



## **ACTION PLAN**

<b>LEARNING CULTURE</b>	We have a proactive and positive culture of safety based on openness and honesty, in which concerns about safety are listened to, safety events are investigated and reported thoroughly and lessons are learned to continually identify and embed good practice.	This will be monitored monthly throughout team meetings and staff supervisions.
<b>INVOLVING OTHER WHEN MANAGING RISK</b>	We work with people to understand and manage risks by thinking holistically so that care meets their needs in a way that is safe and supportive and enables them to do the things that matter to them.	This is seen and reflected throughout support plans using person centred care and regularly updated when changes occur, we make sure they are the centre of their care and treatment.
<b>MONITORING AND IMPROVING OUTCOMES</b>	We routinely monitor peoples care and treatment to continuously improve it. We ensure that outcomes are positive and consistent, and that they meet both clinical expectations and the expectations of people themselves.	We review all service user files monthly whilst also reviewing the support plans with the service user.
<b>MANAGEMENT AND SUSTAINABILITY</b>	We have clear responsibilities, roles, systems of accountability and good governance. We use these to manage and deliver good quality, sustainable care, treatment and support. We act on the best information about risk, performance and outcomes and share this securely with others when appropriate.	This is monitored and regulated monthly throughout team meetings and also when incidents occur.
<b>LEARNING</b>	We focus on continuous learning innovation and improvement across our organisation and the local	This is monitored monthly and discussed through team meetings, this is also updated when policies

IMPROVEMENT	system. We encourage creative ways of delivering equality of experience, outcome and quality of life for people. We actively contribute to safe, effective practice and research.	and procedures change.
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