

The Old Vicarage Residential Care

Good and outstanding care

Following the outstanding rating awarded by the CQC in January 2016, nominated individual Rebecca Elford provides insight into how they deliver high standards of care.

Our managers and leaders are hands on

The management team support the care team well. They are there as points of advice and guidance. It gives members of the care team somebody to go to if they have questions, queries or concerns.

Good leadership practices ensures that good practice is cascaded through the care team. I believe it is a huge benefit to the delivery of our service.

We involve people who use our service in recruitment

We carry out thorough interviews with prospective staff which involves at least two members of staff and we also have a number of residents who often like to be involved.

We take potential new staff for a walk around the home so that they are able to see what the home is about and how we work. As we will naturally stop and talk with residents as part of this process, we then get to see how that person engages with them. After the interview we go and speak with the residents and get their thoughts on the potential new staff.

We also believe that while we want to recruit the best candidate, they need to feel comfortable working at our home. Once we have decided whether we think a person is suitable and a DBS has been completed, we offer them a couple of shadow shifts, where they are supervised continuously. They are able to see what we do at the home and more of an insight into the ethos of the home.

New recruits know the standards expected of them

We start talking about our standards as part of the recruitment process. In the interview, we explain our ethos and that we expect our residents to receive a high standard of care. New staff know before they join that standards are monitored on a daily basis by various people working in the home including our care supervisors, managers etc.

New staff are given a thorough house induction along with the Care Certificate. They are paired up with our exceptionally strong members of the care team to learn the way in which the home operates further and to gain guidance and support from them. This pairing continues until we are

satisfied and the new staff member is satisfied for them to go solo.

Each new member of staff is allocated to a member of the management team, it is then that person in the management team's responsibility to monitor and support the individual and be a point of contact should they have any concerns.

All new members of staff are given a 3-month probationary period. If any issues arise during this period, they are dealt with swiftly to ensure the member of staff is given the best support and mentoring as possible.

At the 3 month point a review is held with the new member of staff and the continuation of the placement is discussed and whether further training is required. Staff are informed that a certain level of training is required of them and that without this training they are not 'safe to practice' and therefore action will be taken to address this.

Staff are supported

Staff have regular supervisions and appraisals, and part of these are to ensure staff are reminded and acknowledged for their high standards of care. It's important to acknowledge high standards to enable staff to feel appreciated and supported.

Staff are allocated a member of management as their supervisor. The supervisor is responsible for supporting that member of staff by means of informal chats, supervisions and appraisals.

The staff are also well aware of our open door approach in the office and are comfortable with approaching the managers with any concerns or issues. The management team are visible on the care floor and will assist when needed, this enables the management team to monitor standards as well as acting as support to the care team.

Outstanding was not unexpected... but it makes us happy and proud

When we informed the residents that we had achieved outstanding we were informed by them 'well of course'. They weren't surprised at all, but were really proud and happy of the achievement. I don't think the rating has really impacted on the residents. The service continues as it has always done.

We had very positive feedback from families and I believe it gave them some comfort and reassurance that the care their loved one receives is of a high standard.

Achieving outstanding has been very positive in the fact that the staff feel their hard work has been identified. The team were already proud of the work they do, however to have it identified was a huge boost. It also gives the team a sense of now we are 'outstanding' we have to keep it and they understand the high standards of care that is required of them.

The management team often tell the staff that without their hard work and dedication the home wouldn't be what it is today and that they are truly appreciated for this.

We'd recommend the following to other services

- ensure that people who need care and support feel listened to and a part of the service
- take pride – show and tell others how proud you are of the service and what you achieve for the people who use it

- continually develop the service, stagnation doesn't drive the business forward. Look to the future and how you wish to develop and provide an even better service
- be open and transparent to all parties involved; we all make mistakes, but learn from them
- make sure you document all your good practices, however small! You would be surprised how much you forget as the year progresses (take photos whenever you can of the good things that happen)
- be involved with your local community – it is a valuable asset to our home, we do a lot for our community and in response they get involved with the home. It is a tremendous relationship to have
- ensure your staff feel supported and valued.



For more information please visit
www.theoldvicarage-leigh.co.uk

Skills for Care recommends

Skills for Care produces a range of resources to help services strengthen their organisations and meet CQC expectations. These include:

Good and outstanding care guide

Recommendations and practical examples from CQC regulated providers.

www.skillsforcare.org.uk/go

Good and outstanding care films

Managers, staff and people who need care and support explain what high standards of care means to them.

www.skillsforcare.org.uk/go

Care Improvement Works

Helps regulated services select Skills for Care, NICE and SCIE resources to aid CQC inspection.

www.skillsforcare.org.uk/cqc

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