The care exchange - Series 3
Episode 9: With good culture you can achieve anything: Zoe Fry OBE, Outstanding Society

Hosts: Pia Rathje-Burton and Wendy Adams

Pia Rathje-Burton 00:07
Welcome to the care exchange Skills for Care podcast for managers in social care. I'm Pia Rathje-Burton

Wendy Adams 00:13
And I'm Wendy Adams.

Pia Rathje-Burton 00:15
Today's episode is a little bit different. We are today joined by another podcast host. Zoe fry, who is the host of the care insights with the Outstanding Society. So welcome Zoe

Zoe Fry 00:29
Thank you very much. It's lovely to be on here. Thank you for inviting me to chat about our podcast series together. I've really enjoyed listening to the care exchange.

Pia Rathje-Burton 00:38
Yeah, and likewise, I've been enjoying listening to yours. So it just happens to be that both podcast series are kind of coming to the end of, of their series. So we just thought it'd be really interesting to have to sort of kind of reflect a bit on the guests that we've had on both podcast and kind of what we've heard what we've learned, that kind of thing.

Wendy Adams 01:00
So before we get started Zoe I'd really like to hear a little bit more about the care insights podcast and find out a bit about you.

01:08
Fantastic, thanks. Thanks so much. So I'm actually a nurse by background started working in care at the age of 13. So it's in my blood, I would think. I trained to be a nurse and started working in the NHS worked my way up very quickly to become a general manager in the NHS. And then my grandparents went into nursing homes and the care wasn't that good. And when they passed away, my mum and dad

said, If we invest, couldn't you do any better and own your own. And I like a bit of a challenge. So I wrote a business case and purchased Valerie Manor. It was only about eight months later, actually, which was absolutely amazing. So I was the registered manager and owner of the home I lived on site for 13 and a half years achieve an Outstanding in 2014. And then again in 2017, in four out of five of the KLOEs. Well, yeah, so now I'm delighted to be a director of the OS and the outstanding society has been going since 2014. But we set it up as a Community Interest Company in 2020, which was absolutely amazing. We started these podcast series just at the end of last year, as we felt there was a gap in sharing and celebrating best practice, helping others to improve and raising the profile of careers in social care. We launched care insights with the outstanding society and have a waiting list of people wanting to be guests, which were absolutely incredible. You know, people wanting to share what they do, which which is amazing. Some of the themes we have discussed as being research in social care, careers, which has been such a pleasure, it has been so lovely listening to different team members from across different organisations at different levels. If we had all been on camera, you would have seen the huge smiles as we've been talking about the careers and their progress within social care. We've also covered things like evidence and inspections, leadership and much more. In preparation for today. Actually, I had a look. We've recorded 32 podcasts since the end of last year, which is amazing.

Pia Rathje-Burton 03:18
Yeah. And they're quite sort of kind of short and snappy, aren't they?

Zoe Fry 03:22
They are Yeah, we try to aim for around 20 minutes for each for each podcast.

03:27
Yeah, that sounds great. Yeah, no, it's it's really good. And you know, really interesting to hear about your background as well. So we will be publishing this episode as a care insight podcast on the care insight podcast platform. So if you're a regular listener to the care insight have not heard of the care exchange before, to just let you know that the care exchange podcast is produced by Skills for Care. So myself, I'm Pia and Wendy, we are the hosts. We are in our day jobs. When we're not podcast host we are locality managers for Skills for Care. I cover Kent and Midway in the southeast team. And before joining Skills for Care, I was a registered manager for about 15 years.

Wendy Adams 04:12
So as Pia said, I'm Wendy Adams and I'm a locality manager up in the Northeast. So I cover Tyne and Wear, Northumberland and Durham. I suppose my interest in social care came from from very early on, like many of us, I started working in social care at 16 While I was a student as a care worker in a care home, and I did many, many jobs across social care. I worked as a manager and then qualified as a social worker, and then really moved into that learning and development because I was so interested in how we drive up that that good quality care that people provide. And I guess from there, it was a natural step really into working for Skills for Care. So here I am.

Pia Rathje-Burton 04:58
Here we are. Yeah, so let's get started. That's enough about us. Let's get started. It was really, really difficult to pick out the clips, I'm sure you had the same sort of issues. So I've heard so many great

things. And we've had some amazing guests on this series. And you know, there's so many has some really important things to share. And just, I suppose, just start off by thanking everybody they've taken their time to, to talk to us on both podcasts, you know, the more we share, the better in social care.

