

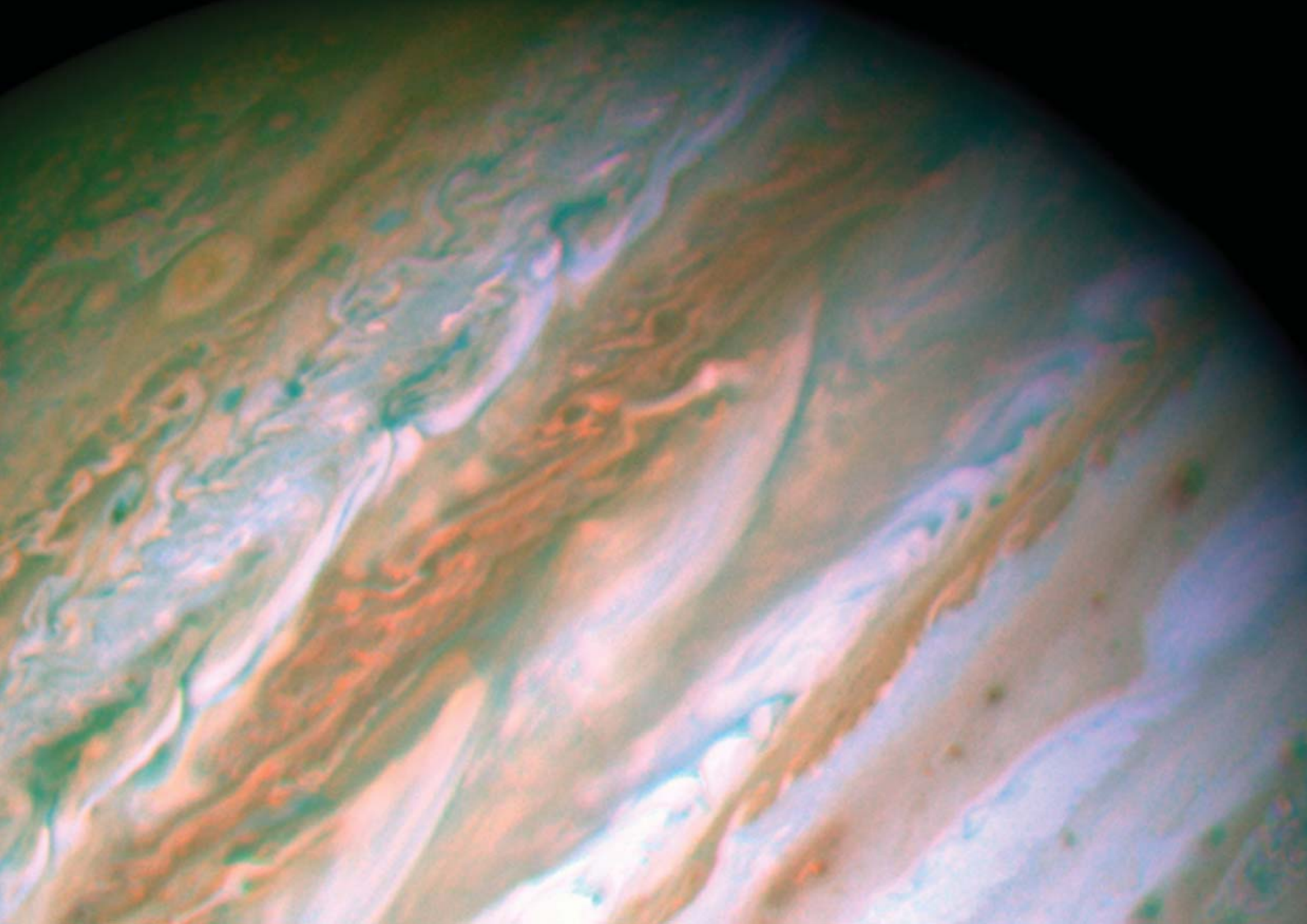


jupiter

Quality
Checkers

By us - for us

www.jupiterquality.co.uk



Jupiter is a social enterprise, that checks how well services are doing their job in Cumbria the world and beyond...



What is Jupiter

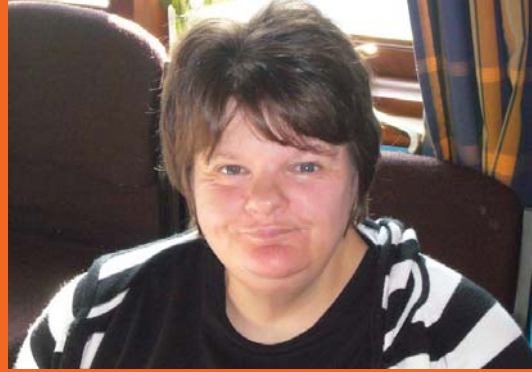
Jupiter is an Industrial and Provident Society run by people with learning disabilities supported to do this role by paid staff working for the company or service organisations.

