Service Checklist

	>>> MODERNISATION >>>			
A. Spiritual and cultural needs assessment	1. No attention is paid to spiritual and cultural needs in the service.	2. Where a person has a spiritual or cultural need already identified, the services will try to meet this individual need.	3. Service is set up to meet the spiritual and cultural needs of particular groups of people.	4. The service individually assesses the spiritual and cultural needs of everyone in the service, and works to meet all these needs.
B. Language	1. Only English in spoken by professionals in the service. All interpreting is done by family and friends.	2. Only English is spoken by professionals in the service. Interpreters not trained in disability issues are available if booked some time in advance.	3. Only English is spoken by professionals in the service. Interpreters trained in disability issues are available at short notice.	4. The staff team have a range of relevant language skills. Interpreters trained in disability issues are also available on demand.
C. Person-centred planning	1. No person-centred planning happens in the service.	2. Person-centred planning is only conducted for English speakers.	3. Person-centred planning is conducted for all people in the service: spiritual and cultural needs are included if raised by the person or their family.	4. Person-centred planning is conducted for all people in the service: spiritual and cultural needs are asked about when developing all plans.
D. Staff	1. All staff in the service are White and exclusively English-speaking: recruitment practices are not examined.	2. All staff in the service are White and exclusively English-speaking: attempts are made to recruit staff from other communities relevant to people in the service.	3. Most staff in the service are White are exclusively English-speaking: specialist workers are recruited to work with people from specific communities.	4. The staff group broadly reflects the communities of the people using the service: recruitment practices attract staff from all relevant local communities.
E. Same-sex personal care	1. Same-sex personal care not offered to anyone.	2. Same-sex personal care only offered when their families consider it essential.	3. Same-sex personal care routinely offered to all people in particular communities.	4. Same-sex personal care routinely offered to everyone.
F. Food	1. Same food offered to everyone: no consideration of religious or cultural issues. Cooking activities similar.	2. Specific arrangement are made to meet the religious and cultural requirements of individuals who have demanded them. Cooking activities not designed to reflect local community diversity.	3. Individual dietary requirements, including cultural and religious requirements, are routinely assessed and met by the service. Appropriate cooking activities are designed for particular communities.	4. Range of food routinely available to meet cultural and religious needs: all people can choose from a range of foods that are not prohibited on religious or cultural grounds. All people take part in a diverse range of cooking activities.
G. Community links	1. The service exists in isolation from local communities.	2. The service has developed links with a restricted range of local communities: everyone in the service only experiences activities in this restricted range of local communities.	3. The service has strong links with a range of local communities: people enjoy activities in the relevant community for them.	4. The service is fully a part of local communities: everyone in the service enjoys activities in the relevant community for them and samples experiences in the other local communities.
H. Working with families	1. The service exists in isolation from families.	2. The service has regular consultations with family members from a restricted range of communities.	3. The service consults with family members from all relevant communities on an individual basis.	4. The service fully involves family members from all relevant communities as members of circles of support for individuals and as consultants in strategic service development.
I. Planning and diversity	1. The service only takes referrals when necessary: new people have to fit into existing service practices.	2. The service takes referrals, and tries to adapt service practices to meet the needs of new people when they arrive.	3. The service identifies in advance who will be referred to the service, and identifies the individual needs of these people in advance to change service practices to meet these individual needs.	4. The service is proactive in identifying people who may benefit from the service: a combination of individual planning and strategic development ensures that the service changes to met the needs both of new people and people already using the service.