Zoe Fry 05:32
Fantastic. I think, as you say, it's been really, really difficult to pick out clips. I wanted to come back to it to Wendy very quickly, Wendy, I think, you know, you describe in your career within social care, I think it really highlights that actually, it's not just about being a carer, it's not just about being a nurse, there's so much opportunity within social care. Yeah, absolutely.

Pia Rathje-Burton 05:55
So we've decided to go with a couple of themes haven't we, sort of just just to kind of trying to kind of rather than the sort of kind of randomly pick things that we liked, we sort of kind of went with it with a couple of themes.

Wendy Adams 06:10
So the first theme that we're doing although we're going to think about positive leadership, and what makes a good leader. So Zoe, you've, you've picked this one, do you want to tell us a little bit about why? Absolutely.

Zoe Fry 06:24
I think positive leadership is crucial within our sector. I've always admired James Ryecroft, and his positive leadership skills. He's one of the founding directors of the outstanding society as well. I think without positive leadership, your teams can't follow along the same culture. So that's why I picked this subject and James Ryecroft.

Pia Rathje-Burton 06:46
Right, so let's have a listen.

James Ryecroft 06:47
So immediately, I would say leading by example, and creating a culture that is simple, actually, and is based on kindness, I use that word and the industry use that word, hope it doesn't dilute it. But that's really what we're all about.

Pia Rathje-Burton 07:05
Oh, yeah, that's really interesting. I always think that that lead by example, it's so important when you're thinking about leadership, because I know it can be hard as a manager, because every day, every moment you are work, you are a role model for your, for your workforce, and we all have bad days, but you kind of need to have that in the back of your head, don't you really that? You know, people are looking at me, and if a crisis happens, you need to lead by example about how how to deal with that, and how to react because you you, your people are going to model you so you know, if you are listening, and if you are really kind of being you know, very open to feedback that's going to reflect on to everybody else, isn't it in the team?

Zoe Fry 07:56
Absolutely. And I think I think reflecting back, just really powerful words, leading by example. And the word kindness can can mean so much, it obviously doesn't have to be complicated at all. There's also the other side of it, I would say, Pia there's there's the respect side. So it's not leading by example, just in crisis, it's leading by example, in getting back to basics, actually, if if a leader is on the floor being seen to do anything that they would expect their team to do as well, I think that's really, really powerful. Yeah, absolutely.

Wendy Adams 08:31
I really liked what James said about kindness, because one of the things that I talked to lots of managers about is about the values it within their staff team and how they treat the people that they provide care and support to. But one of the things that I also talked to people about is the to create the right sort of workforce culture, they should be treating their colleagues and their manager, and their managers should be treating them with the same values. And I think what you often find, or certainly what I've found before, as a manager is, you will have employees who are great with people who provide care and support to, but actually not so kind, for example, to their colleagues, or to their to their manager. So I was really interested in what you said about kindness. And it reminded me a little bit of when we had Rosemarie Pavoni on our podcast, the care exchange podcast, because she also talked about kindness and about how she thought that was really important that managers were kind to their staff and it was great that that she used the same word in that as well.

Pia Rathje-Burton 09:40
Yeah, let's let's have a listen to that clip, where she talking about, you know, it was about knowing stuff her staff wasn't it as well, you know, so let's, let's have a listen to that.

Rosemary Pavoni 09:50
Wendy I think it's about knowing your staff? When we talk about person centred care, we talk about it to our residents and their life before they came to us, what are their interests? What are their hobbies? What's their lifestyle, who their partners are, who their children are. And if we do exactly the same for our service users, for our staff, we get to know them as individuals. And they get to know us, then it shouldn't be a barrier between us and them. We're all working together. We're all working in the same team. We're all working for the same ends, we may be different roles within our setting, but we're all working to the same outcome. So actually, I don't think it's difficult to write in your diary when they're birthdays I don't think it's difficult to to know when their children are having difficulties. I don't think it's difficult to know if your staffs husband is unwell. I don't think it's difficult because if you see your your staff as a big family group, extended family, that is what you do for them. So knowing and remembering their birthday, knowing how long they've worked for you and recognising if it's coming up to 10 years service.

Zoe Fry 11:09
I think I think that's a lovely clip. We often say it's the simple, inexpensive things that are appreciated. I think Rosemary highlights these areas very well. And the things Rosemary describes comes back to James using the word kindness, doesn't it? I think that really, really highlights that. You're nothing without your team and a happy team equals happy well cared for residents. Yeah, absolutely.

