

# INCLUSION GLOUCESTERSHIRE

 [inclusion-glos.org](http://inclusion-glos.org)

BIGGER DREAMS ► BETTER LIVES ► BRIGHTER FUTURES

## Quality Checking



## User-Led Quality Checks

Registered Charity Number 1171559

# User Led Quality Checks

Led by disabled people,  
for disabled people.



- **Experts by Experience lead the Quality Check**
- **We give people facing disabling barriers a voice**
- **We identify things that could be better and support providers to improve**

**Where do we do Quality Checks? Residential homes, hospitals, supported living, domiciliary care.**



# What happens on a Quality Check:

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- Meet people living with a disability, autism or mental ill health
- Find out what is good about their care and support
- Think about if they can have better support
- Ask staff about the people they support
- Talk to the Manager
- Tell the Provider things they are doing well
- Tell everyone what they could do better
- Sometimes we do a Follow Up Visit



# How we have helped

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A person had their Annual Health Check booked after speaking to us



An individual set their own goals and chose which ones to do each day



A home helped someone buy a fish tank for their bedroom which was calming



Staff were calling people 'grumpy', the Manager spoke to the staff and they stopped



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**For more information, contact Becky Benson:**

**Mobile** 07889 213468    **Office** 01452 234003



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