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Follow us on



At the heart of the matter

2019-20

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Introduction

Welcome to our first Quality Improvement Plan. Within this document we show key improvements made last year and highlight our plans for the next 12 months.

We're being ambitious, while also recognising we still have much to achieve. Our care team, branch workers and senior management are doing a fabulous job; they're working hard to deliver the high quality, service-user focussed care organisation that I'm determined to operate across our communities.

This doesn't have a simple start and finish; we're making a commitment to continuous quality improvement. There is no finish line.

Staff have already undergone big changes in their working life with the investment and introduction of new systems and processes. This has caused some disruption to service. But through engagement with our service users and staff we are identifying concerns and addressing them in a structured way. I'm delighted with the support, professionalism and enthusiasm we've encountered on this challenging journey.

This document is not a one-off; I will regularly update you on what we are doing, how we are doing and what we're planning to do the following year.

At the heart of the matter and our organisation is RESPECT, an aspirational philosophy that drives everything we do, internally and externally.



David Harrison
Managing Director

Our Values



Team



Reliability



Courtesy

Respect

Our Values



Empathy



Excellence



Professional



Skills

Respect is a commitment to our own team as well as our service users. It sits at the heart of Helping Hands. It's a philosophy and set of principles that drives everything we do.

We aim to treat people with respect. All our carers are encouraged to embrace our collective responsibility to make life better for both colleagues and service users.

Showing respect and caring for others is not simply a job, it's a life-long attitude to making a positive difference to the lives of others within the communities we live and work.

Our vision may sound a little grandiose and aspirational. Put more simply, we recognise that it's often lots of little acts of kindness, extra moments of selfless thought that slowly builds and creates this bigger vision and culture.

Our values are very practically based. Together, when acted upon and delivered they form to build a better organisation and ultimately a more caring community.

Reflecting on the past year

2018-19

The last 12 months have been busy and focussed. Investment in change has continued at a steady pace.

We turned to technology to support the hands-on, people side of our work. The old reliance on paper and antiquated systems has been removed as we've introduced a company App, and an employee portal to improve communication between branches and care workers.

This has coincided with greater investment in training; including the opening of a new training centre in Cramlington, the appointment of a training manager and the introduction of an e-learning platform.

We also made some structural changes to the organisation, creating a new registered branch for Specialist Care Services, based in Cramlington but operating region-wide.

Improving communication has also been a priority. This has included regular surveys and feedback with service users and our staff. A newsletter promoting the work of our Specialist Care Service team was also launched.

All of this, and more, took place within the organisation's 30th anniversary.

Achievements 2018-19

The last year was one of change and further transition for the organisation. Some of our highlights and key actions are reflected on this page.



1

Improved CQC ratings in the branches inspected.

Specialist
Care
Services

2

Creation of a new registered branch for Specialist Care Services.

NEW
CONTRACTS

3

Won the Northumberland Homecare contract. Accepted onto the Gateshead LD and Autism framework.



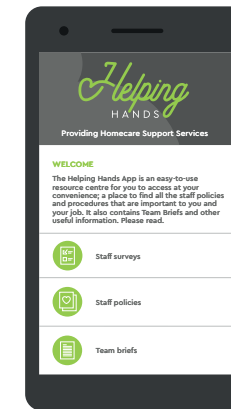
4

Celebrated turning 30 years old.



5

Launched new surveys.



6

Launched new company App.



7

Improved technology and use of SurveyMonkey for staff surveys.



8

Introduced an e-learning platform to support staff with their training.

Reflecting on the past Year

2018-19



9

Launched Mobizio employee portal to further enhance the use of technology to improve communication.



10

Launched Connect newsletter, promoting the services of the Specialist Care Service team.

To become a better organisation, delivering high quality levels of service while being financially sustainable needs careful management and a clear plan.

This document aims to set out many of the priorities within Helping Hands. It's our plan for a sustainable future, where continuous quality improvement lies at the heart of the matter.

We highlight successful recent projects along with the initiatives and workstreams planned for next year. These will support and lead to improvements across our services, driving better results for service users and staff teams.

We're delighted by the response to surveys undertaken among service users and staff throughout the year; and, of course, these are now a regular feature of our communication and feedback programme.

These are important ways for us to hear and respond to issues and concerns that may arise throughout the year. We have already acted on matters raised.

Elsewhere, we look forward to the coming year, knowing full well it will remain as challenging as ever.

The political environment remains uncertain and volatile. A much publicised Green Paper on the long-term funding of social care continues to be delayed by politicians who are distracted by other matters. This places funding pressure on local authority budgets, the people who primarily pay for our care services.

In the meantime, there is mounting pressure on the care sector to meet rising expectations from regulators and service users. Clearly, there is a disconnect between expectations and funding.

While a long-term funding solution cannot happen soon enough, this organisation is in a better position than most and ready to meet these challenges.

Our key priority remains constant – to improve services for those people using them. Linked to this we will:

- Further embed our care and compliance systems, call monitoring system and training provision to further improve our CQC ratings
- Strengthen communication across the organisation
- Expand our services in other areas through contract tendering and improved marketing
- Develop an end-of-life and palliative care team with enhanced training to meet the needs of the communities we serve
- Continue to promote the excellent work of the organisation and staff through social media platforms, our website and the wider media
- Launch our own Respect Awards, recognising the great work of staff

Future outlook and plan

2019-20

CQC Key lines of enquiry

(KLOE) are the five questions the Care Quality Commission (CQC) ask of all care services they inspect.

