

Recommendations for providers

Pilot, refinement and embedding



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 pilot, refinement and embedding 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.

Pilot, refinement and embedding	Yes	No	N/A
<p>Start with a small, manually managed pilot to closely monitor care delivery, payroll accuracy and invoicing gaps.</p> <ul style="list-style-type: none">■ Select a small group of care workers and clients in a defined neighbourhood to test the model.■ Track hours paid vs. hours invoiced manually to understand efficiency and affordability.■ Use spreadsheets or simple tools initially to validate assumptions before digitising.			
Action			

Pilot, refinement and embedding	Yes	No	N/A
<p>Engage external evaluators to validate outcomes and build credibility with commissioners and stakeholders.</p> <ul style="list-style-type: none"> ■ Partner with academic institutions or independent evaluators to assess impact on retention, satisfaction and continuity. ■ Use surveys, interviews and audits to gather qualitative and quantitative evidence. ■ Share findings with commissioners to build trust and influence future commissioning. 			
Action			

Pilot, refinement and embedding	Yes	No	N/A
<p>Develop tailored training programmes covering lone working, documentation and values-based, person-centred care delivery.</p> <ul style="list-style-type: none"> ■ Design role-specific modules on lone working, documentation accuracy and safeguarding practices. ■ Embed person-centred values through real-life scenarios, reflective exercises and case studies. ■ Involve staff in co-developing training to ensure relevance and practical application. 			
Action			

Pilot, refinement and embedding	Yes	No	N/A
<p>Prepare for rollout with robust digital tools, operational planning and consistent internal communications.</p> <ul style="list-style-type: none"> ■ Create induction modules that reflect the new model's expectations and ethos. ■ Include practical training on lone working safety, digital documentation and outcomes-focused care. ■ Offer refresher and client-specific training to reinforce learning and build confidence. 			

Action

Pilot, refinement and embedding	Yes	No	N/A
<p>Embed the model through cultural alignment, recognition programmes and continuous quality monitoring systems.</p> <ul style="list-style-type: none"> ■ Digitise scheduling and payroll systems to enable real-time monitoring and scalable performance tracking. ■ Develop dashboards to track punctuality, time in calls and care continuity. ■ Use newsletters, employee forums and informal sessions to engage staff and address concerns. 			
Action			

Further support

- **Assessing and measuring quality resources** – monitor service quality and outcomes during pilot phases and rollouts.
- **Values-based recruitment resources** – attract care workers aligned with organisational culture and values.
- **Care Workforce Pathway** – support career progression and role clarity across the care workforce.
- **Guide to developing your staff** – explore flexible approaches to training and development tailored to service needs.