

Well Led

Well Led.

Leadership Programme for Registered Care Home Managers in Stockton on Tees

Certificate of Achievement

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

What is Well Led?

Leadership as opposed to “management”;

Active and dynamic partnership of the Council, NHS North East and Yorkshire Leadership Academy, CQC and Care Home Providers themselves developed the Well Led Programme;

Growing a leadership network across Stockton on Tees;

Action learning to deliver tangible results using real life examples;

Delivering and sharing innovative solution to local need.

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Why?

Overall number of care homes in Stockton on Tees (as assessed by CQC in 2018) rated as good was lower than the national average;

In particular, only 50% of care homes were rated as good for leadership;

Ensure any solution works collaboratively with CQC and their leadership and care quality expectations. Evidence from CQC demonstrates that care providers who are well led deliver better quality care and outcomes for the people who use these services;

The Council expects to commission services from care home providers rated as good or outstanding and all care providers in Stockton on Tees aspire to be good;

An opportunity to partner with the NHS and build on their experience of developing leaders in care settings.

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How?

Co-design, with NHS North East and Yorkshire Leadership Academy, Care Home Providers and CQC;

Programme:

- Managing Self
- Leading Team
- Managing Quality
- Service Improvement

Action learning Sets

Reflection and evaluation

Leadership and Peer Support Network

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Who?

Cohort 1 & 2 (2019): 40 places, open to all Registered Care Home Managers and, where space permits, aspiring Deputy Managers;

Cohort 3: (2020): 25 places to care home and home care managers and aspiring managers. This is a virtual programme.

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Impact.

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'

Good



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Experiences of participants.

Angela Blythe – Registered Manager of Allison House. 38 beds providing residential and nursing care for older people.

08 September
2020

Good



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Experiences of participants.

**Diane Hawkes – Registered Manager of Oak Road.
6 beds supporting people with Learning Disability.**

08 September
2020

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Leadership and Peer Support network.

Following completion of cohorts 1 and 2, the Transformation Managers launched a new network to support Care Home Managers through peer-to-peer connections and shared learning.

The objective was to create a strong network of managers that supported learning and sharing of best practice relating to safe and effective management of care homes in Stockton on Tees.

The network has now become a self sustaining, which:

- Shares information and experiences;
- Delivers shared identity and acceptance in Stockton on Tees with managers now helping others;
- Develops and shares knowledge; and
- Supports emotional resilience and wellbeing of registered managers.

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Questions