

# Love my life

FitzRoy's outcomes focussed model of support



## Delivery

Our Quality Assurance Framework enables all FitzRoy staff to deliver outcomes-focussed, person-centred support. Our senior Quality Managers audit and benchmark all our services, and share best practice. Their findings identify the enablers and the critical factors that lead to successful results. This includes:

1. **Training and creating learning environments**
2. **Management accountability and performance management**
3. **Toolkits**
4. **Engaging staff**

### 1. Training and creating learning environments

#### Care Certificate plus

Our training and induction exceeds the requirements of the Care Certificate; a framework which provides clear evidence to the people we support and their wider circles of care that our support workers have been trained and developed to a specific set of standards. It demonstrates that our staff have been assessed for the skills, knowledge and behaviours to ensure that they provide compassionate and high-quality care and support. All support staff are trained in person-centred thinking tools and support planning techniques. We offer specific training in autism, positive behavioural support, diabetes, epilepsy and so on, as required.

#### Management Training

All new managers receive training from experts at Central Support to ensure they understand our processes, policies and responsibilities regarding employment law, performance management, health and safety in services and fire management. This is supported by regular updates when changes to policy, procedure or legal responsibilities occur.

Deputy managers attend workshops leading to the ILM 3 team-leading qualification to give them the

building blocks needed to be managers. Service managers are supported to attain the Level 5 Diploma in Leadership in Health and Social Care (Adult Services) within their first 2 years of service.

#### Creating a learning environment

##### Best practice groups and guidance

Managers join peer groups with colleagues who run similar services across the country. These groups give managers a chance to explore best practice, work through case studies, review anonymised incidents to share learning, get updates on changes to national guidance and policy, and raise practice issues which come up frequently in their day-to-day work. The groups enable guidance to be produced for recurring issues and feed into policy updates as required.

##### Team meetings, 1:1's, giving feedback

All managers attend regular regional meetings and all service managers hold team meetings to bring staff together to ensure consistency of practice and peer support, ensuring all staff stay informed about what is happening in the wider organisation and feel connected to FitzRoy's values.

We train managers to conduct 1:1s and provide constructive feedback. We encourage managers to hold 1:1s at least 6 times a year with every staff member and concentrate on what employees have

done well as well as what needs improving. It is also an important tool for talking about the needs of the people we support and making sure we are working to the agreed person-centred plans. Employees are encouraged to give feedback to their managers through team meetings and 1:1s.

### **Team Brief - staff newsletter**

Each month all staff receive a copy of our internal newsletter team brief, which contains an update on progress against our strategy, a spotlight on functions including quality, health and safety, training, ICT and marketing, as well as sections on the voice of our families and the people we support.

### **Learning from occurrences**

All occurrences (accidents, incidents and near misses) are reported in an agreed format and timeframe. Occurrences receive a number of levels of review to first ensure the situation is well managed and then to check that organisational learning is shared. Every occurrence is reviewed locally by the service manager, and escalated where appropriate to the regional manager, quality manager and health and safety manager for immediate management checks. All occurrences are reviewed monthly by the full operational and quality team – led by the Director of Operations. Actions are reviewed within line management and Quality Reviews.

Where a trend or risk is increasing or shortfalls are recognised, Service Reviews are organised by the Operations Team (quality, H&S manager and regional managers) to investigate and provide additional resources and support where needed. Any 'lessons learnt' or updates in policies and procedures are promoted out to the services via email, Team Briefs and Regional Management team meetings. Organisational trends are analysed and reported to the Quality Committee which sits at board level, alongside a full range of wider quality data.

### **Observations**

New staff are observed in service by their manager to ensure their competence against Care Certificate standards before they pass probation and receive their Care Certificate in 6 key areas. Support staff including managers are observed and assessed in service annually for medication administration, moving people and information governance. Observation in service provides the opportunity for managers to ensure their team members' work in practice is at the high standard we expect and to give feedback on improvement points going forward.

