



Ask Listen Do learning from pilots

Ask Listen Do pilot

In the summer of 2019, as part of the Ask Listen Do pilot, we carried out an audit, cross referencing to the principles and commitment of Ask Listen Do and identified any gaps and actions required. We found that we already have great examples of Asking, Listening and Doing and the pilot project has made us focus on improving these even more.

Who we involve

The people we support

The audit found that we involve the people we support in a number of ways, including:

- Dimensions Council - the Hate crime campaign #ImWithSam and #MyGPandMe was spurred on from conversations within Dimensions Council. Recent health discussions included Do Not Resuscitate (DNR) orders, and this is now a focus
- regional Speaking Up groups – Everybody Counts meetings are where local issues are worked on collaboratively and things that are going well are celebrated
- our team of 58 Quality Consultants who have lived experience, predominantly supported by Dimensions but not exclusively who:
 - contribute to special projects, organisationally-led forums and events
 - support regions to induct newly recruited workforce
 - interview with business support partners for office based recruitment
 - work alongside our internal quality and compliance team carrying out quality checks – speaking to those supported, support staff and families to find out their views and feeding this back including actions, where required
- ensuring the principles of making safeguarding personal are followed
- regional Listening events (2019/2020) feeding into the 2020 – 2025 strategy, having their say on what to continue to do and what needs to happen for Dimensions to be the best it can be
- regional Working Together for Change events
- being asked to offer feedback for support staff annual appraisals
- individuals being involved in recruiting their support team.

Family members

Families are involved in a number of ways, including:

- our Family Charter gives a clear commitment to partnership and each family can choose to set up a personal communication agreement for day to day issues
- tracking the success of our commitment to families in our bi-annual family and friends survey
- involving relatives in safeguarding matters that involve their relatives and seeking their satisfaction with the end result
- the Board of Dimensions having a family co-opted member
- employing a paid team of people with lived experience who:
 - contribute to special projects and strategic decision making
 - facilitate family meetings in local areas
 - work alongside our internal quality and compliance team carrying out quality checks including speaking to families to find out their views, including this in action plans where required
 - work 1:1 with families to support them where required
- seeking family involvement at regional Working together for Change events
- participation in their relative's annual review which feeds into Working Together for Change
- providing access to our Whistleblowing Hotline
- being offered an opportunity for involvement in recruiting their relative's support team and contributing to their induction
- delivering training
- the 'Ask Liz' section on the website allowing people to get in touch directly with the family consultant.

Improvements and changes

As a result of our commitment to Ask Listen Do, we have/are:

- informed our board and council members of the project, who have agreed its importance
- reviewing our communication for families around complaints
- reviewing our easy read protocols and initiatives – both internally and externally
- raising awareness of reasonable adjustments, including examples of these
- committing to Ask Listen Do, including reference to the resources in our induction training and management training
- including the principles of Ask Listen Do in our complaints satisfaction survey, to support our understanding more about what we did well, and what could be improved
- undertaken an organisation wide survey to understand if and how learning from the feedback we receive, compliments and complaints, is used. The findings have been shared with all 7000 colleagues
- colleagues are currently discussing what next steps can be taken, including how they can make it easier for the people they support and their families to give their feedback by sharing a compliment, raising a concern or making a complaint
- shared the wealth of resources from the **Ask Listen Do** website
- Regional Managing Directors across the organisation are including how they've **Asked** for feedback, examples of the way they went about this (**Listened**), what was done as a result (**Do**) and the learning gained. This information is received by our Executive Team, Safeguarding Panel and Quality and Practice Committee where it is discussed and any organisational changes, where needed, are agreed
- referenced Ask Listen Do and embedded the principles into our Concerns, Complaints & Compliments policy
- incorporated the promotion of best practice in complaints management, including Ask Listen Do, and sharing the learning gained from the feedback received, as part of the core duties of our Quality Officer role.

Challenges

Through the course of the pilot, we found the following challenges to implementing Ask Listen Do:

- how we ask for feedback and how we communicate our response, has to be considered for people on an individual basis, and reasonable adjustments made.
- getting it right for people with profound and multiple learning disabilities or complex support needs, this is a priority in the 2020-2025 strategy.
- it is also important to find personalised methods to understand the individual's subsequent satisfaction of how their concern was handled.

What we have found

From the audit results and from talking with people we support, their families and our employees, it is evident that we are already implementing the principles of **Ask Listen Do** but not necessarily using this language. If we all (in as many organisations as possible) use the same language, and feel comfortable and confident in the response that we give or can expect to receive, that can only be a good thing!

Ask Listen Do can only enhance the work we are already doing, and we hope the project continues to be implemented in other organisations so that people with learning disabilities, and/or autism and their families can be confident in their expectations of us all.

About us

Dimensions provides evidence-based, outcomes-focused support, including sector leading positive behaviour support, for people with learning disabilities, autism and complex needs. We help the people we support to be actively involved in their communities.

To find out more contact:

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