



The care exchange - Series 3 Episode 6: Sometimes we need to take a breath and see the bigger picture: Jo-Anne Wilson MBE

Hosts: Pia Rathje-Burton and Wendy Adams

Pia Rathje-Burton 00:07

Welcome to the care exchange, the Skills for Care, podcast for managers in social care. I'm Pia Rathje-Burton and I'm Wendy Adams. Today we have Jo-Anne Wilson on the podcast. She is the registered manager of the Royal British Legion nursing home governor's house in Warwickshire. This is an outstanding resident home, supporting 102 veterans and offering a community day service as well. And Jo-Anne has about 300 staff.

Wendy Adams 00:32

Jo-Anne has been a nurse for 38 years and she's a queen's nurse. She has been the registered manager at Galanos House for 20 years, Jo-Anne has recently been awarded an MBE for services to veterans.

Pia Rathje-Burton 00:44

So looking forward to chatting to Jo-Anne and we hope you enjoy the episode Welcome to the Care Exchange Jo-Anne.

Jo-Anne Wilson 00:59

Thank you. lovely to be here.

Pia Rathje-Burton 01:01

Yeah. We are really looking forward to talking to you. And we heard there in introduction that you're really recently been awarded an MBE by King Charles, how exciting. It was,

Jo-Anne Wilson 01:14

it was really great.

Pia Rathje-Burton 01:15

Yeah, what were you awarded for?

Jo-Anne Wilson 01:18

I was actually awarded the Queen's New Year's Honours in 22 for services to veterans. So I worked for the British Legion. And I've worked there for 20 years now. And it was just in recognition of this. And also it's not just a one person thing. It's about the team as well. So I accept it on behalf of my team.

Pia Rathje-Burton 01:35

Yeah. So how do you become awarded? Do you know?

01:39

Well, I the Legion actually nominated me. And it's quite a process apparently, I didn't even know it was going to happen. So when the envelope actually dropped through the door, it was it was a real surprise. But for was for those the Legion nominate you. And then it goes through a sort of a selection process in the Legion and then it goes to the sort of Cabinet Office. So I think it takes some time. It's not a five minute job. But it was a fantastic surprise when it came through. And it's one of those things you open the envelope and you think me is that is sure that's right, you know, look at the envelope again. So it's been fantastic. And I think, you know, also it was really great because we, myself took my deputy with me, we went to sort of quite a few things around the Queen's Jubilee, which was fantastic. And then, obviously, I think with COVID They were just catching up, and hence why I've only just actually physically got the award. And that was from the King. So that was a great honour. Absolutely, What

Wendy Adams 02:37

difference do you think it makes having an MBE,

02:40

I don't really know. I mean, to our day to day work, it doesn't make a huge difference, because we do what we do. But I think it's really nice. Particularly, I think that year, I think I was the only care home manager that was recognised. So for me, it's all about that recognition of the work that we do. And it's not only caring for veterans, it's that work within social care. And anything we can do to elevate the voice, the you know, the picture, the sort of what people's consideration of social care is, anything we can do is going to be fantastic. So I'm going to use it and I have used it over the last little while, you know, I don't use it all the time. But occasionally, it's good to put it on the end of your name, particularly when you're doing something where you want people to notice. And they do so. So for me, it's about using it for the good of the sort of the industry that we work in. Yeah, so about raising the profile. Absolutely, yeah, raising awareness, raising the profile. And actually, for people to think, gosh, you know, it's okay, you can get an MBE, I think it's fantastic. And I think, you know, as an industry, we should be, you know, there, there are loads of fantastic people out there working in social care, we should be really putting their nose forward. I know Deborah Sturdy is a great advocate of, you know, doing things and getting people's awards, you know, all the things now and I think we are getting slightly better. But let's put more people forward because there's a huge amount of people in social care, in all the aspects of social care, that actually should get recognised for the fantastic work they do.