Pia Rathje-Burton 11:35
Absolutely. And just, you know, it's interesting, that word kindness. So we had Professor Michael West, on the compassionate on the podcast talking about Compassionate Leadership. And I actually asked Michael, if Compassionate Leadership is about being kind and he kind of said, No, it's bigger than that. It's it's much more than that. So I want us to listen to that. And maybe we can explore it a bit more of it thinking about both both clips with both Michael and Rosemary, it is a bit of a long clip. So bear with me. Have a sip of tea while you're listening?

Michael West 12:13
Well, it's maybe worth beginning by saying what compassion is. You know, it's a word we use a lot. It's something that we understand, I think, implicitly or intuitively, but it's also the most important intervention there is in health and social care. We know from so much research evidence that the compassion of carers is the most important if you like tool they have in their caring, and what it basically involves, if I'm, for example, if you or Wendy was in pain or distress and to be compassionate, I have to do four things I have to attend, understand, empathise and help. And attending means being present with you. Nancy Klein talks about listening with fascination. Understanding means having a conversation with you to try to understand the causes of your pain or distress. empathising, of course, is feeling with you without making it my drama. And that gives me the motivation for the fourth really important element of compassion, which is helping or serving the other person. So Compassionate Leadership is really the same behaviours it's attending to those we lead, being present with them listening with fascination, understanding the challenges they face, empathising, with them, particularly given the level of stress and work demands in social care, and then helping them and in the context of leadership, Compassionate Leadership, helping means helping those we lead, to do their jobs more effectively, by helping to remove the obstacles that get in the way. And by helping to ensure that they have the resources that they need the right numbers of staff, the right equipment, the right training, and so on.

Wendy Adams 13:56
I really like Michaels focus on the listening aspect of that, because I think one of the challenges that we've got in social care is particularly as managers, you become very good problem solvers. Because the problems are coming at us thick and fast and thick and fast. And actually, we spend so much time having to react to stuff. We don't often have that time to step back and listen. And I really like what Michael talks about, about that. He almost breaks it down into those four stages. And it almost puts that pause that natural pausing, I think, for us as managers.

Zoe Fry 14:38
I actually love this clip as it describes how research can be used in the sector and sometimes there are barriers to this in social care. We'll get back to the four key areas to attend, understand, empathise and help, I think makes it it really quite basic. To hear Professor West talk about compassion in the way he does, leading to better resources and support for teams, empowers the sector to improve continuously.

Pia Rathje-Burton 15:05

Yeah, absolutely. It's really interesting. One of the things that really, I remember from our conversation with my Professor Michael West was him talking about as when he says that listening, that really is the thing I remember. And I think about that a lot when I'm when I'm talking to managers about, you know, talking to him about, you know, really listened to your staff or what they're saying. And the other thing I remember him saying was about how, just because it because sometimes people if there's, if there's an issue, that that the manager can't resolve, sometimes the natural instinct is, well, I won't talk about it, because I can't do anything about it. So it's better just to kind of almost like burying your head in the sand, you know, you're, you're, you kind of just avoid talking about it. And he was saying, even if you can't, if you literally can't do anything about whatever the issue is just listening to people, and really using all those four steps he just talked about, when this when the staff are talking about and makes the staff feel better, because you they feel that you are on their side, you might not be able to do something about that particular issue. And obviously, that's when they said most of the time, managers are absolutely problem solving and trying to solve problems, but there's some problems that we can't sort out but actually having a manager that really, really listens to you. And, you know, are really present and really kind of time and and be there for the staff and understanding how they staff feel makes a huge difference. Absolutely. So you had somebody else. Talk to you about culture? Because I think it's another important part of managing a team, isn't it to have a have a good culture? So why did you choose this particular clip?

Zoe Fry 17:04
So Adam, he's he's very well respected within the sector. Along with his work in the in the local care associations, James, one of the directors of the outstanding society really valued his leadership skills. And so James actually invited him to discuss the topic further with us. Okay, it'd be great to have a listen. How do you instil that, that positive leadership within your whole organisation and within the care associations that you work with as well?

