

Page **1** of **6**

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| **DOCUMENT TITLE:** | **Feedback Procedure – Delphi Prisons, The Pavilion and Horizon Blackpool** |
| **CATEGORY:** | Governance and Quality |
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| **OWNED BY:** | AOM – Central |
| **RELATED DOCUMENTS:** | Delphi Feedback Policy Complaints policy  Information Governance Policy Audit Policy |

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| **OUR PRINCIPLES:** | With passion and excellence, Delphi makes a  difference to people’s lives by providing innovative and specialist addiction services that lead the way from dependence to freedom. |
| **OUR VALUES:** | We all commit to and care about: going one step further with our clients; our wellbeing as individuals and as teams; and improving and strengthening ourselves and our organisation. |

**Feedback Procedure**

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| **Clean In**  The conditions that need to be in place, or the things that need to be done BEFORE the process can run effectively | |
| Staff are qualified to perform their roles | All managers must work with the HR department to ensure that the company’s Recruitment Policy is adhered to, ensuring appropriate qualifications and experience of the workforce.    The HR department must ensure that all staff receive the appropriate employment checks, to include Disclosure and Barring (DBS), professional registration/qualifications, and references in all instances without exception.    DBS and professional registration checks will take place upon commencement of employment, and regularly throughout. |
| Staff understand what Feedback is, and are supported in their roles | All staff must read the Delphi Feedback Policy and must discuss any questions they have about the Feedback Policy or this procedure, with their manager.    Upon joining Delphi Medical, all staff must undertake a timetabled induction, which include reading policies and area specific process information.    All managers must ensure that the staff they manage have completed the above steps before they commence individual work with clients.    All managers across the company must attend the Leadership Training programme and offer staff regular support in the form of supervision, appraisal and general support.    Feedback which identifies specific staff members will be shared with them by the manager to review, celebrate and or reflect. |



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|  | Managers must make staff aware of additional support available, including:   * LifeWorks – provides fully confidential telephone counselling on all matters from mental health, legal issues, childcare issues and much more, 24 hours a day to you and your immediate family. Contact details are available via QUIP <https://quip.calico.org.uk/> * Accredited Mental Health First Aiders across the company. Find your local Mental Health First Aider on QUIP: <https://quip.calico.org.uk/>. * Additional support is available from the wellbeing team: [wellbeing@calico.org.uk](mailto:wellbeing@calico.org.uk)     The SLT must monitor the level of support that  is provided to staff, to ensure it is adequate, effective, and consistent. |
| Effective systems are in place | The Service Manager must ensure that appropriate and effective feedback completing systems are in place.    The Service manager and named Leads must ensure that appropriate feedback links, resources and if needed paperwork is in place, and that staff know how to access.    Service managers must ensure that staff have access to the feedback website and hard copies of the form. The survey can be accessed via:   * A link that you sent via email/text - <https://calico.welcomesyourfeedback.net/s/tcch7> * iPad/other tech in reception areas with the link saved - <https://calico.welcomesyourfeedback.net/s/tcch7>  (IT have been asked to update our tech with these links) * Printed out forms for services with no computer access - <https://calico.welcomesyourfeedback.net/s/tcch7>. Filled in forms can be scanned and sent to the G&A team to upload or uploaded by a member of your staff. * Websites/Socials –<https://calico.welcomesyourfeedback.net/s/tcch7> (IT have uploaded)   Where suitable digital devices will be accessible to upload onto feedback link    Service mangers are responsible for ensuring clients and staff are empowered to provide and report feedback. This will be in a variety of format including focus groups, attendance at meetings, service reviews and digital feedback. All feedback needs recording on the digital link. |

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|  | SLT and managers complete in line with Delphi governance schedule: annual service reviews and CQC assurance templates. This reviews service user input and involvement. |
| Monitoring systems are in place | Delphi Governance & Assurance will lead analysis and reports of the digital company feedback.    Governance & Assurance will provide analysis reports and feedback in the Delphi company report.  This will be provided as a company overall report and broken down based on need for SLT and service managers on a quarterly basis.  Service managers will review the feedback and  agree actions taken, reporting this through the monthly report.    The survey results will be shared monthly from the Performance Team to the Governance & Assurance team into Delphi monthly reports. Managers will ensure we are being responsive to the feedback and add to the monthly report any changes made in services as a result of the feedback. |

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| **Clean Through**  The things that need to be done DURING the process so that is runs without friction | |
| Feedback is gained proactively. | Feedback policy available on notice boards.    Clients are asked for feedback and given device, are emailed the weblink, speech bubble or a paper feedback form dependant on location and person-centred need.  The survey can be accessed via:   * A link that you sent via email/text - <https://calico.welcomesyourfeedback.net/s/tcch7> * iPad/other tech in reception areas with the link saved - <https://calico.welcomesyourfeedback.net/s/tcch7>  (IT have been asked to update our tech with these links) * Printed out forms for services with no computer access - <https://calico.welcomesyourfeedback.net/s/tcch7>. Filled in forms can be scanned and sent to the G&A team to upload or uploaded by a member of your staff. * Websites/Socials – - <https://calico.welcomesyourfeedback.net/s/tcch7> (IT have uploaded)     All Delphi staff record feedback received verbally.  All staff use the digital platform to upload client, provider feedback when received.    Where appropriate and clients leave the service, they can be emailed, set or given a hard copy on discharge to return when  convenient. |
| Responses are appropriate and in a timely manner. | Delphi feedback is used to shape service provision. |

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|  | Feedback reports are reviewed in the monthly managers meeting.    Where appropriate feedback will reflect in service action plan. |
| Staff discuss and/or escalate concerns appropriately. | All concerns must be discussed with the Team Leader, Lead Nurse or Service Manager.    Where these members of staff are unavailable staff must contact a manager, or a member of the Delphi Senior Leadership Team.    Where appropriate the complaint policy will be shared with clients. |
| Feedback is acted on appropriately | The feedback template allows thumbs up, mediocre and thumbs down feedback.    Feedback following the monthly managers meeting will be shared with teams through 1-1,  notice boards and/or team meetings. |
| Audits take place to review collaborative working | Governance & Assurance, in conjunction with the Service Manager, must complete regular (announced and unannounced) audits, in line with Delphi’s audit schedule.    The outcome of audits must be discussed at supervision, team, and management meetings. This will be checked by the Senior Leadership  Team. |
| Cases of best practice are shared and discussed. | Best practice examples must be discussed at the monthly Managers Meeting, and cascaded to all staff via the team meeting.    Discussions must be facilitated and encouraged by the management team. |
| Feedback is consistently discussed. | Ideas for improvements, innovative practices should be consistently encouraged by all line managers. |

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| The Senior Leadership Team is advised of issues/ concerns. | Best practice is shared at monthly managers meeting.    Additionally, at the monthly Managers Meeting, the managers must prepare any items to escalate to the monthly Senior Leadership Team meeting.  Syncora Governance Lead will be conducting a review in a September 2023 where we can feed back ideas, positive comments. |

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| **Clean Out**  The conditions that must apply AFTER the process is finished, for us to deliver the required outcomes |
| Delphi service output measures are strong leading to a positive reputation. |
| Evidence of client service input and outcomes. |
| Celebrate client success across services, providers and social media platforms. |
| We empower our clients, wider community and staff to have real input to service change. |
| The service is effective and responsive to need and individuals. |
| Clients feel valued members of the service in a collaborative approach. |