



Well Led...A Collaborative Approach

Presented by :

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home

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Overview of the session

Well Led...A Collaborative approach

- Introduction to the Well Led Program and Leadership and Peer support Network
- Impact on providers before and during the pandemic
- Looking to the future- How to move forward in a post Pandemic age



OVERVIEW

Setting the scene- changing relationships

Before Well Led

Contractual focus

Transactional

Limited opportunity or willingness for providers to interact with one another

Homes working in isolation

CQC pre Well Led rating position

Well Led: Leadership Programme for Registered Care Home & Home Care Managers in Stockton on Tees

What is Well Led-The Collaborative begins.....



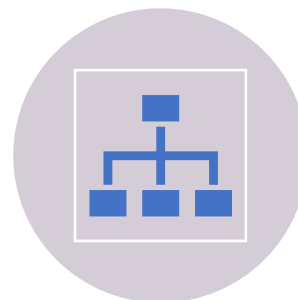
Created partnership With Stockton on Tees Borough Council, NHS North East and Yorkshire Leadership Academy, CQC and Care Home Providers themselves developed the Well Led Programme;



Leadership as opposed to “management”;



Action learning sets were used for managers to understand themselves and use real life examples to support leadership skills



Underpin leadership network across Stockton on Tees;

Leadership and Peer Support Network

A growing collaborative

- For leaders, future leaders and partners to share ideas and knowledge.
- A safe space to rant, laugh and celebrate the wonderful, challenging world of a care home manager.
- The first followers



Success

Not just a numbers game

Evaluation by NHS North East and Yorkshire Leadership Academy in November 2019 identified the programme had made a tangible difference to managers in the work place and the quality of care offered.

For those homes who participated in the Well Led Programme and were subsequently assessed by CQC, their ratings changed as below:

Overall CQC Rating	
Before Well Led Programme	After Well Led Programme
2 Outstanding	2 Outstanding
14 Good	20 Good
8 Requires Improvement	2 Requires Improvement

'Well Led' Domain of CQC Reports	
Before Well Led Programme	After Well Led Programme
9 Requires Improvement	3 Requires Improvement. The other 6 providers improved their Well Led domain rating to 'Good'

The White House

Ben and Nikki Brown

- Developing relationships
- The Well Led initiative and its impact
- The Leadership and Peer Support network



Partnership Working

Putting skills into practice



Outstanding CQC

Celebrating success



 **The White House Care Home** Outstanding [Sign Up](#)

The provider of this service changed - [see old profile](#)

[Overview](#) [Inspection Summary](#) [Reports](#) [Registration Info](#) [Contact](#)

Overview and CQC Inspections

Overall Outstanding Read overall summary	Safe	Good ●
	Effective	Outstanding ☆
	Caring	Good ●
	Responsive	Outstanding ☆
	Well-led	Outstanding ☆

Publicity

Sharing success

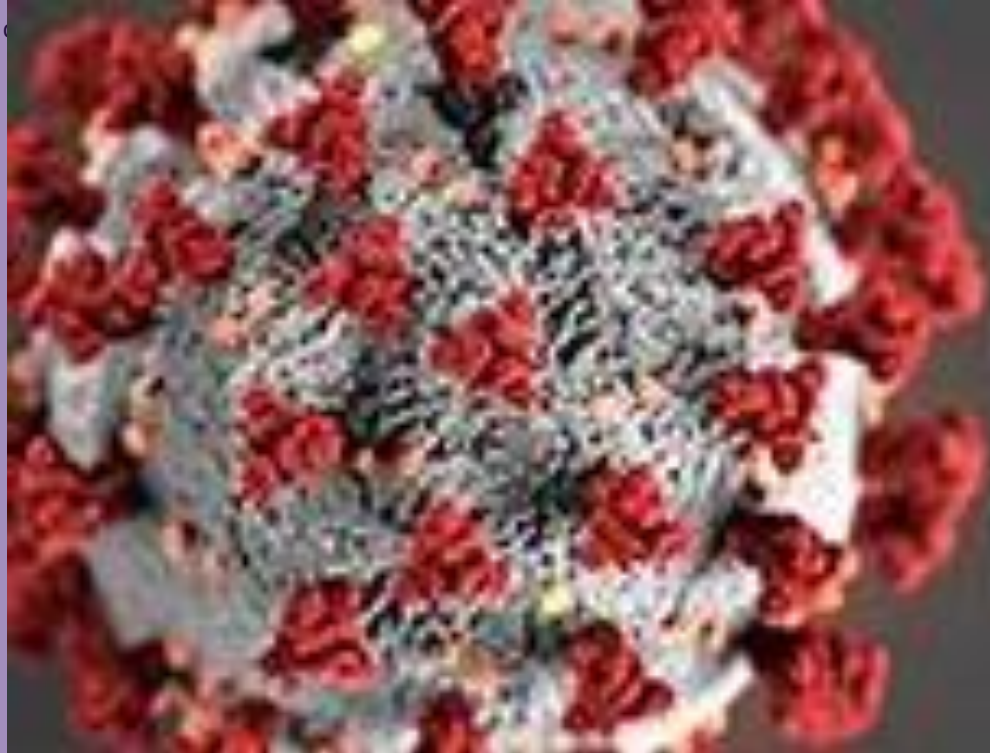
Stockton on Tees Brough Council shared our success on Facebook and Twitter

Retweeted by the CQC

Picked up through the local media

Led to a segment on ITVs This morning!





COVID-19 CORONAVIRUS

**Doing things
differently.....**

Focus was on safety of the residents.

Leadership was vital...time to think outside the box!

Revisiting Well led in a new format.



Allington House

- CQC Requires improvement
- New management team
- Cultural challenges- Big ambitions



Journey to Well Led

- The first steps towards Well Led- I had to be brave
- Learning about ME!
- From rescuing to empowering
- Changes in me have led to changes in the home

The Hub

A central space for Providers and partners to work together



The future is bright.....



Collaborative working-Providers, LA, NHS, PHE, Voluntary sector



Tools and resources in a single place.



Channels run by project leads.



Projects can be worked on collaboratively in a single place.



“ I CAN DO
THINGS YOU
CANNOT,
YOU CAN DO
THINGS I
CANNOT;
TOGETHER
WE CAN DO
GREAT THINGS.”

-MOTHER TERESA

The End...but not the end

The Journey continues.....