



**QUALITY SELF-ASSESSMENT PROGRAMME**

**1 BUSINESS MANAGEMENT**

**1.6 INFORMATION & COMMUNICATION WITHIN THE HOME**

CARE HOMES - PEOPLE WITH MENTAL HEALTH DISORDERS

*Elements addressed:*

Page 1-6/1

Version 4.0 © GMP Systems, Year 2008

- Freedom of Information
- Communication Methods
- Communication within the Home
- External Communications

**OUTCOMES TO BE ACHIEVED:**

*The features and standards of the Home are displayed and communicated. Active progress towards achieving these objectives, which will include consideration of the views of service users / advocates and relatives, is reported and communicated in an atmosphere of dialogue.*

#	Performance Indicator / Standard	SCORE	Evidence
1	There is a notice-board within the reception area of the Home, and in the communal day rooms / lounges used by service user and visitors.		
2	This notice-board gives details of activities and other events on a weekly basis.		
3	The <i>Statements of Aims, Values and Objectives</i> of the Home are clearly displayed on notice-boards and contained within the Home's Brochure.		
4	The Home's <i>Quality Policy Statement</i> is clearly displayed on notice-boards and contained within the Home's Brochure.		
5	The arrangements for receiving comments, compliments and complaints are clearly displayed on notice-boards.		
6	The results of any surveys of the views of service users, advocates, relatives and visitors, together with agreed actions for improvement, are displayed on the notice-boards.		
7	The results of any Quality Self-Assessments, and inspections by the C.S.C.I. or other Verifiers, together with agreed action to be taken, are displayed on the notice-boards.		
8	There is a clock and up-to-date calendar on display where service users and visitors circulate. These are in large lettering for the benefit of the partially-sighted.		
9	Prospective service users are given adequate information about the Home, facilities and services, to enable them to make an informed decision about its suitability for their needs.		
10	Each new service user / advocate is provided with a copy of the Home's Terms & Conditions of Residency. This is explained by staff where clarification is needed.		
11	Information about available NHS services and entitlements is freely available to service users, and advice is given where appropriate.		
12	Where required, the Home has provided key Statements and Policies, and Terms & Conditions of Residency, in languages appropriate to the ethnic mix of the service users.		
13	There are translator / interpreter services available to enable staff to communicate with service users / families in their first language.		
14	Selected staff are trained in specialist communication skills such as lip reading, finger spelling and Makaton sign language.		
15	Selected staff are trained in specialist sensory communication skills such as braille and manual deafblind language.		
16	Information displayed is clear, in attractive type-faces and is user-friendly, i.e. avoids the "clutter" and "official" airs associated with more institutionalised organisations.		
17	Pictorial displays of information, where needed, are clear and understandable (e.g. direction signs to fire exits, male / female toilets etc).		