Pia Rathje-Burton 04:05

And I suppose it's about, you know, knowing that that's what you can do. Yeah. You know, so, you know, if you're sitting there, you know, listening to this, and you're thinking, well, I worked with

somebody who was amazing. This only to be another manager think about well, yeah, something that we can, we can

04:22

absolutely this and also, Deborah Sturdy has the awards, the gold or silver award, nominate people for that. Because you know, it's about recognition. It's about saying, We're here and we're doing a really great job. I've been qualified as a nurse a long time now back in the middle 80s. And you know, that it's changed dramatically since then. And I never thought as a sort of newly qualified nurse that you could achieve what you can achieve, but actually, there's a huge I mean, there are challenges there are struggles within the NHS and without the NHS. But actually the things that we can achieve are fantastic now and the opportunities that we've got

Pia Rathje-Burton 04:59

You've mentioned Deborah Sturdy now a couple of times now, just if you haven't heard of her, can you tell me who she is?

05:05

Yeah, she's the Chief Nurse for social care. And it's a recent appointment in the last couple of years. Because again, we didn't have anybody, we didn't have a voice in government really, you know, and even to have, you know, health and social care when people remember to put the social care bit on it. It's great, because it hasn't happened for such a long time. And, and, you know, I've done lots of speaking of different things. And so so we were the Cinderella service, because we were there, you know, we probably didn't get a good rap. We people always considered social care to be something that you did. And they had that sort of thing where they, you know, do you work? What do you do? Oh, I'm a manager of a care home, and they put their head on one side and go, Oh, you know, and actually, it's a fantastic job, but it's a really challenging job. And, you know, the people that work in social care, the nurses that work in social care, they think on their feet all the time, they are working autonomously, they're making huge decisions, huge amounts of responsibility. And I think slowly that's being recognised now, and that's a fantastic thing.

Pia Rathje-Burton 06:03

Yeah. And those awards that you're talking about it? They're just not. They're not just for nurses, are they there? For everybody

06:08

in social care? You know, I always say in this home, I mean, I've got a big home 101 beds, and I've got just under 300 staff, you know, we're only as good as our weakest member of staff. It's about everybody, no, one person is indispensable, and no one person is it's all about them. It's about us all working together. And everybody has a part to play.

Pia Rathje-Burton 06:28

Yeah, absolutely. So the other thing that you've been involved with, and I know it's a few years ago, but you're part of a documentary for Channel Four, weren't you and tell us a bit about what that was about? Well,

06:42

I think, again, you know, dementia care has come on in leaps and bounds, you know, from being something that people didn't even really talk about 20 30 40 years ago, I worked with David Sheared who was part of dementia care matters for many years. And we adopted that butterfly approach that he really brought into being and it was all about being and emotions and go with the person. And he was working. Channel Four approached him and he was working. It was a three documentary series. And he spoke to me and we were able to do the actual sort of care home part of that. And it was a real honour to do it. Because I think, again, it was one of those things that you know, people only hear bad things in the news, it's always the doom and gloom stories. And you know, care homes widely are reflected as people in slippers shuffling about with a Zimmer frame drinking a cup of tea and actually care home life is not like that. It's about living and being. So they actually filmed over a year. And it was, you know, it was interesting to be part of that process. And I think what what came out at the end of it to us was just normal life, this is how it is, but actually was was hugely, you know, we top trended on Twitter, which I didn't really do Twitter at the time, then. So I was like, oh, gosh, what does this mean? But to us it was just like, that's what we do. It's just our day to day stuff. So it's just about life, really, it's about working with people that know the person who's living with dementia, finding out as much about them as we possibly can about our work being based on activity and sort of life skills and just living a normal life and be occupied. And that if people are showing you behaviours, it's what is behind that behaviour. We don't take it at face value, we think what's that person trying to tell us? How can we help this person's care. And we don't always get it right first time, but we work really hard with people to make it a really happy place where people can live. And I hope that that's what we sort of demonstrated to people.

