

Outcomes

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Contents

- ❖ Disability Sector
- ❖ What does Quality mean at Community Living
- ❖ Quality Improvement process at Community Living

Disability Sector

- ❖ Many discussions and debates over the last 10 years
- ❖ Some organisations have chosen to use the Council of Quality and Leadership's approach to Quality Measures
- ❖ Why CQL?

5 April 2011

Community Living Trust
"Live the dream, tell the story"

Purpose

Inspirational Dream

People with intellectual disabilities living their dreams through community connections

Spirit

Together, making a difference in people's lives

Beliefs

1. All people are valued and respected
2. We embrace the Treaty of Waitangi
3. Everyone has a place in their community
4. Sustainability is at the heart of what we do
5. Everyone has a story to share
6. Being advocates for people with disabilities
7. Families/ whanau connections matter
8. Creating a great working environment

Attributes

Leaders
Advocates
Inspirational
Innovators
Passionate
Responsive
Collaborative
Ethical

Focus

Live the dream, tell the story

Quality at Community Living

- ❖ It's about Quality Lives for the people & families we support
- ❖ It's a journey not a destination
- ❖ Next steps in the journey includes accreditation with the Council of Quality and Leadership (CQL).

Quality Improvement Process

Actions

- ▶ Learn and Do
- ▶ Reflect and Discern
- ▶ Agree and Plan
- ▶ Measure and Review

CQL Quality Measures

- ▶ Personal Outcomes
- ▶ Basic Assurances
- ▶ Shared Values
- ▶ Responsive Services
- ▶ Community Life

Key Stakeholders

Individual people, Employees, Board of Trustees, Funders, Suppliers and wider Community

Personal Outcome Measures 2005

from the Council for Quality and Leadership (CQL)

My Self

- People are connected to natural support networks.
- People have intimate relationships.
- People are safe.
- People have the best possible health.
- People exercise rights.
- People are treated fairly.
- People are free from abuse and neglect.
- People experience continuity and security.
- People decide when to share personal information.

My World

- People choose where and with whom they live.
- People choose where they work.
- People use their environments.
- People live in integrated environments.
- People interact with other members of the community.
- People perform different social roles.
- People choose services.

My Dreams

- People choose personal goals.
- People realise personal goals.
- People participate in the life of the community.
- People have friends.
- People are respected.

Leadership and Quality Group

AIMS OF GROUP (from Terms of Reference)

- ❖ To implement the Council of Quality and Leadership quality system into the day to day operations of Community Living Trust.
- ❖ To provide a cohesive working forum by which continuous quality improvements across operations, health and safety, risk and environmental management can be identified, planned, implemented and reviewed.

Leadership and Quality Activity



Conclusions

Successful Outcomes for People / Families we support

- Needs meet
- Wants understood & progressed
- Expectations and Dreams facilitated
- Live the Dream, Tell the Story

Successful Outcomes from a funding perspective

- Compliance with specification
- Stewardship of funds
- Businesslike Performance

Successful Outcomes for Employees

- Job security
- Careers progression
- Making a difference in lives of people