## **Workforce wellbeing and enablement**

### The CQC inspection focus on wellbeing extends to your own staff teams as much as the people you support. Whilst the CQC will look at this as part of Well-led focus, supporting staff wellbeing is also central to being a Caring service.

### The CQC will look at how you support the wellbeing of your team as the regulator believes that supporting and empowering your staff is key to enabling them to deliver good quality care themselves. Be prepared to share examples of how your supervision and support, staff development and wellbeing initiatives meet the needs of your own colleagues.

### Recommendations checklist

These recommendations act as a checklist to help you consider what you could potentially evidence, but it’s not intended as a definitive list. We hope they help you reflect on what evidence you might wish to share with the CQC.

|  | Yes | No | N/A | How we evidence | Action |
| --- | --- | --- | --- | --- | --- |
| We can evidence how we promote wellbeing and associated support to our managers and staff. |  |  |  |  |  |
| We understand the importance that staff wellbeing has on the quality of care they provide and invest accordingly. Where staff are struggling, extra support is provided. |  |  |  |  |  |
| We have adopted a person-centred approach to supporting our managers and staff team, tailoring this around their needs. |  |  |  |  |  |
| We manage the service to ensure that there is no discriminatory practice and empower staff to raise concerns on such matters (e.g., whistleblowing). |  |  |  |  |  |
| We ensure that our staff human rights and wellbeing are protected at all times and act promptly if concerns are raised. |  |  |  |  |  |
| We ensure that our wellbeing and support is available to all working for our organisation in a paid or voluntary capacity, including carers. |  |  |  |  |  |
| We support and empower our staff team to have autonomy on decision making and demonstrate leadership as appropriate to their role. |  |  |  |  |  |
| We maintain regular supervisions that provide our staff team members with opportunities to discuss wellbeing and support needs. Our managers are committed to supporting these needs to be met. These encourage inclusivity, active listening, and open conversations. |  |  |  |  |  |
| Our managers and leaders have created a culture where we reward and recognise our staff for the quality of care they provide. |  |  |  |  |  |
| We keep all information about manager and staff wellbeing confidential and associated documented is securely stored, including compliance with UK GDPR. |  |  |  |  |  |
| We provide access to specialist training and expert support to help improve staff health and wellbeing needs. |  |  |  |  |  |
| We regularly review our wellbeing and support as part of ongoing quality assurance and staff surveys. After identifying what improvements could be made, we act upon areas for improvement. |  |  |  |  |  |
| We benchmark our wellbeing initiatives and support with other services, ensuring we are aligned with good practice and effective initiatives. |  |  |  |  |  |
| We ensure our staff have regular breaks and rest areas. |  |  |  |  |  |

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| Resources to help **GO Online: Inspection toolkit**  Learn more about how this is inspected via a short film, practical examples and resources [here](https://www.skillsforcare.org.uk/Support-for-leaders-and-managers/Good-and-outstanding-care/inspection-toolkit/Topic-focus.aspx?services=&kloe=caring-1&topic=workforce-wellbeing-and-enablement).  **Recommendations checklists** Access the full range of all Recommendations Checklists, exclusively available to Skills for Care Registered Manager Members [here](https://www.skillsforcare.org.uk/Support-for-leaders-and-managers/Support-for-registered-managers/GO-guide-SAF.aspx).  **Good and Outstanding care support** Skills for Care’s Good and Outstanding care resources include practical e-learning modules, guidance and seminars to support you to meet CQC expectations. Learn more about what is available [here](https://www.skillsforcare.org.uk/go). |