



# Well Led Leadership Programme

Adults and Health Presentation

**Julie Nisbet, Transformation Manager**  
**Ben Brown, White House Care Home**  
**Sarah Stokes, Springwood**

# Well Led Leadership Programme

## Why?

2018 – 50% of Care Homes had 'Leadership' as Requires Improvement and in, some cases, inadequate.

Strategic Commitment

Feedback from Care Home Providers.

# It's Not Normal Leadership Development ...



“Someone who is actively developing the skills, confidence, power, relationships and courage to make a positive difference”

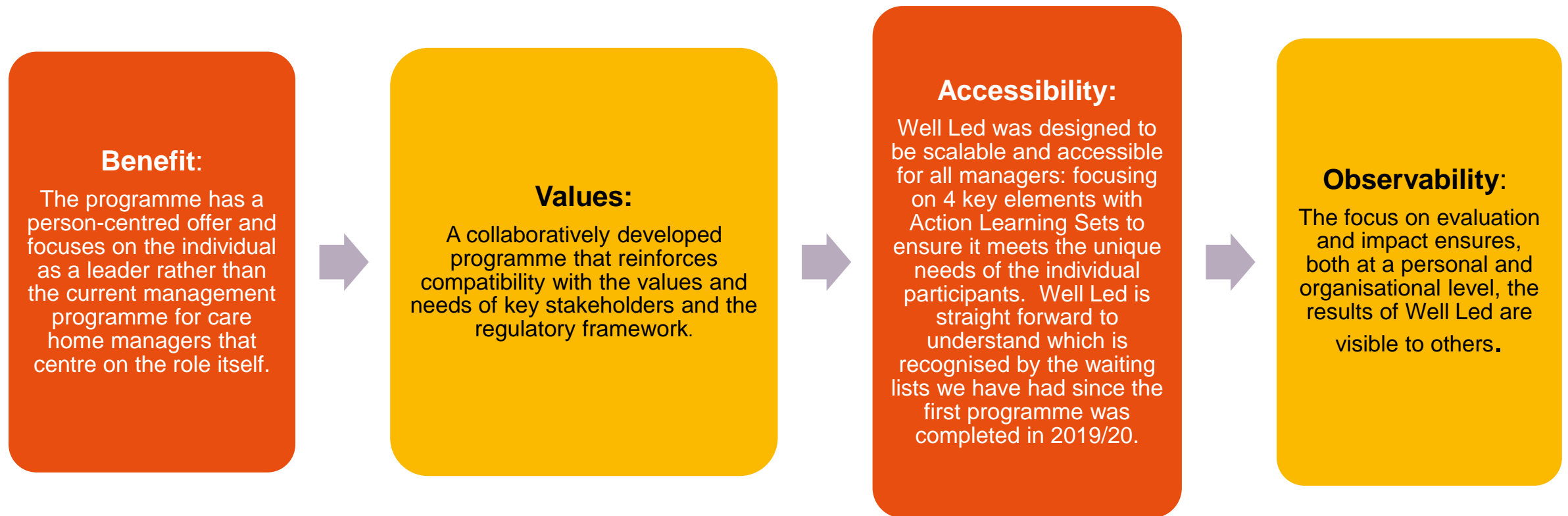
(Helen Bevan)

**Promotes and supports a new way of doing something.....moving from old to new ways of working; challenging the status quo; being brave with your changes**

# Well Led Leadership Programme

## What?

Innovative and fresh approach to developing strong leadership cross the residential care home sector.





# Well Led Leadership Programme

## Who?



- Stakeholders wrapped around the Care Home Providers.
- Connection to regulation.
- NHS good practice.
- How the ICB collaborate and support leaders in social care.

# Well Led Leadership Programme

## How?



Collaboration & Co-production between key Stakeholders.



Good Practice – What has worked well?



Regulator – How they work and impact.



