

**The care exchange - Series 3  
Episie**

I know Dan and Hayley very well. So long introduction. Let's get on with it. Because we've got lots of questions to









**Pia Rathje-Burton** 19:26

Hey, I just want to go back a little bit. So in introduction, we heard that you're one of four registered





people feel empowered to talk to us. Because I think that's the starting point, if people can talk to us talk to us about challenges give us good ideas, because often that's where, where the good ideas come from, when we can act and make changes that they see as a group together, we are doing what we can, I would also say our training, training is obviously really, really important. We've seen a shift to a lot of elearning training. But the one thing that we've continued at avenues is to make sure that hands on training is delivered, like active support training. So it's not just a theory base, we have our positive behaviour partners, our registered managers, our area managers in services practice leading, delivering from the start of when and how support should be delivered to individuals. And that keeps that culture alive. The one and we talk about our values, so integrity, we talk about that a lot, because we do the right thing. And that's not always the easiest. And we talk to people about that it's okay to do make a difficult decision, as long as we're doing it with integrity, we don't just do the easy option. And it links into when we saw that earlier about staff being proud. Because if you're proud of your job, you're and what you're doing, you'll talk to people about it, you will ensure that everyone knows what you do. And that comes across in how staff convey their role and what they've been doing with individuals. And recruitment and retention. So we talked about earlier about attracting the right people, but also it's retaining the staff that we've got, and we are proud of our retention rates, they are above the sector average. And that retains that knowledge that skill, that experience and that passion within a staff team, and also enable you to induct new people in so yeah, I think it's it's part of everything we do, regardless of your role within the organisation, you should uphold the values. And we have clear KPIs to make sure people visit. So even office based roles, they still go and meet people and understand what the organization's delivering.

**Wendy Adams** 28:27

I was just gonna say I'm really interested in what you said about empowering staff to speak up and be proud of what they do. Because one of the things that struck me in the report was staff were really, really good at being able to give very concrete examples, detailed examples of some of the great work that they've done. And I think that's a difficult thing, sometimes to empower staff to do, how would you get staff to that point where they're, they're happy to not just share examples, but to share them in that

proud when when the inspectors wanted to go out and talk to people as well, because they would have heard from Hayley and her colleagues, examples in the Registered Office, they would have then gone out and seen it in action. And then they might have spoken to a family member or staff member that said, this is what we've done. And then you see that triangulation of it happening, hopefully consistently, I think people also worry about an inspection, everything has to be perfect. And I think that's not the case. I think it's about what you're doing about it, and showing the inspection team that you're learning, and the changes you're making. And even if you haven't made a change, now, think about sharing what you're doing in the future, what What's your thinking at the moment, it is not always signed, sealed and delivered and looking wonderful. But just think about your showing how you're developing the service and moving it forward.

31:09

I think what we do as well, as an organisation, we do mock CQC inspections as well. So we go into services. And that won't necessarily be someone that the team are familiar with. It might be someone from our quality department, or someone from another area. And we speak to the team and ask lots of you know, brand new standards and things like that. We've also got another document, which is live in each service, which is what makes a good and outstanding service. We've shared the Skills for Care documents on that as well. So we're regularly go through that document and try and get evidence from the staff and get them to think about the well lead and the responsive and the caring and examples that they've got that they would share with an expert inspector if the manager wasn't there on the day as well. So talking about CQC, it's a regular agenda item in every service. And I think we just keep it live and just talk and talk about it all the time as well. So hopefully how



key on that day, because we just worked really, really well together. But I think just having that that information to hand really. And if you do get stuck, you've got it in front of you. So you kind of got them prompts as well. But we just talked and talked that day. And until we couldn't talk anymore, really. We didn't even have lunch I think we were we started the inspection about half past nine in the morning. And I think we came out of the office about five o'clock that evening. But we just talked and talked and so many examples and so much evidence to show.

**Wendy Adams** 37:45

So we we always have two standard questions that we ask all of our podcast guests. And so I'm going to start with the first one for you, Hayley. As the as the Registered manager, we have our time for care slot in every episode. And so could you give us your most time saving tip?

**Hayley Taylor** 38:08

I think for me, what I would say is be organised, be prepared. organisation is the key keeping on top of everything utilising your resources that you have to hand. So like Dan said, we've got our admin team, things like that, but just being organised and prepared.

**Wendy Adams** 38:27

Brilliant. Thank you very much. And finally over to Dan, I want you to imagine this is your question, I want you to imagine that you're in the lift on the 10th floor and you're with a group of registered managers. And before everyone gets out, you've got an opportunity to tell them your something that you think is the most important, what's your key message that you'd want to leave them with?

**Dan Gower**

**Pia Rathje-Burton 40:10**

So Wendy we survived that episode for two guests that was alright wasn't it It was really interesting chat with Dan. And Hayley. I think there was so many things to think about with them. I think they're that culture. And that, and I think with this culture is that those smile moments, because I think as soon as they explain those smile moments, they made sense don't like that you can, anybody can pick them up. And I think the cultural, everybody has an equal role and therefore, are equally responsible for creating smile moments goes through everything else that they do. So they they're used to talking about it as a culture to talk about things, they're proud of the things that makes them smile, that's just part of it. And you can do it by text, you can do by email, you can do it in lots of different ways. All those things, to me just says, culture and sharing good practice and sharing the things that we're proud of. You know, it's interesting, when you heard all those little things, you think, Wow, this is all fitting together, isn't it? Yeah,

**Wendy Adams 41:25**

absolutely. And I think when we're talking about culture, there was two sides of that for me. One was that there was the bit about being able to really shout about the things that they were doing well, but they also came across as being an organisation who were who were really keen to learn when things hadn't gone so well. And I think that's both sides of that. And I suppose what that made me think about was the Skills for Care learning from events module that we have. Because that's a really good way to develop skills in your organisation to do exactly that, to look where things maybe haven't gone, as well as planned. And to think about how that could be addressed how things could be done differently in what learning there could be. And that's a 35 minute module that's available through the Skills for Care website, and it's free. But in addition to that people can do the thing there could be. at 5h)11(1)56)11(u)11g)11h)11(50)

platforms. You then get notifications or any episodes of the new of new episodes of the care exchange.  
So bye for now. Bye