

# Positive Futures

## Quality Management Framework

### Easy Read Guide



#### What is the Quality Management Framework?

It is a document which explains our approach to providing great support.





It tells you:

- **What** is important to us
- **How** we make sure we are providing great support.

**P**EOPLE FIRST  
**O**PPORTUNITIES  
**S**PEAKING OUT  
**I**NNOVATION  
**T**ENACIOUS  
**I**NVOLVEMENT  
**V**ALUE FOR MONEY  
**E**XCELLENCE

#### What is important to us?

- Our [Values](#) and being kind
- Working in a person centred way
- Listening to and working with the people we support, staff, volunteers and others
- Keeping people safe
- Supporting people to live the life they want

	<ul style="list-style-type: none"> <li>• Good leadership and governance. This means running Positive Futures well</li> <li>• Effective systems</li> </ul>
  	<p><b>How do we make sure we provide great support?</b></p> <ul style="list-style-type: none"> <li>• We use a range of ways to check the quality of our support.</li> <li>• We involve the people we support in this in lots of ways. We do this by:             <ul style="list-style-type: none"> <li>✓ Involving people in person centred reviews of their support</li> <li>✓ Involving people in reviewing the difference that our support makes, for example, using the Outcomes Star</li> </ul> </li> </ul>



- ✓ Visiting people at home and asking for their feedback (as part of the monitoring visits we carry out each month)
- ✓ Using our 'What people Think' process
- ✓ Finding out people's views as part of our Annual Consultation Exercise (ACE)
- ✓ Supporting people, when needed, to make a complaint if they are not happy with their support.