Wendy Adams 08:46

That's really interesting. And I haven't heard of it being referred to as the butterfly model. And so what sort of things in a very practical way, what sort of things do staff do that is different using this this model,

09:03

what we try said, we don't have an empty lab. So people have always got something that they can pick up and do so they can be occupied or something and it doesn't have to be a really complicated or challenging thing. You know, we had a lady that used to be a nurse, and she had a first aid kit, which we used to empty out every day. And she used to tidy up, you know, bandages to roll medicine pots to wash, it's little simple things like that. We had another lady who had had 13 children, her day was a busy busy day. So we risk assess, we've got her an ironing board, and she used to iron and she loved ironing and putting stuff away. So it's simple things, but it's all about knowing the person and where they are at that time in their journey. And then getting something that's appropriate for them. So again, it's not rocket science. It doesn't cost a fortune. It's simple things out there. And I think one of the things that we do quite well and we've really worked with over the years is that we, you know, it's hard for somebody to put their loved one into care because you're handing over your most precious thing in life. And I always say that, you know, if somebody's life is a metre, we know 10 centimetres of it, you know, they know the rest, and it's working with them. And actually, it gives them a focus as well, because they're sharing things with us. And sometimes it's the little things that make the biggest difference. So

it's really about learning together. And making the loved one, the relative, the friends and family still part of the care that is given. So if they want to come in and help us that that's absolutely fine. If a person wants to go out that again, that's absolutely fine. They live here with our support. And it's not, it's not about us, managing their lives or controlling it. It's about us enabling their lives.

Jo-Anne Wilson 09:40

And it sounds like that's a real culture thing that's not just about implementing a process or a model, but it's about a real culture change and getting all of the staff on board with you. It is how did you do that?

10:50

I think we do it because we live it. So it's about was doing it to the staff as well, you know, it's not, you can't just come in and give and then go away, and it does not matter, we have to you have to know your staff really well, as well. And we've worked with some people, myself, my deputy have both been here 20 years, which so we're quite an established management group. But it's about knowing your staff as well, and knowing if they're having a tough time, you know, if they're struggling for whatever reason, but I mean, particularly during the pandemic, we had to be really mindful that it was tough, you know, we kind of locked down and this was our little community, but actually, they were going home to the same thing. And really just looking after them. And I always say if we can look after each other, then we can look after people we care for. So it is it is that whole culture thing that you know, and sometimes we have to challenge people or people come with different ideas. And sometimes that's a good thing, because a fresh pair of eyes brings a new perspective. But I think it's about really believing and living and that continuity of of what you want it to look and feel and be like.

Pia Rathje-Burton 11:51

It is really interesting. And I suppose if you're not, for whatever reason able to kind of implement everything. But some of those things, even if you're managing a learning and disability service, it's about having really understanding the people that you're supporting, and really getting them isn't it?

12:10

it is, yeah, and making you know, what you're offering to them, or you know, your challenges and be appropriate for them. So, you know, not everyone wants to sit in the game of bingo, or sing, you know, the White Cliffs of Dover, we've moved on from that. And it's about introducing things. So many times, families will come and say, Oh, they, you know, they used to do gardening, well they still can do gardening, and they just need a bit of support, we might need to adapt our approach. So it's all about people finding out about that person, and then just adapting it slightly or providing it in a different way. That still means something a person can still stimulate them in a way and, and also that sense of purpose for the person. And even if they've got dementia or learning difficulty. You still to be able to achieve something and do something or get to the end of something or enjoy the process. I mean, we do a lot of baking. And the cakes may not look great, but actually the process has been fantastic. And that's what it's about.

Pia Rathje-Burton 13:05

Yeah, absolutely. We see that. The other thing you are involved with is the social care nursing Advisory Council. Can you tell us what that is?

