



Annual
**Quality
Report**

January – December 2017

j.s.p

Registered with the Care Quality Commission
in England and Wales - practitioners registered
with the HCPC, NMC and SSSC

Welcome to our annual quality report

In this publication, we want to highlight one of the most important facilitators of quality in our work which impacts directly on our ability to support our clients in the best possible way and strengthens the organisation simultaneously.

Teamwork!

The contributions, innovations and skills of staff across all areas of practice are vital to our success and we place great importance on collaboration and learning from experience and each other. By working in this way, we generate new and creative ideas, identify our challenges, celebrate our strengths and support one another to deliver a high quality service.

JSP is an office based multi-site multi-service organisation spread out across the north of England and Scotland with a strong support structure at its core and teamworking is essential in retaining the culture and values that are key to our longevity. Our organisation turned 23 years old in October 2017 and we look forward to many more years supporting individuals with life changing injuries to live as they wish and enjoy their lives going forward.

Sally Wilkinson, Helen Milicevic (Millie) and Colin Bulmer – Senior Management Team



What makes us *j.s.p*

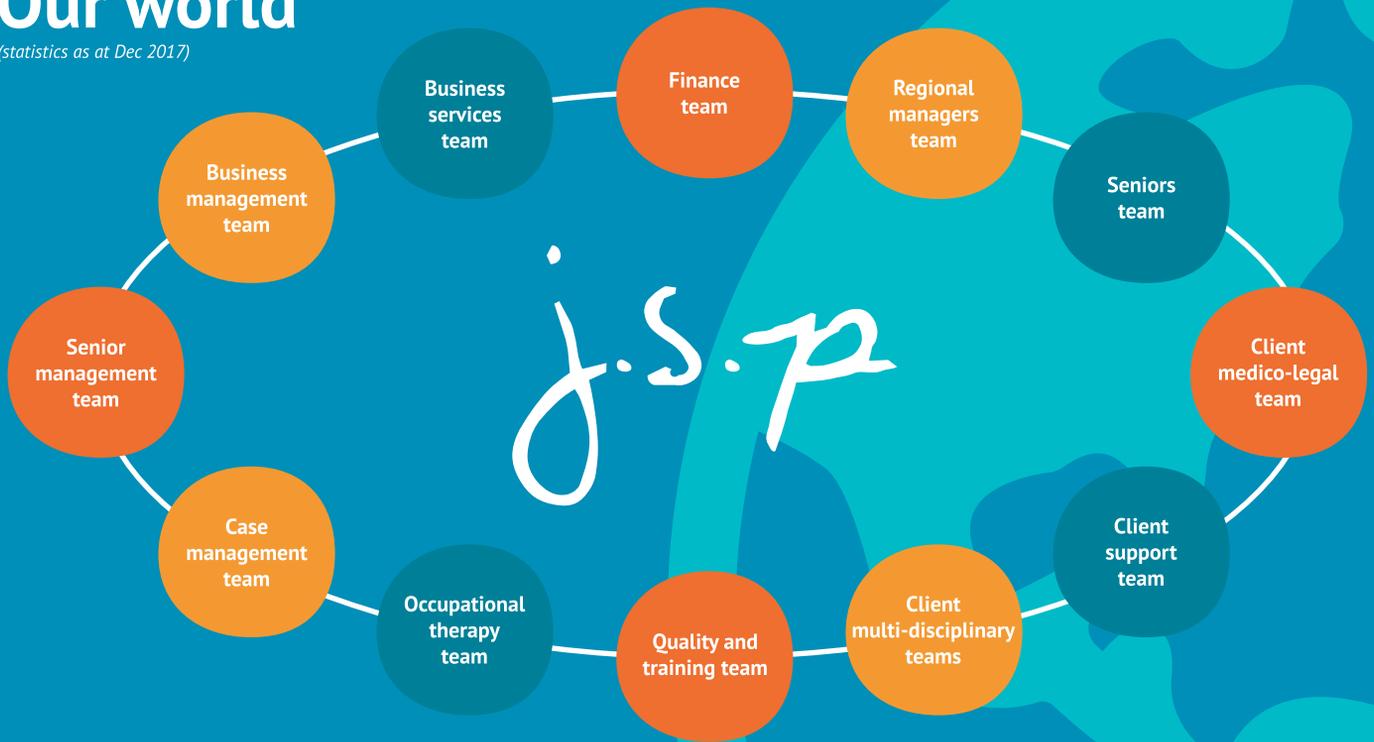


Team work

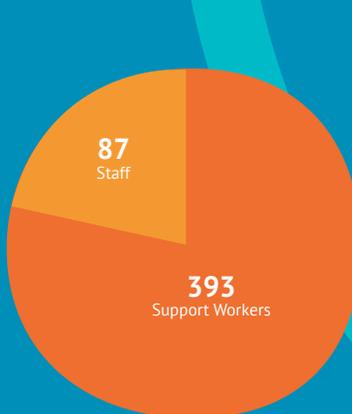


Our world

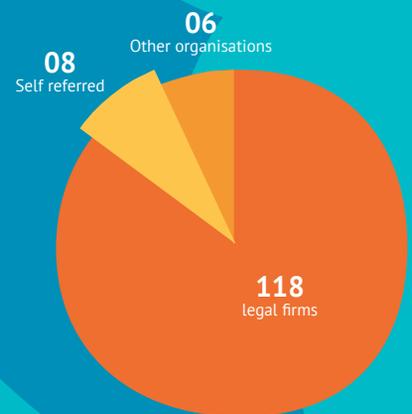
(statistics as at Dec 2017)



404 clients



480 people



132 referrers



Professional standards of practice

Alongside our recognition of the British Association of Brain Injury Case Managers (BABICM) and SIA (Spinal injuries association) code of ethics and the College of Occupational Therapists (COT) professional standards, our professional staff are registered with the appropriate professional bodies:



Professional



High standards / quality



Health & Care Professions Council



NMC – Nursing and Midwifery Council



Advanced Registered Practitioner members with BABICM



SSSC – Scottish Social Services Council

Our regulators

Our case management services in England are regulated by the Care Quality Commission (CQC) and we are working hard to incorporate CQC's amended key lines of enquiry into our everyday practice. We are proud to hold our Good ratings for all areas in each of our services across England.

We are also full registered users of CECOPS – the Community Equipment Code of Practice Scheme. This scheme provides a set of standards against which our Occupational Therapy led Equipment and Adaptations Service is proud to measure itself.



