Practical approach toolkit: Empowering self-managing teams overview

Who is the toolkit for?
It's for
- homecare providers exploring or expanding self-managing teams
- commissioners seeking to understand how this model strengthens outcomes and improves frontline colleague experience.

It offers practical guidance to test, implement and scale values led, relationship centred ways of working within local communities.

What the toolkit offers
This resource outlines BelleVie Care's homecare model, partially inspired by the Buurtzorg approach originating from the Netherlands, and built around self-managing teams, outcome focused planning and values aligned workforce practices. It provides:
- a clear explanation of how BelleVie moves beyond time and task delivery to deliver relationship led, autonomy driven care
- practical recommendations for planning, workforce design, piloting and embedding new ways of working
- insight into how recruitment, induction, coaching and technology combine to build confident, empowered teams
- examples of cultural, operational and financial decisions that shaped the model
- key lessons for providers on what to adopt, adapt or refine when implementing similar approaches.

Why this approach matters
Adult social care faces high turnover, fragile markets and limited scope for personalised support. BelleVie's model addresses these challenges by enabling small, self-managing teams to deliver relational, flexible care. Shifting decision making closer to the person builds trust and continuity, while values-based recruitment, full shift pay, coaching and simple digital tools help improve retention and support a more consistent, motivated workforce.

Key features include:
- **values-led recruitment:** focused on empathy, teamwork and readiness for collaborative, self-managing roles.
- **structured induction:** using shadowing and team-based learning to build early confidence and shared understanding

- **coaching and peer support:** regular guidance, reflection and joint problem-solving embedded into everyday practice
- **flexible, ongoing learning:** supported by digital tools and continuous team-based development
- **clear progression routes:** through apprenticeships, specialist skills and evolving responsibilities within teams.

Overarching lessons
- **Begin with culture:** shared purpose and values must be clear and consistently reinforced.
- **Recruit for mindset:** empathy, adaptability and collaboration are essential foundations.
- **Support autonomy intentionally:** coaching, peer accountability and simple tools enable successful self-management.
- **Grow steadily:** embedding culture takes time, and scaling too quickly risks diluting core principles.

Key takeaways
- Self-managing teams strengthen continuity, reduce bureaucracy and improve flexibility.
- Workforce wellbeing, autonomy and strong team relationships are central to retention and high-quality care.
- Coaching and peer learning build capability without the need for hierarchical oversight.
- Piloting and iterative refinement help establish strong foundations and support local adaptation.
- Outcome-focused planning ensures care is judged by its impact on people's wellbeing and independence.

You can find the full toolkit including the building blocks that shaped the approach and practical recommendations to help you adapt the model, alongside a recorded presentation on our website. Together, these insights offer a clear pathway for homecare providers seeking to adopt self-managing teams and deliver modern, sustainable, relationship centred support.