Recommendations for providers
Involving key stakeholders

These recommendations set out the practical steps Be Caring took when planning and preparing changes to both their delivery model and wider service. They're informed by the involving key stakeholders building block section of the toolkit and can be adapted by other providers considering similar changes.

At the end of this section, we've included a list of resources to support the implementation of these recommendations.

Involving key stakeholders	Yes	No	N/A
Identify and engage commissioners early to align values, share priorities and influence service design before formal tenders are issued. ■ Build relationships with commissioners well in advance of procurement to co-shape contract terms and expectations. ■ Use pilot data and real-life stories to demonstrate the value of your model and secure buy-in. ■ Focus on areas with openness to innovation and shared values to maximise impact and sustainability.			
Action			

Involving key stakeholders	Yes	No	N/A
Involve frontline staff in shaping care models through regular forums, informal feedback opportunities and one-to-one conversations to capture a wide range of perspectives. ■ Use mechanisms like employee forums, team meetings and supervision to gather insights from care workers. ■ Treat carers as experts in their clients' lives and act on their feedback to build trust and ownership. ■ Include staff in pilot evaluations, service redesign and training development to ensure relevance and buy-in.			

Action

Involving key stakeholders	Yes	No	N/A
Build direct communication channels with local health professionals to enable fast, co-ordinated responses and reduce delays in meeting client needs. ■ Establish direct lines with GPs, district nurses and occupational therapists to bypass slow referral processes. ■ Attend regular multidisciplinary team (MDT) meetings to share updates and resolve issues collaboratively. ■ Invite health professionals to participate in training sessions to deepen mutual understanding and improve co-ordination.			

Action

Involving key stakeholders	Yes	No	N/A
Include people and families in care reviews, ensuring changes are explained clearly, concerns addressed and agreement secured before implementation. ■ Use structured review processes (e.g. trusted assessor model) that require client consent before changes are made. ■ Provide clear explanations of proposed changes and invite feedback to ensure person-centred care. ■ Involve families through digital platforms, in-person meetings and co-design sessions.			

Action

Involving key stakeholders	Yes	No	N/A
Hold multidisciplinary team meetings bringing together social care, health and community partners to share information, address challenges and agree solutions. ■ Schedule monthly or biweekly MDTs to discuss complex cases and coordinate care across services. ■ Use these meetings to build shared understanding, resolve issues quickly and improve outcomes. ■ Encourage a "hive mind" approach where diverse expertise contributes to holistic care planning.			

Action

Involving key stakeholders	Yes	No	N/A
Maintain consistent communication through monthly partnership meetings, timely digital updates and in-person visits to strengthen relationships. ■ Use direct messaging tools and informal check-ins to maintain daily contact with key stakeholders. ■ Host joint training sessions and site visits to build rapport and mutual respect. ■ Ensure communication is two-way, responsive and values-driven.			
Action			

Involving key stakeholders	Yes	No	N/A
Use accurate data and compelling real-life stories to demonstrate service impact, evidence quality and build trust with commissioners and partners. ■ Share performance metrics (e.g. time in care, reduced travel, improved outcomes) alongside client stories. ■ Use pilot evaluations and dashboards to show how your model delivers value and improves lives. ■ Present data transparently to support commissioning decisions and influence future tenders.			
Action			

Involving key stakeholders	Yes	No	N/A
Focus delivery within small geographic areas to develop strong local networks, enhance relationships and improve continuity of care for people.			
■ Adopt a neighbourhood model to reduce travel time and strengthen local partnerships. ■ Use geographic focus to build deeper relationships with health teams, commissioners and community groups. ■ Monitor and report on the efficiencies and outcomes achieved through localised delivery.			
Action			

Involving key stakeholders	Yes	No	N/A
Embed stakeholder feedback into ongoing service improvement cycles so it informs strategic planning, operational decisions and day-to-day delivery. ■ Create feedback loops that capture insights from clients, carers, families and professionals. ■ Use stakeholder input to refine training, adjust care packages and improve service design. ■ Treat engagement as a continuous process, not a one-off event, to foster innovation and accountability.			

Action

Further support

- **Good and Outstanding care resources** – use proven practices and case studies to demonstrate service quality and build trust with partners.
- **Manager Induction Standards – effective communication** – strengthen communication with stakeholders to support collaboration and transparency.
- **Manager Induction Standards – working with partners** – promote partnership working across health and social care.
- **Working with partners self-assessment tool** – evaluate and improve partnership effectiveness through structured reflection.