### **Expert leads**

Our team of highly qualified experts at Central Support, ensure all staff have the tools and equipment necessary to deliver expert support. Our values-driven leadership means all the teams at FitzRoy commit to our mission, and take part in the outcomes focussed model of support. The range of expertise we offer

includes; housing and property services, training, health & safety, IT, marketing and fundraising, finance, HR, and quality managers.

## **2. Management accountability and performance**

We know that good services are well-led locally and supported by managers with access to good quality systems and management information. We are clear on what good progressive person-centred support looks like. Managers lead practice by example, delivering visible leadership in services, especially important in dispersed supported living services. They challenge practice where necessary ensuring engagement with everyone is proactive, personalised, progressive and sensitive to the needs of each person. Our regular support reviews actively seek the views from circles of support to ensure we are co-producing the best service possible for the people we work for.

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### **Structure to management meetings**

All managers meet in regional teams to benchmark best practice, review performance and find solutions for common issues. Regional meetings all work to a common agenda so we know consistency is embedded across the organisation.

## **3. Toolkits**

**Person-centred planning tools** We use a range of tools every day to support people to reach their Love my life goals. These include:

- **Good day/bad day** – a simple pictorial way to reflect on what is important to someone and what it will take for them to have more good days.
- **What's working/not working** – a way to record what is and isn't working to inform action plans.
- **Relationship circle** - a person-centred thinking tool that identifies who is important to a person or family, and how these relationships can help to support the person.
- **The doughnut** – a pictorial way to identify the roles and responsibilities of people providing support.
- **Sorting important to/for** - Helps each person to identify ways to balance being happy and content with being healthy and safe.
- **Presence to contribution** – a tool that provides a structure for individuals to think about the activities that they do and identify opportunities to make new connections and contribute to the local community.
- **Decision making agreement** – a simple tool that

enables individuals to understand the important decisions in their life, how they are involved, who makes the final decision and how they can take more control over their life.

- **Matching support** – a practical way to identify what support a person needs/wants, what skills are required to support them, and highlight shared interests.

### Health Action Plans

We believe the best outcomes come when people are in control of their health, with information they understand. We have signed up to the Health Charter by Public Health England, and ensure the people

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we support agree a Health Action Plan in line with their goals. Using a technique called 'sorting important' we work with people to identify ways they can balance being happy and content with being healthy and safe. This

includes supporting and encouraging individuals to make healthy choices in relation to:

- Diet
- Hygiene
- Physical activity and exercise
- An active and social lifestyle

We support people to access primary care and when complex health needs are identified, we engage and support people in group meetings and ensure they can invite their circles of support, family and friends and the community learning disability team. We work with professionals in health and the local authority to bring together a care plan and communication plan to ensure that they receive a joined-up approach from all those involved.

We work in close partnership with occupational health and specialist local providers to ensure access to technology that helps people engage with activities in and out of the home, safely. Such as:

- Medication aides
- Pressure sensors
- Alarms and emergency response buttons
- GPS devices
- One-button mobile phones
- One-touch hot water dispensers
- Talking microwaves

## 4. Engaging staff

Values driven, competent and engaged staff are the biggest asset we have, and help to guarantee our continued success. We prioritise rewarding our staff, and consistently pay above the national minimum wage. In addition to pay, all staff benefit from our reward and recognition scheme which includes pension contributions, bike to work, life insurance, childcare vouchers, flexible working, a 24-hour free confidential employee assistance programme, and enhanced maternity and paternity pay.

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**Celebrating the success of our staff, and shouting about how they transform lives and go the extra mile each and every day is something that we love to do.**

Every week we share a 'transforming lives' piece with everyone who works for FitzRoy; a story which articulates the brilliance of our staff and the impact they make every day. We publish blogs written by our staff on our website and social media which helps to recognise their talent and achievements, along with those of the people we support. Representatives from across the organisation sit on FitzRoy's staff forum, which meets regularly to consult and advise on issues which affect our workforce.