Recommendations for providers
Outcomes, impact and learning

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 outcomes, impact and learning 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.

Outcomes, impact and learning	Yes	No	N/A
Measure care worker productivity weekly, comparing invoiceable hours to paid hours to ensure both financial sustainability and operational efficiency. ■ Use digital scheduling tools to calculate the ratio of time spent delivering care vs. total paid hours. ■ Set benchmarks (e.g. 95% efficiency) to monitor run quality and rota planning. ■ Use this data to identify inefficiencies, over-extended shifts or under-utilised time.			
Action			

Outcomes, impact and learning	Yes	No	N/A
Conduct client-centred care reviews internally, using trusted assessor roles to right-size packages with full client involvement and informed consent. ■ Train internal staff to carry out comprehensive reviews using care notes, contact logs and client conversations. ■ Collaborate with commissioners to agree eligibility criteria and review protocols. ■ Ensure clients retain control over decisions, with no changes made without their agreement.			

Action

Outcomes, impact and learning	Yes	No	N/A
Establish monthly management meetings to review data, analyse feedback and use case studies to support reflection and continuous improvement. ■ Bring together service-specific reports, client feedback and outcome tracking for joined-up decision-making. ■ Include central and local teams to ensure insights are grounded in both strategic and frontline experience. ■ Use meetings to celebrate success, identify risks and plan targeted interventions.			
Action			

Outcomes, impact and learning	Yes	No	N/A
Track client satisfaction using "I" statements, responding promptly to dips in feedback to maintain consistently high-quality, person-centred care. ■ Use surveys at six-week reviews, annual check-ins and ad hoc assessments to gather feedback. ■ Focus on statements like "I feel treated with dignity and respect" to capture emotional outcomes. ■ Investigate and act on any decline in satisfaction scores to maintain trust and quality.			

Action

Outcomes, impact and learning	Yes	No	N/A
Monitor staff wellbeing through regular surveys, including net promoter score-style questions to identify morale issues and take early action. ■ Conduct biannual colleague surveys, timed with engagement events. ■ Include questions such as "How likely are you to recommend this company as a place to work?" to track engagement. ■ Use real-time feedback to inform support strategies and improve workplace culture.			

Action

Outcomes, impact and learning	Yes	No	N/A
Create a continuous improvement team to oversee safeguarding, handle complaints, manage quality assurance and embed learning across the service. ■ Establish a dedicated team to review incidents, complaints and safeguarding concerns monthly. ■ Use audits and feedback loops to identify trends and develop targeted campaigns (e.g. falls prevention). ■ Share findings across services to embed learning and improve consistency.			

Action

Outcomes, impact and learning	Yes	No	N/A
Use data to identify trends and act early, launching targeted campaigns in response to patterns such as increased falls or safeguarding concerns. ■ Analyse incident reports and care notes to detect emerging risks. ■ Develop communication and training campaigns to address specific issues. ■ Monitor impact of interventions and adjust strategies as needed.			
Action			

Outcomes, impact and learning	Yes	No	N/A
Build trust with commissioners and people by ensuring transparent communication, collaborative working and shared accountability in care planning and delivery. ■ Share performance data and case studies with commissioners to demonstrate impact and build credibility. ■ Involve clients in care planning and reviews to ensure services reflect their needs and preferences. ■ Maintain open dialogue with stakeholders to support innovation and continuous improvement.			

Action

Further support

- ■ **Manager Induction Standards – learning and innovating** – embed continuous improvement and reflective practice across the organisation.
- ■ **Productivity resources** – track and improve operational efficiency using practical tools and metrics.
- ■ **Outstanding care** – learn from high-performing services to drive quality and innovation.