Why is it called Jupiter?

Jupiter is the protector of the planet Earth. It's strong magnetic force sucks in potentially deadly meteorites and prevents them reaching our vulnerable atmosphere. It is hoped that by using Jupiter organisations will be interested in promoting the lifestyles of the people they support so they too can blossom.

What is the purpose of Jupiter?

Jupiter aims to increase the quality of life for people with learning disabilities living in Cumbria by checking the quality of services they receive.



It is no longer acceptable for organisations to view people with intellectual disabilities as passive recipients of services; they must be seen as active partners.

Valuing People DoH

What is Different about the Jupiter's approach?

Jupiter is not at all interested in PROCESS or the how people receive services. We are not interested in who provides the services or the systems they use.

We are only interested in looking at what people are doing in their lives – and how this compares with what could be loosely but usefully called “A Decent Life”.

How Does Jupiter Do This?

We do this by looking at the Four Key Areas of someone's lives identified in Valuing People Now. These are:

Health

Healthy Lifestyles and Quality of Primary Healthcare

Housing

Where someone lives and the Quality of Their Housing

Personalisation

How much choice and control someone has in his or her life.

Activity

How a person spends their time

And we look at four dimensions that we think are important in having a fulfilling life:

Support

Whether a person has enough good support and resources (including money) to help them live a decent life

Relationships

Family, friends and partners

Artistic and Spiritual Fulfillment

How a person expresses themselves, their beliefs and feelings.

Community engagement

Involvement in the life of the local community.

Is the Quality Checking Service always the same?

The Quality Checking process will be different on each occasion and for each organisation/service setting. Early on in the process there will be some discussion with the client about what they want to get out of the process. Some services e.g. a residential service will be responsible for what happens 24 hours a day. Other services e.g. a day service or a community nursing service will only have responsibility for certain aspects of a person's life. The Quality Checking process for each organisation will reflect this and the approach can be changed on each occasion so that the client gets value for money.

How might it work?

Jupiter is available for one-off stand-alone visit/reports, advice on particular issues e.g. person-centred approaches to care – and longer-term consultancy on developing quality within the organisation.

A typical Visit / Report scenario

- The first thing that a prospective client will do is to make contact with Jupiter. Contact could be made by phone, email or via the website. The company has produced a website with a way for clients to share stories and good practice. The office of Jupiter is likely to be at Cumbria CVS in Maryport.
- After the initial contact the Project Manager will be in touch to discuss what the client wants and answer any questions.
- If the client wishes to go ahead then the Project Manager will issue a questionnaire aimed at helping the client work out what they want to get from the visit and giving basic information about the organisation to the company.

The client will be asked to appoint a key contact person who will be expected to attend every meeting and site visit – and who will be the first point of contact between the company and the host organisation. This is to ensure good communication lines.

- Once the questionnaire has been received the Project Manager will arrange a meeting between the visit team and the organisation. The visit team will usually comprise of three to five people with the Project Manager, Consultant(s) and supporter(s). The Consultant will always be a person with a learning disability.
- After the meeting a Visit Plan will be drawn up by the Project Manager and agreed by the host organisation.
- The visit is then arranged and takes place – over a number of days/sites as agreed in the Visit Plan.
- Following the visit the Project Manager will gather any supplementary information that is needed and after meeting with the Visit Team write a draft report.
- Within two weeks of the visit a feedback meeting will be arranged with the host organisation for the company to give initial feedback and allow the organisation to ask/comment about the findings.

- Within four weeks a final report will be drawn up and issued to the client.

How much will it cost?

The actual cost will depend on the extent of the consultancy, and how much time will be needed to complete the work. A typical visit using two Consultants with a pre-visit meeting, one-day visit, feedback meeting and report with recommendations would cost in the region of £3000.

“ The only disability in life
is a bad attitude. ”

Scott Hamilton



For more information please visit our website

www.jupiterquality.co.uk

Jupiter Quality Limited
c/o Cumbria CVS,
12A Selby Terrace,
Maryport,
Cumbria CA15 6NF

Tel: 01900 819191
Email: info@jupiterquality.co.uk

www.jupiterquality.co.uk



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WEST LAKES RENAISSANCE



The Hub