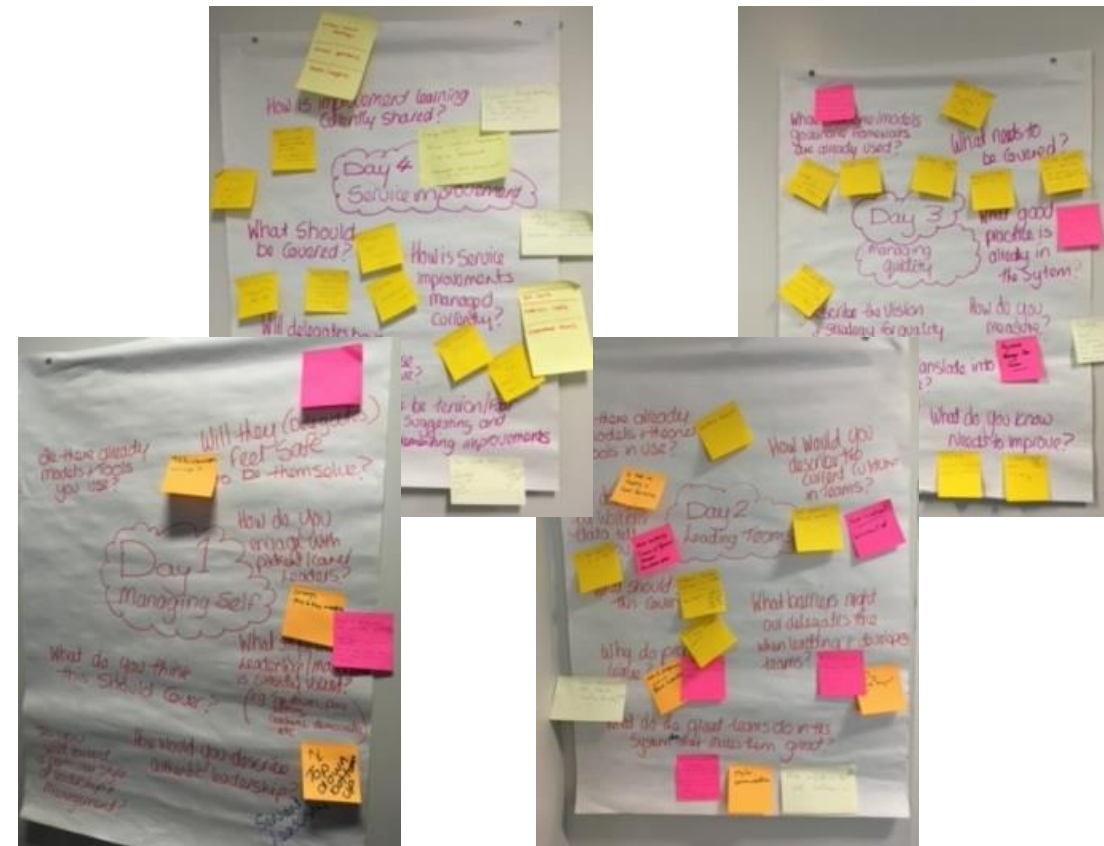
What providers wanted to achieve from the programme.



What happens once the training is over?



Links to assessment and ratings.



# Organisation Development

Leadership  
Development

Working with Change

Culture

Systems Navigation

Equality, Diversity and  
Inclusion

Coaching

Values and Ethics

Solving problems and improving professional practices begins with systematic observations and data collection

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

## Impact of 1<sup>st</sup> and 2<sup>nd</sup> Cohort 2019-2020

Tracking changes to CQC ratings from the first inspection following participation in the Well Led Programme identified that it had made a tangible difference to managers in the work place and the quality of care offered.