Team focus – occupational therapy

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OT

Brain injury rehabilitation

Supporting clients to work towards their own goals, and measuring outcomes to evidence effectiveness

Children and young adults service

Taking a creative, whole person approach to provide our young clients with every opportunity to reach their full potential

Moving and handling

A bespoke service tailoring moving and handling training and risk management plans to the client in their own home

Rehabilitation assistants

Working closely with the OTs to bring therapy alive in day to day life, and passing on their wealth of knowledge to support workers to bring long lasting benefits to our clients

Vocational rehabilitation

Considering the reality of employability in our clients' local jobs market.

Spinal rehabilitation

Adapting assistive technology to offer creative solutions to independence.

Equipment and adaptations

Working to Community Equipment Code of Practice Scheme (CECOPS) standards to equip our clients with safe, tailored equipment.



Garry

Garry was assaulted when he was 20 years old. Now 32, he has been living with an acquired brain injury ever since. Garry has been left with many cognitive problems which have impacted on his ability to function independently on a day to day basis. His problems with memory and insight make this particularly difficult for him but they also mean that Garry is socially vulnerable.

Over the years, he has worked with medical and community rehabilitation teams and more recently JSP.

Having lived with his parents since the assault, Garry was keen to live independently but those around him knew this would be a challenge. He began working with a JSP case manager in 2015 and now has an occupational therapist, rehabilitation assistant and support worker supporting him to live independently. When asked what had helped him make the shift from the family home to living on his own, Garry said: **“Support! At the start I couldn’t understand it taking so long. Looking back, it has been helpful and made a big difference to my life”**

“ I knew I could do it – But I couldn’t do it without support ”



He has had his first 'independent' Christmas and is rightly very proud of himself.



He has developed new hobbies (fishing is his favourite) and he's even managed to save a stranded sheep while fishing!



Having gained qualifications in plastering and construction he will soon be taking up voluntary work as a handyman for a local hospice.

