

### Inclusion Gloucestershire's Quality Visit Rating System

Our Quality Visits are led by experts with lived experience of learning disability, mental ill health, autism and / or physical disability. Our Experts by Experience are supported by a Quality Visit Co-Ordinator who may also have lived experience. Our team capture people's views about their social, mental and physical wellbeing, environment, management and staff. We also speak to Staff and Managers about the experiences of people they support.

We look at what is good and not so good against five essential standards:

- I am healthy
- I am safe
- I matter
- I have good relationships
- I choose

Our team make evidence-based judgements, recognise good practice and give suggestions on what could be better. Best practice recommendations are made in the form of actions under each standard. An exemplary provider may receive 0 actions for one (or more) standards, with a sliding scale of actions.

The number and type of action will inform the rating for that standard:

Number of Actions	Rating	Points
0 actions	Very Good ★	5 points
1-2 minor actions	Very Good	4 points
3-4 minor actions OR 1 major action	Good	3 points
5-7 minor actions OR 2-3 major actions	Needs to do some things better	2 points
8+ minor actions OR 4+ major actions OR 1 serious action (safeguarding concern)	Needs to do a lot better	1 point

At the end of the Quality Assurance process the points for each of the five standards are added together to give an overall rating:

Overall Rating of Provider	Points
Very Good ★	25 points
Very Good	19-24 points
Good	13-18 points
Needs to do some things better	7-12 points
Needs to do a lot better	0-6 points

Please note: Irrespective of points, if a provider has the lowest rating (red) across any single standard, the highest overall rating they can achieve is 'Needs to do some things better' (amber).

Settings eligible for a 3-month Inclusion Gloucestershire Follow Up:

- Overall Poor Rating (amber or red)
- Lowest two ratings (amber or red) across 3 or more standards, regardless of overall rating
- The lowest rating (red) across any single standard

Any other ratings:

- Response to Action Plan