

Outcomes for people using services and workforce wellbeing+B2:L46+B2:L38

Evidence	To ensure staff wellbeing is maintained, is the service able to evidence the following:	Yes	<p>*Evidenced regular team meetings agendas today and the minutes. Team meetings are held every 4-6 weeks unless there has been a significant matter to discuss.</p> <p>*There is also a senior team leader meeting every 4-6 weeks. Evidenced a template today and spot checks are discussed, supervision, on call, roles and responsibility.</p> <p>* The service has an open door approach for all staff as well as tenants.</p> <p>*The service encourages tenants as well as staff to be involved in the running of the service.</p> <p>* The service has representatives that includes tenants. The tenants have had training to be a representative that includes communication, consultant, equality &amp; Diversity and interviewing.</p> <p>* Meet your representatives meetings are held at The Landings Wellbeing Hub. This is a chance to ask questions, give opinions and to get advice. We said we did approach is also communicated and shared via the meetings.</p> <p>* All staff have observations/supervision and medication observations 6 monthly. I witnessed lots of evidence today. Staff observations templates and daily logs.</p> <p>* Daily logs are audited by the managers and if there is any concern the member of staff is informed.</p> <p>* If the management team had any concerns or complaints regarding a member of staff then joint visits and unannounced visits are made.</p> <p>* I evidenced a staff supervision template today and the below are discussed:</p> <ol style="list-style-type: none"> <li>1. health and wellbeing</li> <li>2. updates from last supervision</li> <li>3. any feedback from other staff and tenants</li> <li>4. attitude and performance</li> <li>5. training and learning development</li> </ol>	Long
	Regular staff meetings with agenda and minutes	Yes		
	Open door approach from manager(s)	Yes		
	promotion of freedom to speak up	Yes		
	Improvement and ideas	Yes		
	We said, we did approach	Yes		
	Can the service evidence that staff observations take place regularly, with particular focus on attitude and response to the people they care for? Does the service assure themselves that staff are caring in nature, and provide care and support with an emphasis on understanding views and wishes?	Yes		
	Staff observations	Yes		
	Daily logs / progress notes	Yes		
	Unannounced spot checks / visits to staff in community	Yes		
	Can the service demonstrate that active interest is taken to support and promote healthy and meaningful relationships? Does the service ensure preference is taken into account when planning for and providing care and support? Including:	Yes		
	Strengths	Yes		
	Abilities	Yes		
	Aspirations	Yes		
	Culture	Yes		
	Unique background and personal experience	Yes		
	Protected characteristics	Yes		
	Can the service evidence their ability to signpost to advocacy services, including display notices and / or procedure specific to advocacy? Can the service demonstrate and evidence their ability to advocate for the people they support?	Yes		
	Can the service demonstrate that staff are responsive to people, including reacting and responding to people supported when they may need help to understand their care support or treatment?	Yes		
	Where the service supports working age adults, can they demonstrate their commitment to facilitating and promoting active support in relation to education and training and opportunities to work?	Yes		
	Can the service evidence they are actively involved with local forums?	Yes		
	Workforce	Yes		
	People using services	Yes		
Does the service record and promote access to health and social care services that promote good health and wellbeing?	Yes			
Workforce	Yes			
People using services	Yes			
Can the service evidence how they support people to achieve their desired outcomes? This could include short, medium and long term goal setting, which is person centred and specific to the individual.	Yes			
Workforce	Yes			
People using services	Yes			
Does the service promote and maintain community and social networks for the individual. Are these links maintained and promoted by the service, including when a person transfers into permanent residential care?	N/A			

Can the manager demonstrate they take a caring approach when responding to people's needs, including in times of change, discomfort and/ or distress? Can the manager demonstrate how this culture is cascaded through their organisation? +D33:L46+D33:L45F39D33:L44D33:L44D33:L46F39D33:L44D33:L47B33:L50B33:L66F39D33:L44B33:L50D33:L49D33:L48D33:K48D33:K47D33:L47D33:L46D33:L47	Yes	<ul style="list-style-type: none"> <li>* Evidenced lots of evidence today.</li> <li>* The service has recently been involved in a project that celebrates Rochdale as a town. Tenants have been involved with making murals on the landing.</li> <li>* The service celebrates with 'Team member of the month' and staff are rewarded with gift vouchers.</li> <li>* The service ties staff awards with the service values: respect, diversity, independence and enabling change.</li> <li>* The service is looking at creating new values and staff have been asked to be part of choosing the service values.</li> <li>* Tenants are also rewarded with a tenants award.</li> <li>* There is an annual celebration day.</li> </ul>	Long
Workforce	Yes		
People using services	Yes		
Using the service's own code of conduct, including evidence of agreement by employees, is the service able to evidence that behaviours, attitudes and values are upheld by staff?	Yes		
Does the service have a training programme that instils positive values across the organisation? If concerns are raised about staff approach, ethos and / or behavioural responses, does the organisation take a consistent approach to improvement?	Yes		
Can managers of the service demonstrate they facilitate positive support from their workforce, including ensuring that staff have time to listen to, and respond to the people they support with compassion, and without being hurried or rushed? Can the service provide a range of evidence:	Yes		
Do people using the service and the workforce speak positively about the provider and the support they provide?	Yes	<ul style="list-style-type: none"> <li>* The service works collabartley with other services in the area.</li> <li>* I evidenced this close working today.</li> <li>* Health services are also included such as, the podiatry service.</li> <li>* The HMR Oral service has also attended various events at the Landing.</li> <li>* I observed an empty tenant flat today and the flat was of a very high standard.</li> <li>* The service is a well led service and meets the needs of the tenants.</li> </ul>	Long
Workforce	Yes		
People using services	Yes		
Does the service ensure people are supported through transitions, including transfer to alternate services?	Yes		
Can the service evidence their approach to equality, diversity and inequalities in terms of ensuring the service provision meets the needs of their population? Can the service demonstrate how they work in partnership with communities, and how people are supported to ensure seamless provision of care, support and treatment?	Yes		
Is the service able to demonstrate an integrated approach to service delivery, including in their local community? How can the service demonstrate lessons have been learnt in partnership with other services and / or community? Can the service give examples of where collaboration has improved their service and how has this been fed back to stakeholders?	Yes		