The questions are at the heart of the way they regulate and help CQC make sure they focus on the things that matter to people.

01



Safe

You are protected from abuse and avoidable harm.

02



Effective

Your care, treatment and support achieve good results, helps to maintain a quality of life and is based on best practice.

03



Caring

Staff involve and treat you with compassion, kindness, dignity and respect.

04



Responsive

Services are organised to meet your needs.

05



Well Led

The leadership, management and governance of Helping Hands make sure it's providing high quality care based on your needs, encourages learning and innovation and promotes an open and fair culture.

Safe

You are protected from abuse and avoidable harm.

During the forthcoming year we will:

- Further develop and implement a technology strategy to support efficient and effective service delivery
- Continue to develop and embed our medication management systems to ensure effective support with the administration of medication
- Review our recruitment and selection process to identify staff with the right skills and empathy for the role
- Maintain and manage an e-learning portal supporting staff with their training
- Deliver safeguarding training via our in-house trainer
- Continue to develop and provide clinical training to meet any needs of service users
- Enable skilled staff mentors to support new recruits for a minimum of 2 weeks or longer to ensure skills and practices are embedded
- Closely monitor reported incidents to ensure prompt and appropriate action is taken
- Act quickly when concerns are identified
- Share best practice among staff to help enhance our service
- Address and take action against any instances of bad practice

Effective

Your care, treatment and support achieve good results, helps to maintain a quality of life and is based on best practice.

During the forthcoming year we will:

- Continue to review and update all aspects of our training provision ensuring a blended approach, working towards a more person-centred linked to appraisal and needs analysis
- Develop our care and support planning process, setting achievable goals and outcomes that can be maintained
- Develop the skills of care staff to recognise the need for dignity and respect when delivering care
- Maintain clear lines of communication internally and externally, using our telecoms and monitoring systems while increasing face-to-face contact time of our senior care team
- Invite the views of service users on our performance and how we can improve
- Increase our monitoring of service provision by increasing our quality surveys with service users to introduce a 14-day 'setting in' survey to ensure we get things right from the start
- Continue to monitor performance through our quality management process of audits and reviews to ensure we identify any weak areas and act to address
- Continue to work within the requirements of the Mental Capacity Act

01 Safe



02 Effective



Caring

Staff involve and treat you with compassion, kindness, dignity and respect.

During the forthcoming year we will:

- Develop the role of dignity champions and dementia friends to ensure best practice is embedded
- Improve our care and support planning process to recognise any risks to individual service users, taking a positive risk-taking approach whenever possible
- Keep staff appropriately skilled to deliver good person-centred care
- Develop the quality of our live supervision process to support staff in the field
- Increase the completion of competency assessments to maintain staff members' proficiency in key areas
- Act quickly and appropriately to any changes in care requirements
- Maintain a robust assessment process that is continually monitored to remain effective
- Continue to work closely with other organisations and stakeholders to maintain continuity of care through the care cycle
- Ensure we have alternative methods of communication available as required
- Recognise service users who require additional support with their communication needs

Responsive

Services are organised to meet your needs.

During the forthcoming year we will:

- Continue to develop the roles of care and support officers, balancing regulatory checks with active support for services
- Develop the role of internal audit, both at branch and company compliance levels to identify areas that can or should be improved
- Improve relationships, joint working and communication with partners
- Launch the service user portal on People Planner, giving access to users and their families with key information on rotas
- Maintain our robust complaints policy and procedure to support service users and our team, ensuring swift and appropriate action is taken to address any issues
- Immediately act on any safeguarding issues that are recognised
- Ensure staff can use a robust and supportive whistleblowing process, allowing them to report any issues without concern that such action will not be detrimental to them
- Maintain processes to oversee the daily management of events within each area to ensure appropriate action is taken
- Keep service users, families and staff informed through our newsletter, Connect, and our Facebook account
- Continue to keep staff informed via the Team Brief, staff announcements on our App, and through monthly patch/area meetings
- Improve staff rota efficiency

03 Caring



04 Responsive



Well led

The leadership, management and governance of Helping Hands make sure it's providing high quality care based on your needs, encourages learning and innovation and promotes an open and fair culture.

During the forthcoming year we will:

- Develop management skills relating to best practice in HR processes such as recruitment, probationary processes and staff mentoring
- Expand and embed the use of People Planner across the organisation
- Further develop a robust communication programme to engage with staff at all levels via improved use of technology
- Explore further opportunities to reward and retain staff through non-salary benefits
- Develop the management governance processes to support services to achieve and maintain full regulatory compliance
- Ensure managers receive the right support and training
- Ensure managers have the right skills and support to develop and support other team members
- Maintain and complete a comprehensive care compliance system
- Ensure all registration, insurance and other regulatory requirements are upheld
- Continue to develop staff teams in other areas of expertise, both clinical and non-clinical areas to ensure we can respond to any opportunities

05 Well led