13:17

Yeah, it's quite a new thing. And it's still sort of in its being formed. So again, Deborah sturdy, with the ICBs that were formed. And there's 42 across the country. Social Care didn't really have a voice. It was very NHS led. And actually, if you look at a, you know, an ICB, there's a huge amount of social care happening. And it's not just care homes, it can be domiciliary services, I mean, the range is, as you know, is great. So it's about actually us having a voice because if decisions are being made within an ICB, that ultimately affect what we're doing, we need to be in there, we need to be at the table saying, well, actually, we've got this great idea or how have you thought about this, or actually, if we had funding for this, it could make this better. So there are 42 chairs. And we're actually going through a leadership programme with the Florence Nightingale Foundation, which is fabulous, I have to say. And then it will be working with the chief nursing officer within the ICB and as forming those councils of people that work in social care, and then coming together really so it's about our priorities and our challenges, and those of the Chief Nurse and actually how we can sort of look for similarities, how we can work together, if we have got challenges that oppose each other, how we can find some common ground through that. And I think if you look at some of the challenges that we've got in the NHS at the moment, you know, particularly that we had over Christmas, if we could get social care sorted out a little bit better, some of that would disappear, you know, more timely discharges stopping people going to hospital in the first place. So better out of hours provision, you know, really supporting nurses and people in the care home with support so that people the residents don't have to go into hospital it's not their only option. And, you know, there's that there's a plan B that they can be looked after in their own home. So there's lots of different things. I mean, you know, where do we start? Where do we end? It's huge. And every ICB will have its own particular challenges. So it's a really, really good initiative. And I'm really excited to be part of it.

Wendy Adams 15:20

I guess that there's some managers sitting listening today who might be thinking, well, either I am a nurse. And that sounds really exciting. And I'd love to be more involved with my ICB. Or I'm not a nurse, I'm a registered manager. Is it still appropriate for me to be involved? And how do I make that link with my local ICBs? Have you got any advice? Yeah, people about that.

15:44

I mean, I think everybody's voice is really important. And I think there's lots of avenues, how we can get into that. So I think the council's are going to be about 10 people. So it's not going to be huge. But the idea of it being 10 people is that you actually get stuff done, you know, you can have a good meaningful conversation, then move things on. But I think there'll be a lot of avenues for inroads into those. So you know, if I actually still I chair the registered manager Skills for Care network, and my deputies on the deputies forum. So again, that's, that's areas that people can feed in. They don't necessarily have to be nurses to feed in that. But there will be lots of avenues to do that. Not all of the ICBS, I don't think have got chairs at the moment. But when they do I know that that will be published. And I think I would encourage people to get in contact with the Chair of the Social Care Network councils, because I think it's good, they are going to be hopefully really powerful, but I think everybody's voice. And some people, you know, you're gonna have great ideas out there, and you may not be a nurse, you may it doesn't

really matter. It's about your challenges and how we can help you sort of solve those or even how we can give them a voice.

Pia Rathje-Burton 16:49

Because I suppose you when you're in your you're just working away, you're seeing all these faults in the system. And you perhaps I'd I might voice them to the person that you know, but that doesn't go anywhere. But this is an opportunity to really kind of look at a whole system, you know, what, what's working. So when you have somebody in hospital, and they need to be discharged, what what what process? What's the barriers, what actually is unnecessary or is not working for whatever reason, because something nobody's looked at it from the social care perspective.

17:22

Absolutely. And I think everybody out there, we'll probably have an example of that, you know, an example of when they've perhaps not wanted to send somebody in, but that's been the only option at that time, particularly out of hours. And, you know, Sunday night, what do people do? And I think also, we've had the sort of problems where somebody's gone in for a legitimate reason it's hellishly difficult to get them out sometimes. But we know that actually being in their own home is the best place. So I think what we need to do is really encourage people to have that voice, you know, voice those challenges that you've got voice those difficulties, and let's work together. Now. This is a real time. It's not about who works for who and if it's a private company or not. It's not about that now, it's about social care. It's about let us be a voice for the people that we look after and care for and support.

Pia Rathje-Burton 18:05

Yeah, absolutely. We've mentioned ICB a few times, just in case you have never I don't know what that means. Could you explain it?

