

# Striving for Outstanding action plan

This action plan is designed to help you plot the areas for improvement needed to achieve an Outstanding rating.

## 1. Regulated care provider

Organisation name:

Service setting:

Outstanding lead:

Job title:

Email address:

Telephone number:

## 2. What areas for improvement have we identified to help us to progress to Outstanding?

**3. What's our improvement goal and why?**

**4. What does success look like for our service?**

**5. If we make these changes, how will they benefit the people we support, our staff teams and wider organisation?**

**6. How will we measure success?**

**7. Who in the organisation will be involved in the delivery of the action plan?**

**8. Action plan**

<b>Area for improvement</b>	<b>What does success look like?</b>	<b>What needs to be done to achieve the goals?</b>	<b>Who'll be responsible for achieving this?</b>	<b>Start date and date of completion</b>	<b>Review notes - detail progress towards objective</b>

## What should an improvement action plan include?

- the improvements you want to make
- the success criteria
- a list of manageable actions to make these improvements
- names of who's responsible for delivery
- details of when the change is expected to be implemented by
- information that shows how changes will be monitored and reviewed.

## Use SMART objectives when planning improvements

- when detailing the improvement(s) activity, be **S**pecific
- ensure the improvement(s) planned are **M**easurable
- be sure that the improvement(s) are **A**chievable
- check that your plans are **R**ealistic
- set a clear **T**imeframe for your improvements.

## Who writes the action plan?

- Within regulated care providers, the registered manager is usually responsible for the action plan and recording evidence of progress towards improvements and success. All staff, and ideally the people you support, their families and/or advocates, should be involved in deciding the actions and putting them into practice.

For further information on delivering Good and Outstanding (GO) care, visit <http://www.skillsforcare.org.uk/GO>