

Presentation Team

Usman Sheikh – Managing Director

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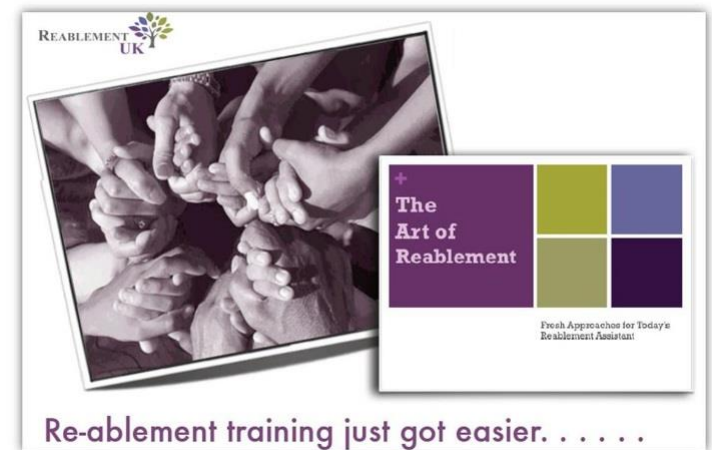
- a) An Enabling & Outcome Focused Culture**
- b) Managing Change for Staff and Residents**
- c) Extra Care and Dementia/ High Level Needs**
- d) Sharing Information & Including informal Carers & Families**

Aims of Service

Our aim is to provide a high quality, outcome-focused, enabling service to enable all of our customers to live as independently as possible. This is embedded into all aspects of our daily operations within an extra care scheme

a) An Enabling & Outcome Focused Culture

- **Passionate about getting Extra Care right!**
- **How do we get it right?**



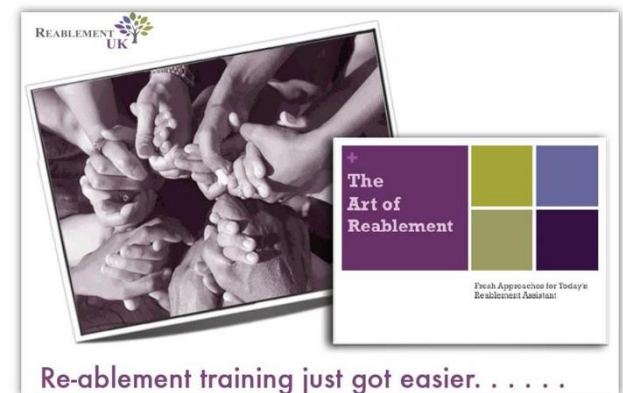
a) An Enabling & Outcome Focused Culture

- **Putting customers at the ‘centre’ of everything**
- **Caring about their quality of life**
- **Not giving up**
- **The example of ‘Ron’**

a) An Enabling & Outcome Focused Culture

Commitment to;

- a Home for Life
- Reablement and Outcomes-focused Ethos
- Training



Managing Change for Staff and Residents



Managing Staff Change

- Experience of inheriting teams new to enablement and outcome-focused care
- Core and specific training
- Encouraging staff decision-making
- Tailoring care and support to each customer

Managing Change for Staff and Residents

Managing Staff Change

- **Implementing Person-centred tools**
- **Doing ‘with’ and not ‘for’**
- **Promoting a positive approach to changes in practice and the impacts on customers**
- **Staff experiences in Torbay**

Managing Change for Staff and Residents



- **Managing Customer Change**
- **Encouraging Co-production & Residents' Associations**
- **The 'spirit' of Inclusion and ownership (such as through 'Champions')**
- **'Empowering' approach to our customers**
- **Changing perceptions of what can be achieved**

Extra Care and Dementia/ High Level Needs



- **Extra Care should be a 'Home for Life'**
- **Person-Centred Tools to monitor and measure outcomes**
- **Specialist needs requires specialist training**
- **Looking beyond the apparent condition**

Extra Care and Dementia/ High Level Needs



- **Maintain inclusive communities**
- **Seek external help / working closely with partners / family**
- **Positive approaches to ‘risk’ – giving people choice whilst ensuring they are safe**

Monitoring and Measuring Outcomes – Tools and Examples

Nurturing Outcomes



Person Centred Tools

- **Assessment**
- **Support Plans**
- **Support Plan Reviews**
- **Risk Management**
- **Nationally recognised tools**

**Daily Flexibility and Responsiveness to
Preferences, Needs & Choices**

'Hilda's' Example



Hilda:

Aged 98

Health deteriorated. She lost her hair, finger nails and much of her skin.

GP diagnosis - 'skin shredding' due to her exceptionally old age.

We **did not accept** that deterioration in Hilda's health was inevitable:

- Reviewed Support Plan
- Increased visits: 4 per day
- Applied 4 body creams at each visit
- Applied hair stimulating shampoo
- Ensured nutrition
- Talked and Reassured. **We told Hilda she was still beautiful.**

What else we did:

- Bought a wig
- Walks in the fresh air.
- Attended social club and played table tennis with her.
- Flower arranging, handmade crafts and cakes.
- We visited her home with our pets.
- VE Celebrations: Hilda was made our official Queen. **All Service Users and their families had a great day.**



Outcomes:

- Hilda celebrated her **100th Birthday** in Feb 2016.
- She is **very happy**.
- Improved physical health and mental wellbeing.
- Active, social and fully engaged in her community.
- **Support reduced** to one 15 minute morning call and a check call at night.



Sharing Information & Including Informal Carers & Families



- **Extremely important in provision of services**
- **‘Open Door’ Policy**
- **Routinely involving Family/ carers in decision-making where ‘Consent to Share’ in place**
- **Sharing information with wider professionals**

.....**End**

Questions.....?