18:13

Yeah. So last year, really, as we always feel, you know, devolved into CCGs. That's, that sort of changed into now into ICBs Intergrated Care Board,. So that's the higher level integrated care boards. And then there's the various things that come below that. So it really pins it down, sort of place base levels. So your local locality, there's 42 across the country, and that's how it's been divided in Wales, but not in Scotland. And they are still in their infancy. They came in sort of July, August time last year, so they're still in their infancy. So I think it's a really good time that we're not, you know, we're not coming to the table three years later, we're still really while they're still forming their ideas. And, you know, I think the great thing about this is that it's because it's going to be sort of filtered down to different areas. Every area has got their own issues. You know, I'm sort of looking after Warrington, Coventry, and even within that, you know, there are areas affluence, and there are quite poor areas with completely different social challenges and inequalities. And it's about recognising all of that within your area and bringing that forward. So it's a really great opportunity. And it's, I'm really excited by it.

Wendy Adams 19:34

And I think that's challenging for a lot of managers, isn't it because it's very easy to get caught up in the hamster wheel of what you're doing the four walls of your own organisation and forget that actually, there is all of this strategic work that will impact on the service you're providing happening in your local

area, not not at a national level, but actually happening in your local area that that you might want to be part

Jo-Anne Wilson 20:01

of. Absolutely. And I think it's, you know, I think it's really important nowadays that we've been given this opportunity. So we do take the opportunity, because I think if we don't, we will probably lose it. And you know, it'll just get lost in the mire of everything else, all the other stuff that's going on. So I think it is really important. And I think, yeah, you're right, you know, we have busy busy days with lots of challenges within your own community and workforce. So it is difficult sometimes to see the wood for the trees. But I think sometimes we just have to take a breath and look at the bigger picture. Because it does influence what we do. And you know, and if we can influence it for the better, it's going to make everybody's lives easier. You know, we we all know that recruitment and retention is a real issue. But actually, if we can raise the profile so that it becomes an attractive career option to people. And even within you know, health and social care, there are huge amount of jobs that people can have. It's not just about being a nurse, or even being a carer there are huge amounts of jobs. So it's really about letting people know that letting people nearly know the value of what we do. Because every day we make a difference to somebody's lives, even in the worst days that you have, you have made a difference to somebody. And that's huge. And if you've ever been on the other end of it, you know it is it is really comforting and empowering and reassuring. And that's what that's what you want. And we want to be we want people to live a life. You know, people move into a care home and it's not the end of their life. It's the beginning of another chapter. So for me, they've moved house, they live here, and it's about then rediscovering what that world could look like for them and giving them all the opportunities that everybody else outside has.

Pia Rathje-Burton 21:33

Yeah, absolutely. And that workforce feeling that they have got that power to make that huge difference for somebody isn't it

21:41

absolutely. And say here, you know, we've got a huge, huge, well, a big workforce, really probably one of the biggest employers in the area. But actually, I think everybody here really feels that they make a difference to people, you know, and we say it's like a big family, which sounds a bit corny, but we don't always agree, we fall out. We have discussions, we have debate, somebody might slam the door. But when the chips are down, we come together. And we all know what we're here for are it's about looking after and being kind to each other, and actually then spreading that to the people that we look after and enabling them to live lives.

Pia Rathje-Burton 22:10

You said you got workforce of 300? That must be hard to to be personal to your staff when you have that many you would think so. remembering names.

22:22

Yeah. Yeah. And I'm not great on names. No, it is it's really good. And I think you know, the thing is you can't manage from your office. Although you know, the pull is there. Because there are piles of

paperwork. You know, if I look around my office, now, I've got lots of piles. But actually, sometimes you've got to leave your piles behind you just get out of the office, and just go to, you know, go and have a cup of coffee with people going have lunch with people. Just go and say hello to people and walk along with them and just be there. And I think that that's how you do it. I think you've got to have your eyes and your ears open. When you're walking down the corridors. You've got to look at somebody and think, Oh, are they right? They don't seem quite as friendly as they were not quite so smiley and just then backtrack and just, you know, you Okay, is there anything I can do? You know, we work a lot on our staff well being here, we have the monthly events, which the staff kind of lead or tell us what they would like to do a quiz and curry coming up soon. And it's about and we have coffee days. So I'll just have a day where I just completely wipe my diary out and just say I'm just going to be somewhere at the staff room or whatever come and have a coffee and a chat and and I think it's just important that we do that although you know, I'm really conscious of the piles of work that pile up when I do that. It's really valuable time to spend with people.

