



Our Plan

2010-2015

This plan gives a clear idea of what we want to happen in our organisation over the next 5 years. It will explain the way that our organisation, services and people will get the quality of services that we want.



This plan is based upon what
is really important to us involving

People



Progress



and

Working Together



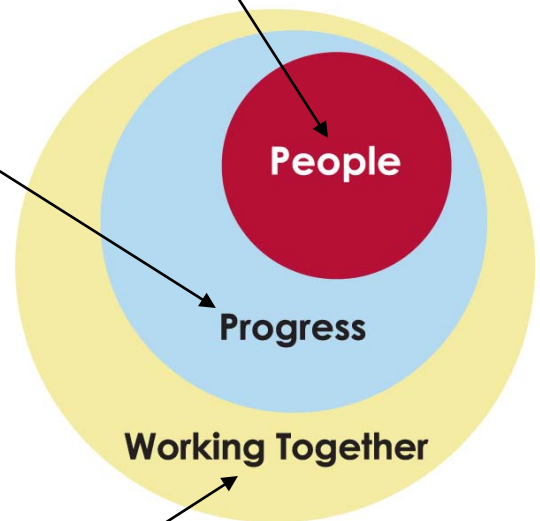
People are at the centre of **everything** we do



This means our work is all about helping people

Progress continuously to **improve** the quality of people's lives

This means to keep moving on to make the quality of people's lives better



Working together to achieve **better outcomes** with people

This means we all work together so that things get better for people



When making and asking people about this plan it has been important to think about our charitable rules and how important they are.



The charitable rules we have to think about are:

Who do we work with: West House provides care, support and opportunities to people with learning disabilities.



Where do we work: West House works within Cumbria.



Why do we work: West House exists to meet the needs of people and to help with the rights and happiness of the learning disability community.



When we get asked for a service we ask 3 important questions –



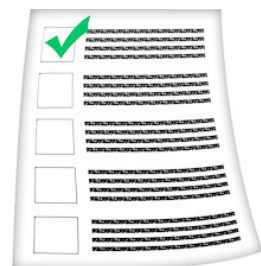
1. Does the request fit with our aims
- learning disabilities? Cumbria?



2. Are we the best organisation to do
what's needed?



3. Are we able to do an excellent job
now?



When we make our plan we have to think about lots of different things.



These include Valuing People Now and the Cumbria Learning Disability plans.



Other things we have to think about are personalisation and people having more control of the care and support they receive.



We also have to think that there will be cuts in the Cumbria social care money, probably for the next 3 years.



To help us to deal with the things we have to think about we have made some rules to stick to:



Make sure we do the best job for a good price: We will get better at dealing with all support needs. We will concentrate more on helping people to be more independent so they don't need so much paid support.



Make sure we are flexible and quick to respond to need: We will be open minded and support different ideas about meeting people's needs.



Make sure we have diversity: We will keep the variety of services we offer, increasing our inclusive approach to support children and adults of all ages regardless of the level of their disability.



People Strategy



People are at the centre of West House. We will try very hard to be the provider and employer that people choose in Cumbria.



People at the Centre

We will improve how we employ people, how they learn about the organization and how they get training to make sure that the right people, with the right skills and values are able to meet the needs of everyone we support.



We will increase opportunities for everyone within West House have a say in what we do.



Progress

We will always improve the way we work to deliver the highest quality services. We will improve so that we can set up new services and make existing services better.

We will make a work force development plan. This will be a plan that will offer more than we need to offer to provide people at all levels with the skills, knowledge and values to improve the quality of what we provide. This will help people to move into better jobs.

We will support staff to get the special skills and knowledge needed to meet the needs of people with complex needs.

As a growing organisation we will make reliable, strong, fair and effective ways to deal with staff.



Working Together

We will make the way the organisation is run more open so that our members and others can measure how well we do.



Communication Strategy

West House believe that it is essential for everyone within our organisation to feel that they have a voice, that their voice is heard and that everyone's views are valued.

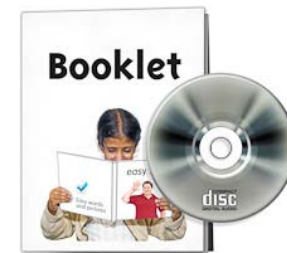


We do our best, in every way, to make communication better with everyone that has anything to do with West House.



People at the Centre

We have to make sure that all the things we print out like our posters, minutes, letters and policies are made so that they are easy to read and with a cd for listening to where possible.



Give more support to the forum groups that we already have.



It is important that people we support and employ are informed and can have their say.



What they say can have an effect on what we do now and our plans for the future.

Progress

We need to make best use of the way we use the internet for our communications.

We must think about how easy to read or listen to and understand the internet information we send out is.

We must also think about how up to date and how good the information is.

Information communication technology is about working with computers and the internet. We must use and make the best of all our information communication technology.



Working Together

We must clearly let people know about how things are moving on and growing, at the right time and in different ways, so that everyone in the organisation is kept up to date.

