



## Welmede Housing Association

### Good and outstanding care



**Following a number of good and outstanding CQC ratings, Regional Operations Director Cressida Rapela provides insight into how they deliver high standards of care across their multiple locations and services.**

### **Our assessment day assess new recruits willingness, aptitude and attitude**

Our recruitment process involves inviting applicants to an 'assessment day'. The process allows us to not only assess the candidate's skills and knowledge but also evaluate their willingness, aptitude and attitude, when delivering support. Our 'assessment day' consists of:

1. Provision of information about the organisation – history, structure, types of services delivered, organisational vision and values.
2. Discussion relating to the expectations of a support worker and their roles and responsibilities.
3. Discussion and video presentations to identify the differences between institutionalised care and community support, and how this has changed over the years.
4. A numeracy and literacy test.
5. A group exercise to identify and then discuss the attributes of a good support worker, and how these attributes relate to delivering the values of the organisation and the expectations of the people that we support.
6. A 1-2-1 interview using competency based questions.

This process helps us to ensure that from the very start staff begin to understand the values that underpin everything that we do. These values are not only important for how they behave and treat the people that they will be supporting but how staff teams behave and treat each other.

We ensure that new starters complete the care certificate and carry out shadowing sessions with confident and competent staff. Our vision and values are promoted from the very first day of induction and form an integral part of our appraisal system.

A training needs analysis is conducted for each service to identify which 'Best Practice Programmes' are needed. Employees attend courses based on the gaps in their knowledge, skills, training required to meet the needs of the people that they support, and changes to policy, procedure, legislation or best practise.

Wherever possible we run the Best Practise Programmes for 'whole teams' of staff within a service. This instils teamwork, good communication and the sharing of best practise which focuses on the needs of the people that they support.

## **Training is refreshed, further development is encouraged**

Staff are supported in a number of ways to ensure the delivery of high standards.

All staff receive regular supervisions, which allow for learning needs to be discussed, how learning can be applied into the workplace, and what additional support they need to achieve this.

A structured review of policies ensures that we are in-line with legislation and best practice. Any changes are cascaded down to staff through team meetings, and where appropriate additional training is provided.

Continuous professional development is discussed at time of formal supervision and staff are given the opportunity to discuss their own development needs. Line-managers also discuss with staff any needs that may have been identified whilst observing the individual in the workplace, or needs that may have arisen due to changes in legislation or best practise.

As part of staff's continuous professional development we give staff the opportunity to undertake vocational qualifications in Level 2 and 3 Diplomas in Health and Social Care, and managers to undertake the Level 4 and 5 Diplomas.

## **We overhauled our documents and how we record to align with people's health and care**

Two years ago we comprehensively reviewed our documentation used to record the health and wellbeing of our service users.

We stripped previous processes back. This resulted in the production of an entirely new suite of person-centred documents which ensure all aspects of our responsibilities are met.

At the centre of it all are our service users. We looked at what service users want, and need to achieve. This led to us questioning what support is required to ensure their Outcomes are met and how this would look for the individual.

Our quality audit process is driven by this renewed focus on service user achievements, and encompasses all recorded information.

## Success is reliant on both the right people and effective communications

Good and Outstanding can only be achieved when the entire organisation is on board and where the organisational values reflect the Key Lines of Enquiry (KLOEs) at the heart of all we do. This means having drive the organisation forward.

The service must be well-led by people who understand that the organisation culture must be right in order to provide outstanding support. To achieve this, we must commit to educating and communicating with our teams at all levels.

Everyone must feel that they are part of something outstanding - which means that everyone must fully understand what Outstanding actually looks like.

In addition to providing robust training programmes to meet support needs, we keep people engaged using regular monthly organisational bulletins that make them feel part of something bigger.

We have used our own CQC bulletins to help all staff are clear on expectations, including what safe, caring, effective and responsive look like in practice. Focusing on a different KLOE each week, these have been well received.

## Use mock inspections to test your service

Mock inspections are very useful and provide a fresh pair of eyes to the service, to positively challenge, prepare staff and improve confidence. A structure can be used to ensure that each key aspect of the imminent inspection is considered.

Identify and collate hard evidence which can be proactively shared with inspectors. Each piece of evidence should tell a real story of the positive impact made to the service user, and the difference the support has made to the service user's life.

Support staff to understand the inspection process and have confidence when the inspection takes place and pride to share real positive examples.

**For more information please visit**

[www.welmede.org.uk](http://www.welmede.org.uk)



## Skills for Care recommends

Skills for Care produces a range of resources to help services strengthen their organisations and meet CQC expectations. These include:

### [Good and outstanding care guide](#)

Recommendations and practical examples from CQC regulated providers.

[www.skillsforcare.org.uk/go](http://www.skillsforcare.org.uk/go)

### [Good and outstanding care films](#)

Managers, staff and people who need care and support explain what high standards of care means to them.

[www.skillsforcare.org.uk/go](http://www.skillsforcare.org.uk/go)

### [Care Improvement Works](#)

Helps regulated services select Skills for Care, NICE and SCIE resources to aid CQC inspection.

[www.careimprovementworks.org.uk](http://www.careimprovementworks.org.uk)



[twitter.com/skillsforcare](https://twitter.com/skillsforcare)



[facebook.com/skillsforcare](https://facebook.com/skillsforcare)



[linkedin.com/company/skills-for-care](https://linkedin.com/company/skills-for-care)

---

Skills for Care  
West Gate  
6 Grace Street  
Leeds  
LS1 2RP

T: **0113 245 1716**  
E: **info@skillsforcare.org.uk**

**skillsforcare.org.uk**