Abbeyfield
Where older people find care in housing

DELIVERING QUALITY SERVICES IN THE DOWNTURN

Helena Little,
Director of Care, Abbeyfield
ECCA Board Member

Capacity, Competence and Commitment

- We need to have a clear vision of the organisation we work in – our direction of travel
- And to share these core values with staff, volunteers, residents
- They should be expressed in our policies and the Staff Handbook

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Commitment

- We need to ensure that staff are engaged, valued and motivated
- We need to invest in our staff – qualifications and training, supervision, appraisals, mentoring, coaching, reading, distance learning etc
- Staff are equipped to deal with the demands of the job

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Community

- French Conversation Coffee mornings
- Learning an instrument- not necessarily only Gracie Fields and Vera Lynn but Elvis and Bill Hayley too
- Artistic activities
- Gardening- raised beds & crops

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Competence at Mealtimes

- Staff need to understand about nutrition
- Residents are consulted about menus
- We need to understand the impact of choice on nutrition / wellbeing
- Sitting down with residents at mealtimes
- Themed meals- festivals and special days

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Consultation

- Need to consult with residents and their families / advocates – surveys, reviews
- Need to put into place agreed actions and ensure they are implemented – not lip service
- Involvement in focus groups
- Participation in recruitment

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Some other C's to consider

Commissioning

Consistency of approach

Clarity of the tasks we are undertaking

Compliance with requirements

Caring environment

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An other 3 C's

Copy – lets not re-invent the wheel, learn from each other

Colour – everyone has their own ways of being, lets fill in the differences

Cut out – commitment to each and everyone to have real choice

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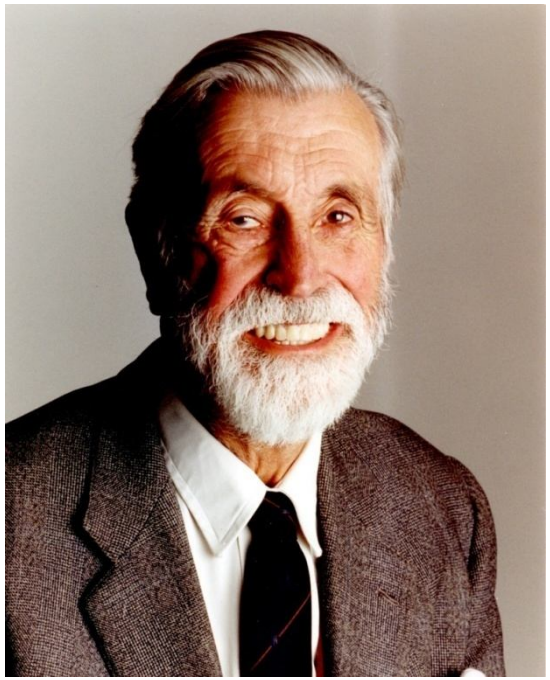
Major Richard Carr Gomm