



# Social care and support

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## What to expect from a good support provider

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With so many different support providers to choose from it can be difficult to work out which organisation is the best fit for supporting your relative or whether their existing service is really good enough.

There are though some simple indicators to look out for when assessing the quality of an organisation – these are as follows:

- They have a good or an excellent rating on the [Care Quality Commission \(CQC\) website](#). Be aware that CQC ratings can change and are often variable across the same organization. It is best to look at a few services run by the same provider in different areas; consistency of approach is important especially when dealing with large national organisations.
- They have a low staff turnover percentage (ideally this will be single figures); you'll probably need to ask them for this information.
- They find out the types of people who work best with the person and then recruit a staff team around them using this information.
- They invest a lot of time and detail into planning support.
- They regularly review support and ensure the views of the person are incorporated properly.
- They are happy to provide their complaints procedure and encourage feedback from the person and family.
- They undertake a proper initial assessment of the person to be supported.
- They identify risks and identify any behavioural triggers and work out the best way to support them.
- If they need one, they have got a behaviour support plan, and this is part of a wider person-centred plan which looks at their whole life, what is important to them, what they enjoy doing. It helps people support them in the right way and helps make sure the person is living the life they want.
- Your loved one is cared for as an individual with services based around their individual needs.

- The service/ staff are willing to work in partnership with families and recognise and value the contribution they bring and listen to what they have to say!
- Staff have had the right training: they understand how your family member communicates, how they want to be included in decisions about their support and they value and respect them.
- If required staff have had training in positive behaviour support and are identifying the reasons for your relative's behaviour and helping them to develop new skills.
- They provide support in the least restrictive way possible and encourage positive risk taking.

## We can help

If you have any questions about social care, please contact us using Tel: 0333 1212 300 or Email: [info@downs-syndrome.org.uk](mailto:info@downs-syndrome.org.uk). If our information officers are unable to help, they will refer you to our social care adviser.

### Contact us

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