17:35
shut the door when I scream? I think it's just one of the main things is ensuring that I always think that culture is just a key part of what we do with organisations. I mean, I've always said that we don't, a lot of our teams, we don't run a care business, we run a run a people business. So we've got people that are bought into what we're doing, and they're excited, and they're happy, and they're treated well, and they want to be there, they will deliver positive change and positive care for vulnerable adults.

Zoe Fry 18:07
that's lovely. I think we all feel like shutting the door and screaming at times.

Zoe Fry 18:19
I do love the way Adam says it's a people business. I think that that speaks volumes in itself. I agree with Adam, it's all about the culture of an organisation and positive leadership instils this within those organisations.

Wendy Adams 18:33
Yeah, it's difficult for managers, isn't it? Because I think culture is just, it's something that you can't touch. It's something that you can't learn a process to put in place. You've got a feel it. And I think

you've also got to check out whether that culture feels the same for other people, because you as a manager might think, oh, culture feels great. But actually have you been and asked your staff about what what the place the workplace feels like for them? Because the thing is, Adam rightly said, if people are coming to work, and they're happy, and it's a place where they enjoy being, that will translate into the quality of care that they provide for the people that they're providing care and support to. And it really takes managers, I think, to take a step back and think about that. And, you know, I suppose that's one of the things that you want managers to do after listening to our podcast today is just take that step back and think what actually is the culture of our service? And who can I ask to check that their view of it matches the same as the same as ours?

Pia Rathje-Burton 19:45
Yeah, and particularly, if you've got a bigger staff team, it's really hard sometimes to know what that culture feels like when you're not there. You know, if you're, you know, you know, most care providers, you know, provide a 24 hour a day service, you know, so you know, what is it like on a Sunday afternoon when you're not there? What is it like on a Friday evening? You know, what, what, what if your home care org, or care homes, you know, what is that culture like, out of hours? Is there different teams that, you know, there's always going to be smaller teams within within the bigger team? And I don't think there's anything wrong with that. But I think it's much more about are there all those teams? Do they? Are they functioning well? Are they all good team are they do they all have a good culture? And I think, when we talk to CQC colleagues, you know, they will often say they as soon as they walk in, they know, if if there's a good culture, you know, or if they walk in and it's, it's, you know, it's not a good culture, and they they know, straightaway, this is going to be an inspection where, where I'm going to find issues, because quality and culture, just links, doesn't it, you know, they, they, they go hand in hand, if you've got good culture, you can achieve anything. So even if you do have issues with medication, or whatever it is, if you've got a good culture, you, you're gonna make improvements aren't you you're gonna, you're gonna, as a team, resolve those improvements. But if you have a culture, that's not good, then it's much harder to make improvements, and implement and make them last isn't it really,

Zoe Fry 21:34
it is, I love that analogy as well. And you can it's like, as soon as you walk in the door of somewhere, it oozes that kind of happiness, you can tell that the culture is is at the heart of, of the whole team and everything that people do.

Pia Rathje-Burton 21:49
Yeah, so I think Wendy's, right? If you're listening to this, just take a step back and think, what's the culture like in my service? And who can I ask, you know, who are the people that I can ask? And I think sometimes asking the quiet person, the vulnerable, perhaps isn't the loudest, it's, it's always a good, you know, having a conversation with a quiet person, who perhaps, will sit back and observe is always a good thing. It's not not always the loudest person that's right.

Zoe Fry 22:23
I wonder, it could be something that that teams could look into in, in the quality assurance questionnaires? Could they actually ask the question around what do you think our culture is? Or, you

know, how do you visualise that? So you're asking professionals, relatives, residents that might be quite interesting to hear that kind of feedback?

Pia Rathje-Burton 22:41
Yeah, absolutely. Again, the our conversation with Professor Michael West, he, he talked a lot about staff surveys. So he created, initially, the NHS staff surveys, which has been running for many years. And, and because of his passion around Compassionate Leadership, the questions being asked in the NHS staff survey, are very much shaped around finding out what you know, good cultures are, is leadership, compassion, and those questions are available online, just Google them, and you can change them to suit your service. He's a professor, you say, he's done research in this. So you know, there's there's that they're not just random question that he's just picked out when he you know, while he was having a cup of tea, you know, they are kind of questions that based on research. Talking about looking outwards, it's something that I feel really passionate about, you know, it's really difficult as a manager to, you're so busy, and you're just kind of doing the things you got to do in your service and making sure to make sure there's a good service, but it's really important to, to look outwards. And we have a number of both had a number of guests that's done that in various ways. You know, and learning from others and learning about what's happening in in society that we can use as well. I want to start, just as listen to Ben Miller, who was a guest on one of our episodes in this series. So Ben is a big fan of listening to podcasts, both from social care but also leadership podcasts. He also reads a lot of leadership books, but I just want us to listen to what what why he does that and what he thinks that others can get from, from from doing that.