Pia Rathje-Burton 23:33

What else do you do in your well being?

23:37

Well, we do lots of things we actually started off in the sort of in the pandemic, when people went obviously, areas weren't mixing particularly and we were very conscious that we still wanted to be one one home and support each other. We always do a sort of a going home checklist thing. So before people go home, just have 10 minutes to say, How's it been? How's your shift? Is everything okay? Anything we need to discuss what was the real positive so what what did we do today, and sort of leave your baggage at work so you can go home and be your authentic self at home. We have things like the quiz and curry nights so and staff don't pay for any of this. So it's all just like they come for the coffee day, you know, they have extra sort of break times they can come off the floor and do things. We've got a walking group, which staff can go to of an evening. It's not great at the minute but it will pick up in the springtime. We've got a book club, sewing clubs, there's lots of different avenues for people just to get together with them their interest and just chat with colleagues. And it's just about, we've got quite a few of staff on Mental Health First Aiders as well. So there is an opportunity for people just to go and talk to those people. We make time for just space. That's for them. And again, it's just important because sometimes something some people just need to talk about something just get it off their chest and it's not always easy sometimes at home we can try and be very person centred at work but if not everybody goes home to a person centred home and You know, if you're, I don't know, a mom with children and you know, busy night is what's for tea mama, and where's my rugby kit and all that sort of thing. Sometimes there's not much you time. So it's just about giving people a bit of time for themselves. Yeah.

Wendy Adams 25:14

Yeah, that's time is so important, isn't it? And actually, that leads us on to our next question, which is that we always have a time for care slot in every episode. Do you have a more your most time saving tip that you could share with other managers?

25:32

I think my thing is, don't leave things. You know, I'm, I'm terrible thing. If I've got a presentation to write I leave it to the last minute, it's a really bad thing to do. And I say to my staff, and we've got things, let's just get them done, because they're still gonna be there tomorrow. And actually, the near the deadline they get, the more stress you get. So if something comes in that you can do, just get it done, and it's out, then you've completed it and is finished with.

Wendy Adams 25:54

Tip. Yeah, definitely, definitely. So we could all probably on we could all benefit from this. How do you do it? How

Pia Rathje-Burton 26:02

do you make sure

Jo-Anne Wilson 26:04

I do diary. I mean, I'm old fashioned. So I've got a paper diary here. But I do I just think, you know, you're looking at your work and think, oh, you know, but I think right, just let's, let's prioritise that, let's get it done. Let's let's box it off. And it's out the way then. And we, you know, we have audits, we have a health and safety audit next week. And I'm expecting that we're going to have some actions landing in our inbox anytime soon. And that, you know, I've got a meeting with the staff later on. So I'm just gonna say, let's just do it. And let's try and crack them out this week. If we can, they're done, and we're finished with them, we could just move on to the next thing. Because they're, you know, there's that huge temptation we look at and think, Oh, God, I'll put that till tomorrow. And it's still gonna be there tomorrow. So you might as well just do

Pia Rathje-Burton 26:40

it. Yeah, absolutely. I think sometimes just knocking it down and just go, Well, yeah, we got to go do this. And absolutely no, focus on that for a bit. And then it's done. It's done. And you don't need to worry about it again. Exactly.

Wendy Adams 26:53

And often you feel so much better when it is done because you no longer worry about it, then you have the back of your mind. Yes, yeah. So final question, we want you to imagine that you're in lift on the 10th floor, going down with a group of registered managers. And before everyone gets out, you want to tell them what you think is your most important key message that you want to leave them with? What would that be?