His occupational therapist, Sarah Turner, says: **“ In addition to Garry’s hard work and determination, his success has been due to having a strong and innovative team around him to help him navigate his way successfully through his rehabilitation. The key to this has been the communication and close working of his core team which has included his case manager, occupational therapy, rehabilitation assistant and support worker.”**

Sarah goes on to say **“ the team have worked so well together because they:**

- **had a shared goal;**
- **respect each other’s roles;**
- **appreciate that we are only as good as our component parts and**
- **can rely on each other to get the job done.”**

Garry says that now he has a team around him, **“ my life has become clearer and simpler, I can think for myself ”.**

When asked who he considers to be part of his team, Garry listed his case manager, his occupational therapist, his rehabilitation assistant, his deputy, his family and friends, college staff, and most recently, his 2 new support workers.

and how we know it works

“I work for and support a great client as a part of a great team”

Support worker

“The team are very good at communication”

Support worker

“I enjoy my role, like the people I work with and the values that JSP work towards”

JSP team member

“Having recently joined the organisation I have been given so much support by the team – everyone works in unison”

JSP team member

“I have worked with JSP on many cases over the years and they have some excellent case managers who make a real difference to client's lives, in some cases their input is life changing for clients.”

Ruth Wright, Potter Rees Dolan

“We have been working with JSP for the last six months, in support of a small number of our beneficiaries. Their commitment and communication has been excellent and it has been great to have them working as a team alongside our staff.”

Lawrence Mannion, Help for Heroes

“We have worked jointly and effectively with JSP for a number years, which has meant we have been able to secure lasting outcomes for a variety of clients. They take time to understand each individual and are committed to working together to find the best solution to a problem, along with working innovatively when required.”

Beth Perry, Irwin Mitchell

“I have worked with JSP now for about 12 years as they have provided case managers and therapists for my brain injured clients. I have always been impressed by JSP's professionalism and ability to draw on their excellent group of therapists and experts for true specialist advice and assistance. JSP feel very much part of our team here at Switalskis and we couldn't do such a good job for our clients without their help”

Suzanne Monroe, Switalskis

Team work in training

JSP Training believe that a sense of being a team is as important in the training room as it is in any working environment.

That's why our trainers take time in every training session that they deliver, from fire safety to advanced brain injury training, to understand each learner and their clients and bring the group together with the common goal of learning new skills to provide specialist support to our complex clients.

Whether training support teams, individual support workers within a group or our administration and clinical staff, supporting learners to work together as a team enables them to inspire each other, share experiences and ideas and embed their learning into real life scenarios.

Training is never "off the shelf" at JSP. We tailor everything to enable learning to be transferred directly into practice to meet our clients and JSP's expectation of high quality provision.

Learners are encouraged to see the bigger picture and place themselves within the wider team that surrounds their clients, helping to support those who may work in isolation see themselves as key members of the team.

what our learners say...

"this trainer knows her stuff"

"interactive approach. Very good at getting you to think in more depth about topics"

"engaged with the client's direct experience, gave us a good insight into what having a brain injury is like"

"A most interesting subject. Will have more insight into my role as a support worker from now on"

"trainer is exceptional in her field"

Training by numbers:

(During 2017)

- delivered **12** titles to **1047** support workers – an increase of **76%** since 2016
- taken **17** support workers through our care certificate induction
- added **3** new courses to our training available to support workers: Equality and Diversity, Boundaries and a series of Team Leader courses
- delivered **17** bespoke support worker training courses to support teams in their local area.
- developed **7** new policy focus sessions which aim to bring policies and procedures to life for teams and inspire discussions about how policy is embedded within practice.
- delivered **39** titles to a total of **409** JSP staff learners, keeping their skills up to date and fresh.

“very interactive – helped to maintain interest.”

“group discussions and sharing stories was good”

Here at JSP, we are proud not to be run of the mill; that we are client centred in everything we do and that we think outside the box. We are creative both in our approach to finding solutions for our clients and in the running of our organisation.

During 2018 we will be focusing on creativity. We want to capture all aspects of the innovative work we do and will be listening to what our staff, our clients and their support workers are telling us about how we can become even better at this. We are looking forward to sharing our developments in creativity and innovation in our next quality report.

How to refer

We welcome all enquiries –
please call us on **0114 250 7711** or email **enquiries@jspsh.co.uk**



www.casemanagement.co.uk



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