

Review an Excellence story

Introduction

The stories in this collection were presented by members of the 'Excellence in Locked Rehabilitation' group in the English East Midlands in 2014 and 2015. Through a series of questions, this form will help you explore whether there are practices here that you can adapt for use in your own service.

The process

This exercise can be done on your own or in a group. Think about how you will gather views from all the relevant people – people using your service and their family and friends, commissioners and managers, colleagues both within your team and who visit your team from time to time.

Read the story a couple of times and make sure you understand it. Then have a think and a conversation and make an action plan.

The questions

1. What are the underlying values and most important goals that should drive your service? It might be to promote independence and reduce reliance on the state, achieve recovery and community inclusion or increase choice and control. Does the story help with these goals?
2. What rules and requirements guide your service? Are there expectations set out in the law, in your contract or from inspection bodies that help or hinder the adoption of this story?
3. Do you think that this story constitutes excellent practice? What is good about it? Or do you think it could lead to the wrong outcomes?
4. Why doesn't everyone do it like this?
5. What do you think made it possible for the storyteller to adopt this approach? Are there some things that you have to get right first?
6. What would make it even better?
7. When excellent ideas get adopted by a team, they sometimes fade away or get shut down. How could you keep this thing going and keep on improving it?