Jo-Anne Wilson 27:23

I think it would be that take a positive from every day. You know, we work with people, and you know, people are emotional beings that you know, things happen, things are never going to be perfect, everyday things are going to go wrong. But you know, actually, it's that that's okay. It's, it's sorry, is not a dirty word. It's okay to say I'm sorry, that went wrong, or that wasn't how we thought it would be. Or this is how you feel I'm sorry, learn the lesson, reflect on it, learn a lesson. And actually, it possibly won't happen again, or will happen in a different way next time. But actually, every day, regardless of what may go wrong, you will have made a difference to somebody, whether it be a relative or a

resident, or somebody you work alongside who you're supporting, or a member of staff every day there is a positive. And I think sometimes we need to remind ourselves of that, because it can be hard, and it can be a bit soul destroying at times. And sometimes you kind of feel particularly as a registered manager, you're the sponge for everything that goes wrong in the place. Because everybody looks to you for the answers. And you don't necessarily always have them. But actually, you will have made a difference every day, you will have done something really positive every day, pat yourself on the back and say well done.

Pia Rathje-Burton 28:29

Really good. Good advice, but quite hard to do.

28:32

It's hard, but we have to do we have to practice.

Pia Rathje-Burton 28:36

Absolutely.

Wendy Adams 28:38

Sorry. I was just gonna say I guess there's something as well about leading by example there. You know, not just doing that, that for the staff, but actually, you being part of that, too.

28:49

Yeah, I think so. Because I think, you know, I said earlier, it's not about one person, but every every group of people, every community just needs someone to kind of guide them and lead them. And, you know, for me, I feel that's my responsibility here and you know, I, I embrace people coming to tell me things that are happening in their lives or things that they need help with or just offloading? That's really good. But you know, you can take on so much, but you do have to give, you've got to get get rid of some of that as well. Because you know, you can't be everything to everybody. But you can be there for people. And I think that's most important people giving people opportunity to talk, but then you need to find an avenue to talk as well. Yeah.

Pia Rathje-Burton 29:27

And I think that goes back to your earlier point about taking that time before you leave. Yeah. Do you do that yourself?

29:33

I do I do with my management team, and it's particularly on a Friday. So we get together about quarter to five. And it's not always easy, but we do we just kind of say okay, what what's the week been like for you? How's it been? You know, and it'll be okay, but what's been really great. So I say to all the staff, with the staff meetings you can moan as much as you want in the staff meetings, but you have to end on a positive so everybody has to come in with some positive energy and your meetings on positive and are weak on a positive? Because, you know, there has been so many positive things.

Pia Rathje-Burton 30:05

Yeah. So really good bit of advice and sort of I know you're reflecting a lot aren't you. But you're you're kind of making sure that the end bit where you go out the door is the positive goal, isn't it? Yeah. And I think

Wendy Adams 30:19

it links back to exactly where we started this discussion about the fantastic MBE and about recognising the positives. And the things that we do really well, not just about the things that maybe aren't, aren't going so well. Yeah, a really positive message, I think. Yeah.

Pia Rathje-Burton 30:39

Yeah. Thank you very much for that. So, yep, great to talk to you. And it's a really interesting topic, both in terms of integration, but also in terms of kind of having a voice in in society and social care being really important. So thank you so much for talking to you about all those things. It's been really great to talk to you take care, bye, thank

Jo-Anne Wilson 30:58

you, bye.

Pia Rathje-Burton 31:08

Goodness me Wendy, that was a really interesting chat about things that we haven't really spoken about before.

Wendy Adams 31:14

Yes, Jo-Anne had so much to say didn't she

Pia Rathje-Burton 31:17

Yeah. And really, just think it's really interesting with that integration. And, and, and, you know, when when you are really, really busy, and managers in social care, you know, are so busy, to try and think I must make sure that the system understands my challenges. It's really hard to fit that in and make it a priority. But Jo-Anne does seem to have done that. so, so well, and she was so passionate about it as well. Absolutely. And it's it's, it's, it's all changing, isn't it? You know, but I know even just, you know, a few years ago, there weren't there was no opportunities. And as Jo-Anne sort of said, you know, now there is we kind of got to go for it, don't we really? Yeah, kind of got a got to make sure that people are listening to managers in social care making sure that that, that you have a have a seat, or a voice around the table, even if you're if you're not there physically, you're able to kind of voice those concerns to the right people. And obviously, though, the individuals or nurses there have been invited to be part of this, this council is going to have those that that voice really says about finding those local people and finding out you know, how do I get a voice my voice heard and my my, my ideas for making changes and in whatever it is that you're you're you're seeing all the time, and I'm sure there's everybody who is listening to this will have something in their work, where they're working with other colleagues from health. And they're thinking if only just it wouldn't be so much simpler, but they don't have a way of dealing with it. So I don't suppose this is that this is the way of doing it really isn't it.