We will make a good, clear way to let everyone know about West House.

When people think about West House we want them to think about the special things we do.

We will make it clear and easy to contact other organisations that we work closely with.



Community Strategy

West House knows that it is important play a part in our communities. West House strongly supports people to be a part of their community.



People at the Centre

We will make sure that everyone we support, no matter what their disability is, has the opportunity to access and take part in the full range of activities available in their community.



We will make sure that everyone in West House has the chance to know more and understand about things that have an effect on the way we work.



Progress

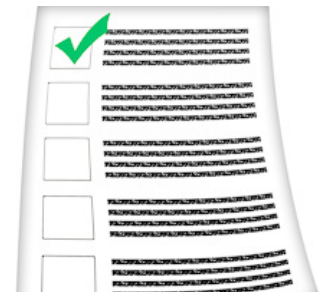
We will fight for people to get easy access to all public facilities.



We will work with partners to build up a range of the right kind of housing, employment and education opportunities that are right for the people we work with.



We will fight and have our say about plans and policies that are made for Cumbria and for the whole country to make sure that services for people with learning disabilities get better.



Working Together

Build up good working relationships with other organisations and people to make sure all the needs of each person are being met.



We will play a part in the training and education of other people who are not from West House. This will help people to have a greater understanding of the needs of people who have a learning disability.



We will improve links with schools and colleges to tell young people and their families how West House is good at working with young people who have a learning disability.



We will work with people and their families to make sure that they are able to fully access services that are available.



Health & Wellbeing Strategy

West House believes that as an employer and a provider of care and support we should be concerned about the health and wellbeing of all. West House aims to care about and take action to deal with both the needs of each person and the needs of groups of people.



People at the Centre

We will make sure that people have quick access to all medical treatment, screening programmes and advice where and when needed and necessary.



We will make sure that Health & Safety and positive risk taking is happening for all.



We will regularly look at and check service provision involving health and wellbeing for everyone we support.



Encourage and promote healthy lifestyles for all.



Progress

We will look at our job-related health services each year to make that they are the right services for our needs.

We will often look at the way people have to work which involves their health & wellbeing.

We will make training and education on health related matters available to all so that they can make up to date choices and decisions.

We will fight for the same health provision for people who have a learning disability that everyone else has.



Working Together

To work in partnership with all health colleagues to achieve the best outcomes for all people.

To actively seek professional advice & adopt appropriate guidelines in order to deliver sound employment practices and quality services.

For everyone within West House to understand their rights and responsibilities in relation to safeguarding adults and children.



Personalisation Strategy

We believe that personalisation is about putting the people we support and their wishes at the centre of everything we do.

We believe personalisation is about always using a person centred approach when working with people.

It is about supporting people to take control of their lives, the support they receive and allowing people to have more independence.



People at the Centre

Everyone we support will be helped to make their own person centred Support Plan, that they own and that says how the service they receive should be.

They will be involved in deciding who will work with them and be involved in checking how well those people are working.

Everyone we support will be asked to say how good the services they receive are.

They will be helped to make changes in their care and support when they want to.

Everyone we support will receive the help they need to make choices about where they live and who they live with.



Progress

We will make available a range of services so that people can choose how we provide support to them.

This might be helping with direct payments options where people employ their own personal assistants or maybe helping with fully managed care and accommodation services.

We will make a way of helping people to plan their support and how they use services to give more independence and make sure they are spending wisely.



Working Together

We will support individuals and families get the right support to meet their needs. This might be with specialised organisations and the wider community. We will make a service that helps people to choose what happens next in their lives.

We will build upon existing arrangements with self advocacy and peer quality checking groups to increase their input into quality and assurance processes and their influence on service development.



Innovation Strategy

The making of new opportunities is really important for West House to continue to help people improve the quality of their lives.

We believe innovation means starting new services and also improving and making better the services we have and the way we work.

We are committed to helping people to have more independence and to having a rich and full life.



People at the Centre

We will build upon the services we have and get more skills and knowledge to meet the needs of people with complex needs.

We will make a range of new services to meet the needs of children and their families.

We will find activity and employment opportunities that allow people to become more independent in their community so that they don't need so much paid care and support.

We will make sure that our aims and the way we work is led by what people tell us they need. This will mean that we can make very good use of the person centred way of working to make real changes and get better.



Progress

We will make better ways to manage all areas of the way West House is run.

We will make our service delivery about what people want to happen in their lives. We will be open minded across all areas, focusing on moving people forward, getting better and making the best use of resources.

We will make the best of using assistive technology. Assistive technology is a product or service designed to help disabled people to be more independent.



Working Together

Look for and support new ideas and innovation from everyone involved with the organisation to improve the quality of what we do.

Work with partners to get different types of supported housing to meet a wide range of needs and draw attention to areas where needs are not met.

Encourage and share ideas and best practice with all other organisations so that people with a learning disability get better and more opportunities.