Ben Miller 24:41
The resources that everyone needs in social care to improve any aspect of their, of their of their setting, whether that's culture, leadership, recruitment, marketing, anything, it's out there, and it's either free of charge or the highest cost is the cost of a book. or a subscription to a podcast series or something or Spotify or something like that. Whatever you need, it's in there. And if you go into it with an open mind, on a learning mindset, some of the things that I've learned and used to develop my skills as a leader, since I started doing all of this has been on a completely different person.

Pia Rathje-Burton 25:25
Yeah. And I just think when you listen to Ben, he's really taken on, you know, so he will not just be listening to something or reading a book by he then kind of takes and takes the best bit the bits that really speaks to him, or the bits that he thinks, well, this is going to make a big difference to my service, or I'm going to try something you know, I'm going to I'm going to test something, I've heard some things I'm gonna test it, it does make you evolve and looking outwards and learning from others, whoever they are, and learning from us doesn't need to be another social care providers to say he listened to a lot of leadership podcasts and leadership books, really makes you evolve as a leader. And that's really important. We all need to learn and develop. And I think that's, you know, a fantastic point.

Wendy Adams 26:19
I think, as well that some of the managers listening today might well be thinking, well, I've got enough to do when am I going to find time to listen to a podcast or read a book or, but I think it's about being creative with that, isn't it? You know, you listen to your podcasts Pia, don't you when you're cooking tea

or when you're walking the dog or And I was talking to a manager recently who said, I put the podcasts, I put the podcasts on when I'm driving home from work. And it's, you know, it's still work related, but it's a bit more lighthearted gives me a chance to just wind down a little bit while I'm listening. So I think, you know, this doesn't need to be another task to be achieved. It's about how you can fit it in with some of the stuff that you maybe already do.

Pia Rathje-Burton 27:02
Yeah, absolutely.

Zoe Fry 27:04
I love that idea. And I think there are, there are lots of different ways and lots of different opportunities to listen to podcasts. I think it's a fantastic tool to use. I think Ben is such an inspirational speaker, he's, he's admired by so many, his journey into social care is one to be very proud of had the pleasure of having Ben and some of his team members on care insights for the outstanding society as well. And you can hear the way Ben's leadership has such a positive impact on the team. Again, it comes back to the culture, doesn't it? Having somebody been leading is really positive. Always looking at different ways of working, learning from others, and sharing what you're doing as well. I think I think that's one thing that COVID brought is so much sharing and celebrating best practice, which I think has been really positive within the sector. There are so many other things that managers can do to look outwards. On the podcast, we had a whole theme on research in social care. I mentioned earlier the importance of research, and there are so many benefits of engaging with it within the sector. It'd be fantastic to listen to Ann Walker's clip.

Zoe Fry 28:15
There's so much positivity at the close with teamwork and being inclusive and everything that you do. How do you think as a team, you can celebrate being part of such a positive project

Ann Walker 28:27
So as a team knowing that we're part of such valuable research, it just uplifts us on a daily basis. It gives the team a sense of pride and understanding that they'll be able to utilise the most up to date data available in social care to improve their practice. By being involved. They feel valued, they feel important because they're to be included in something new to social care.

Zoe Fry 28:51
Wasn't that great to hear from Ann from the close? Yeah, she reflects beautifully on what research means to everybody within the organisation. Some of the key words that I felt she said was it uplifts us on a daily basis, fills us with pride and makes you feel valued. How wonderful is that?

