

## Dussindale Park nursing home

# Using values and behaviours-based scenarios throughout the recruitment process

Dussindale Park provide respite, day and nursing care to elderly people. They are part of Countrywide Care Homes Ltd.

### What they do

Their recruitment process is based on a values and behaviours-based approach.

Dussindale Park highlights three key values crucial in their decision making process.

- Honesty
- Integrity
- Kindness

They ensure that these values and behaviours are included in all stages of the recruitment process.

The recruitment process is structured around engagement and inclusivity.

When they interview people for front-line roles, they use values and behaviours-based questions in telephone interviews before people are asked for formal interview.

They ask scenario-based questions to explore an applicants values.

For example:

- how would they deal with a difficult situation
- how would they deal with a sad situation
- how would they handle behaviour that challenges whilst maintaining respect.

As well as the interview, applicants are given a tour of the nursing home and asked to speak to staff and people who live there. This allows the manager to see how they communicate with others and put their values in practice.

### What is the impact of using a values-based approach to recruitment

The costs associated with introducing and maintaining values and behaviours-based recruitment have been minimal. The main costs are associated with the time spent updating job adverts, designing interview questions and supporting staff to implement the approach.

Dussindale Park has seen a cultural change as a result of taking on a values and behaviours-based approach to recruitment.

They have seen an improvement in the relationships with people who need care and support and their families. This is reflected in positive reviews provided through [carehome.co.uk](https://carehome.co.uk), which is used to gather independent feedback on the quality of care provided.

At first, some longstanding staff who were reluctant to embrace the changes left the organisation. However, in the first 12 months just one of 12 new starters left since the changes were introduced. This is largely due to the new nurturing and supportive approach to management.

For other organisations who want to introduce this approach the manager says



You have to make sure that messages are communicated effectively and clearly explain why changes have to happen.



Other benefits include staff reporting fewer issues within the home, a quicker response rate to dealing with issues and staff feeling happy and supported in their role.

## Learn more

Skills for Care produces a wide range of products and services to support social care employers with their recruitment and retention challenges.

---

### Finding and keeping workers

This online resource bank has lots of information to help employers find and keep workers for their organisation.

[www.skillsforcare.org.uk/  
finderskeepers](https://www.skillsforcare.org.uk/finderskeepers)

---

---

### Values based recruitment toolkit

This online toolkit has lots of useful guidance and templates to help employers recruit workers with the right values, behaviours and attitudes.

[www.skillsforcare.org.uk/  
values](https://www.skillsforcare.org.uk/values)

---

---

### Think Care Careers

This website provides careers advice for people interested in working in social care.

[www.skillsforcare.org.uk/  
thinkcarecareers](https://www.skillsforcare.org.uk/thinkcarecareers)

---