



# Good Practice Examples across ASC

## Example 1 of Good Practice



A service providing residential care to people with Autism and/or Learning Disabilities had worked with a local sports club (open to all) to encourage physical activities for people within the service. This had led to one person developing their sporting achievements to a level where they have been asked to help train newer athletes to the club.

This in turn has led to the person gaining enough confidence they now work part-time in a local hotel as a waiter.

This has led to improved independence for that person and the service profile within the community has risen and they have started to build other links within the community.

## Example 2 of Good Practice



### **Person-centred care in a high-performing service**

Mary and Joseph House is a care home in Manchester, providing accommodation and personal care to adult men with enduring mental health needs.

A person who used the service said: “The staff here know what they are doing. They have supported me so well, I was close to death when I first arrived, now I am strong and feel great.”

Mary and Joseph House check that people have realistic aims and objectives. They want to make sure that, if people are moving out, they have their finances sorted out correctly. There was an example of a person who was due to move back into his family home. The service was supporting him over a number of months, to visit his home regularly, to try and build up links with the community, to find new volunteering opportunities, and to know that he can still come back to Mary and Joseph House for a cup of tea or to have a meal.

Arts and creativity were an integral part of the service provided at Mary and Joseph House. The service had a choir and an instrumental band that had been organised by the staff and people. A therapeutic gardener and art teacher were employed. The gardening team have worked with the art group to achieve Gold Awards in various Royal Horticultural Society competitions.

## Example 3 of Good Practice



After this first inspection, the acting manager left their post and a new manager was appointed. At the second inspection the manager, with support from the owner, had been able to achieve a great deal of improvement in a short period of time. This included:

- Staff teams were mixed up so that “problematic cliques” could be broken up and staff could be exposed to best practice at other parts of the service.
- Person-centred caring training for staff. This included dignity challenges that aimed to give staff a better understanding of how it feels to be cared for, for example being fed by another person while wearing a blindfold. At the second inspection, staff also commented on how important the training had been for their role.
- More frequent staff meetings and weekly memos to improve communications between staff and the manager.

The overall rating of requires improvement reflected the work that the manager had been able to achieve, but still showed there was more to do.

At the third inspection the inspector saw improvements in the areas identified at the previous inspection and no new issues were identified and was able to rate the home as good.