

Feedback on our RQIA Inspections 2013/14

RQIA inspect organisations to make sure that they are giving a good service and following the guidelines properly.

They inspect Positive Futures each year. This year this is what they said:



What we are doing well

Providing person-centered support which encourages independence and communication



Have a system in place to monitor (check out) our Services



Keeping you safe



Matching staff to your needs



How we train our staff in Human Rights and Restrictive Practices

What RQIA say we could do better



Get better at how we record Restrictive Practices and Consent

(Restrictive practices means anything that stops someone doing something. Consent means agreeing to something.)



Get better at how we follow our monitoring processes



Revise our Support Agreements and Handbooks



Improve how our staff claim mileage