is the leading consultancy, training and development agency in the field of disability. This site has very useful information about self-directed support, and new ways of delivering social care. It contains useful links and material for thinking about person-centred ways of working.

**The National Forum of People with Learning Difficulties**

<http://www.nationalforum.co.uk>

The National Forum works with the Learning Disability Programme Board and has the job of telling the Government how Valuing People Now is working for people with learning difficulties.

**Valuing People Now**

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/215891/dh\\_122387.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/215891/dh_122387.pdf)

Valuing People Now is the government strategy that aims to improve the lives of people with learning disabilities