Wendy Adams 29:08
Definitely. And I think it goes back to why a lot of us actually came to work in social care. You know, a lot of us came to work in social care because we wanted to make a difference. We wanted to make a difference to individual people's lives. But we wanted to make a difference to how social care and how the sector works and happens. And research is such a critical part of that. And I think if that was your

motivation for coming in social care, being involved in research is such an easy way to be able to say yeah, I am making a real difference here. Yeah,

Pia Rathje-Burton 29:44
I think the thing is that, you know, sort of if you'd asked, you know, three four years ago, you know about research and social care. There probably was some research but it wasn't that there wasn't that much research. There's now so much interest in social care, from an academic point of view, that there's so many different in each area, there will be so many different research projects popping up. And I think it's about taking advantage of the fact that, that there's a spotlight on social care and actually making sure that engaging in that because you can, you know, if we're not part of it, they won't, they won't understand and being able to use that research, to make sure that then we try new things, that new things are looked at, in a different way and, and kind of being part of that, you know, as and said, you know, it is not just an additional task is going to be something that's going to benefit your team, it's going to be something that's going to benefit the people you're supporting. Because you're going to be trying a new practice, or we're going to be looking at why do you do something? Is there a better way? You know, there's lots of different types of research. So just kind of, I think it's really important to take the opportunities when they come your way.

Wendy Adams 31:03
I think it's well, it's about professional credibility, you know, health and the NHS is very research focused, they don't just decide, well, we're going to try this new drug on somebody, but we'll just go off and do it. It's all very tested and research and based on evidence based practice. And I think if we want to have that parity with health, we almost need to be able to say, look, what we're doing has an evidence base to it, we're not just deciding randomly, that this would be a great thing to do. There is clear evidence, and the same way that there would be for a medical intervention, there's clear evidence that this improves the quality of people's lives. So I think it, you know, raises the profile of social care into being something that that actually is a it's a profession, it's grounded in evidence. You know, this is not just a collection of people who want to make a difference that it is founded in that that evidence and good practice.

Zoe Fry 32:01
And I think we need to maybe try and change the perception. It's not just I think people see research as been very academic based. It's it's not it's about the teams and residents, people, you know, within our care coming up with a question that actually they want answered. And then you work with the academics to go away and find find the answers. Another reason I think, to be involved in research is it can also show the CQC that you continue to improve improve as a service. This can be evidenced across many of the quality statements. We actually have Tanya Kent talk about this in in her podcast.

Pia Rathje-Burton 32:39
Let's listen to Tanya.

Zoe Fry 32:44
As we know, you have to show continuous improvements to sustain Outstanding, how do you think embracing in research in your setting will help you in in which KLOEs would you evidence this in?

Tanya Kent 32:56
Well to start that off, it will be evidenced in all KLOEs, research itself, it can only be worth something to the home if you act upon it. So actually, the especially this specific piece that we've been working on with Vivaldi, it will be evidenced across all the KLOEs, looking at infection will enable patterns be picked up able to give us those trends, giving us informed knowledge of possible triggers, and also how we can almost prepare and proactively manage infection rather than reactively manage.

Pia Rathje-Burton 33:32
Yeah, I think it's really interesting to hear, it's some of the things that she's talking about in terms of CQC. Because, you know, obviously we don't, we shouldn't do things just because CQC would want us to, but where if you're thinking about research, and you're talking about it earlier, so you're sort of saying, Well, you know, this is a way of asking questions, and then researching the answer, you know, what is the answer to improve this particular whatever it is, and obviously, she's talking about something very specific there. But it could be any any question, couldn't it? And you know, I'm sure we all when we're working you're thinking, Well, why did we do that? Or is there a better way of doing this, you know, to to have some research behind you really shows that continual improvement and absolutely CQC is going to you know, you can you can use that for when you're are inspected?

Zoe Fry 34:29
Absolutely isn't Tanya amazing. She is the manager of the close care home who has Outstanding in all five of the KLOEs which is something to be incredibly proud of. Again, it's the culture of the home it's about continuous improvement. And not only Tanya and her team involved in Vivaldi social care, two of her relatives are on the engagement and communication working group as well. And that goes you know, really is outstanding work embracing research with everyone within your organisation.

Pia Rathje-Burton 35:01
Yeah, absolutely. Yeah, really important to involve everybody. So it's not just something that you're kind of doing, you know, you're communicating it across and explaining, you know, this is this is really good that we're doing this we want everybody to be involved. Absolutely, really interesting. And just, I just think it's been so interesting to, to listen to all the different episodes you've had on around research, because I think it is an area that I think managers are still trying to get their head around and thinking about, Well, is it something that I need to invest my time and, you know, completely get, you know, when you're really busy and somebody said, Well, we need to do something else, you know, it can seem like an extra thing. But rather than thinking of it as an extra thing it's much more about thinking of is it this is part of my Improvement Plan, which, you know, we all have things that we want to improve on being part of research can be part of that improvement plan.