Wendy Adams 32:58

Yeah, absolutely. Absolutely.

Pia Rathje-Burton 33:01

I think I'm guessing that some people listening to this will think I don't really know anything about this, this is just, you know, I've never really understood what was happening. Skills for Care does have an integration page, which has got some really useful resources, particularly if you are that person thinking, I don't really know what's going on, I don't really understand it all. There's a document called integration and integrated care systems, what's changing and why. So really giving an explanation about what it is that's happening, and how, how that affects you as a manager. And we also do short kind of fairly regular briefings, where we again, just talk about well, what's happened so in the last briefing, there was a lot about these this council and what what's happening with this counselling and understanding what that's all about. So I just think it's something that you might think of, to complicated I'm not gonna understand it, but it's really broken down and make sure that that hopefully, you do think I do have an understanding and understand why it's important as well. It's not just understanding about understanding and how you can get involved. And I think a point about the registered manager networks been, you know, that that's, that's a, that's a good way of getting into what it was and making sure that your voices in those register manager are then carried on to, to whatever is happening locally in terms of listening to social

Wendy Adams 34:28

care. Yeah, it's about in that bigger picture, isn't it? Yeah. Which

Pia Rathje-Burton 34:32

is hard when you are when you're busy, and you don't really have much time, but you kind of need to just make take those opportunities, because as Jo-Anne said, you know, that they asking for our input, so we need to give it otherwise they're going to lose interest in us again, isn't it? Yeah, definitely. Interesting.

Wendy Adams 34:52

I was really interested as well in what she talked about, about the butterfly model of care and the dementia work that they've done because As so many different services support people with dementia, obviously Jo-Anne is from a care home. But there are so many people supported in the community by domiciliary care workers, as well as care home staff with with dementia, and

Pia Rathje-Burton 35:14

learning disability having dementia, which again, you know, a few years ago, that would have been something that you didn't know anything about, but suddenly having to think about that as well.

Wendy Adams 35:21

Yeah, definitely. And, you know, we've got a range of resources as well on our website around dementia, and I was particularly thinking about the dementia training standards framework, which was reviewed, was originally the dementia core skills education and training framework was reviewed in 2018. And that really sets out the various types of training and levels of training that we would expect people to have. And there's an accompanying document there around managing success and dementia

care, which is designed to help people implement that framework in their organisation, and explains the different tiers to the framework, which reflects the rules that different people have in supporting people who are living with dementia.

Pia Rathje-Burton 36:14

Yeah, it's, it's really interesting, isn't it? Because as I think, as Jo-Anne sort of said, you know, that it's come a long way, you know, in terms of and that's both in terms of the public understanding of dementia, but I think the workforce training around dementia, it's so important to, to have that understanding and Jo-Anne talked about the changing culture that she's, you know, that they've changed how they are, and how they're using those principles and lots of other things as well, not just with the people who have dementia. So really interesting. So that was another great chat with Jo-Anne and just something that we said hadn't really spoken about before. So hope you have enjoyed this episode. As I said that the resources that we spoke about the dementia page and Integration page on the Skills for Care website, and there will be links in our show notes. Also in the show notes, we will add links to the Chief Nurse, Adult Social Care award. And just a reminder, this is open to all our social care, so anybody you work with, can be nominated. If you have enjoyed today's episode, please tell another manager about it. It will be great to have more people listening to the podcast. Thank you for joining us today. Thanks so much. Bye bye