Wendy Adams 35:57
So we're nearing the end of this episode. And one of the things that we've referred to a couple of times is about how busy everybody is. One of our regular questions to all of the guests we have is we ask them the time to care tip. So I think Zoe it would be a shame to end this series without putting you on the spot and asking you for what is your most time saving tip? Oh,

Zoe Fry 36:24
that's a difficult one, because I struggle a lot with that as well. I think for me, it might sound a bit strange, but it's it's trying to be strict with with your working time. I think actually, if you reduce your working time to be more focused, you're actually going to end up saving time and be more productive.

Pia Rathje-Burton 36:45
Yeah, I think you're right. I think sometimes when you have a good deadline, always keeps your mind focused. And you, you get on with it.

Pia Rathje-Burton 37:00
It's been really interesting listening to the different clips. And it's just so interesting how the two podcasts even though obviously, we've had different guests on although we have had a couple of which have appeared on both, but in general, we have very different guests talked about lots of different types of themes. But there's been kind of these running themes of leadership, you know, thinking about how can you make improvements, those are sort of kind of been really a broad stroke, I think across all the different episodes that we both had in both series. So it's been really interesting, listening to the clips that we've picked today. And as I said earlier, you know, it was really tricky, because we've had so many great guests on both podcasts. But you know, it's been really interesting. And just really interesting to, to hear the similarities. But at the same time, the different different aspects of of the things that we talked about.

Zoe Fry 37:55
I really enjoyed today, actually. And I think, aren't we lucky to work in social care and feel really, really privileged to be able to do these podcasts with so many different people. I'd like to say a huge thank you to all of our guests that have been on our podcast, and I'm really excited about going forward as well. And thank you to skills for all the support they give us. And it's wonderful listening to your podcast, too.

Pia Rathje-Burton 38:22
Yeah, thanks. So

Wendy Adams 38:24
I was just gonna say what I love about the podcasts, both the care exchange and and your podcasts Zoe, is I love the fact that as a manager, you'd come away with something from every single one of them where you think, right, I'd think about that differently. Or, actually, I am just going to take few minutes to step back and think about that, or how I could get involved in that or, and that's what it's all about, isn't it very often we focus on learning and development. And we think all learning takes place when you sit in the classroom and get a certificate for being there. And something like this is just such a nice way of being able to develop yourself develop your service without having to do online training, or go and sit in a classroom somewhere. And that's what I love about the podcasts.

Pia Rathje-Burton 39:13
Yeah, absolutely. Yeah, I think things like, you know, if you've got a learning development, you know, our CPD record for yourself as a manager, if you're listening to podcasts, you should be adding that to

your CPD and putting, you know, the, you know, I listened to this podcast, and this is what I learned from it. And this is the changes I'm going to make to my service as a result, and we all were always said for the care exchange from the first episode that we wanted it to be that there was at least one thing that a manager would scribble down to are the kind of oh, I'm gonna try that or I'm gonna think about that or I'm gonna step back and look at that a bit further. You know, that was kind of always one of my aims of the of the podcast. So thank you for joining us Zoe t's been so good. And a great way to, to get to listen to some of the great clips we've had. If you want to listen to more of the guests and where we've talked about a few of them, you can find out more episodes on the Care exchange, you can find that on either on the Skills for Care website or on whatever platform you're using to listen to podcasts if you already are. The care exchange will now take a break so this is the last episode in the current series. We will be back in September. So what's your plans for the care insight?

Zoe Fry 40:38
So I'm really quite excited after today what we might do, because we've currently been having a break so we might actually launch our next series with this podcast. Okay. So I think that that'll be a good start. We actually start recording podcasts again next week. We've got our prove it or lose it, it was actually a panel discussion at the care show, which which we're going to release it as a podcast too. So you can sign up, membership is free to the outstanding society. All the 32 podcasts are available on our website. We're actually going to be focusing on the new social care nurse and advisory councils, which is really, really exciting. Deborah Sturdy has implemented these councils, you've got 42 nurses in social care, chairing the new councils, which is absolutely amazing. And we've we've got lots of chairs to interview and lots of people that will be on those boards. And there's going to be a lot of podcasts around Vivaldi social care. We've had over 800 care homes on board. And we're close to start in the 12 month pilot over the 12 months we can continue to onboard other care homes, but there will be lots of podcasts around the research in social care.

Pia Rathje-Burton 41:52
Yeah, sounds great. So listen out for both both of those things. And thanks very much for listening to this special episode. Bye for now. Bye bye bye