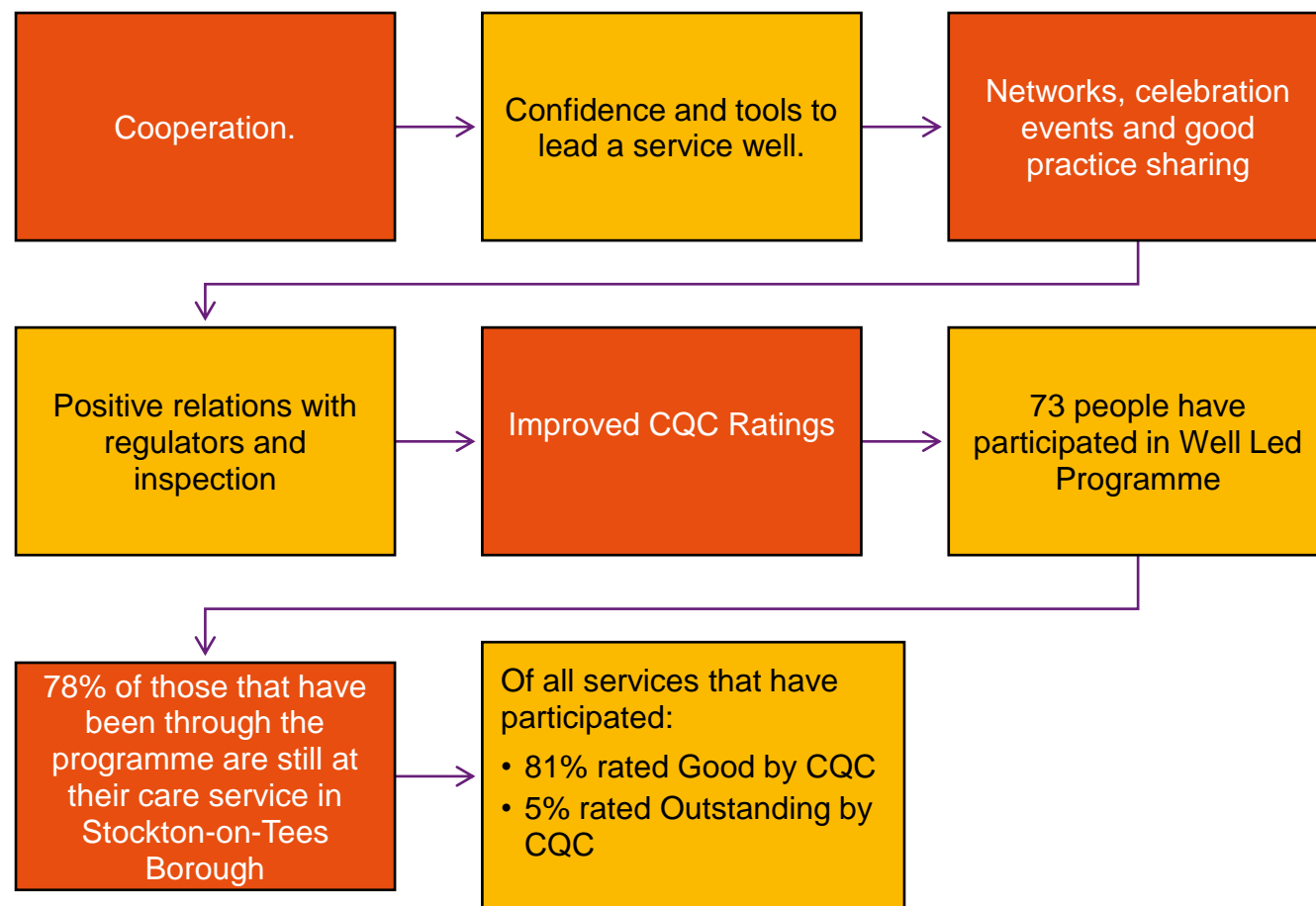
Overall CQC Rating	
Before Well Led Programme	After Well Led Programme
2 Outstanding	2 Outstanding
14 Good	20 Good
8 Requires Improvement	2 Requires Improvement


'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'



# Well Led Leadership Programme

## Impact 2019 - 2023



-  **Outstanding**  
The service is performing exceptionally well.
-  **Good**  
The service is performing well and meeting our expectations.
-  **Requires improvement**  
The service is not performing as well as it should and we have told the service how it must improve.
-  **Inadequate**  
The service is performing badly and we've taken action against the person or organisation that runs it.

# Well Led Leadership Programme

## Impact?

I cannot praise this course enough, I feel I manage with new management skills, tackling issues head on and being more direct, when needed. Thank you so much, my job is so much easier and most importantly more enjoyable. One word left WOW!!! I have surprised myself, the impossible is possible – **Joanne, Registered Manager**

I was nervous and lacked confidence. I've since built better relationships with my team, gained confidence and now look forward to what the future holds – **Diane, Service Lead**

I never believed I was a leader. The Well Led Programme has built morale. I've stopped being a 'fixer', and I coach the team find their own solutions. This has created a more fluid approach and the team feel highly valued – **Carrienne, Service Lead**



What resonates the most with myself was the discovery of Myers Briggs and MBTI. This I feel vital to a successful team and leadership. A great insight on well being. Apart from the actual learning I gained comfort, peace, insight and much appreciated support from fellow learners. We made connections and networked that will benefit ourselves and residents – **Lisa, Senior Support Worker**

I started to make changes from the first session and morale in the team has gone up. I'm utilising their talents, we've started joining up with other LD services. The Well Led gives you a vision! – **Sarah, Deputy Manager**

I was apprehensive at first, but then surprised at how relevant this was for me. Now I'm not scared of change, I build wellbeing chats into supervisions and I'm redesigning practices – **Julie, Senior Carer**

# Previous Cohort – Big Changes

White House Care Home & Springwood

Research in Care Homes

National Institute of Health Research (NIHR)

Collaborative working across care homes

Peer support and workshop groups

Improving staff culture project

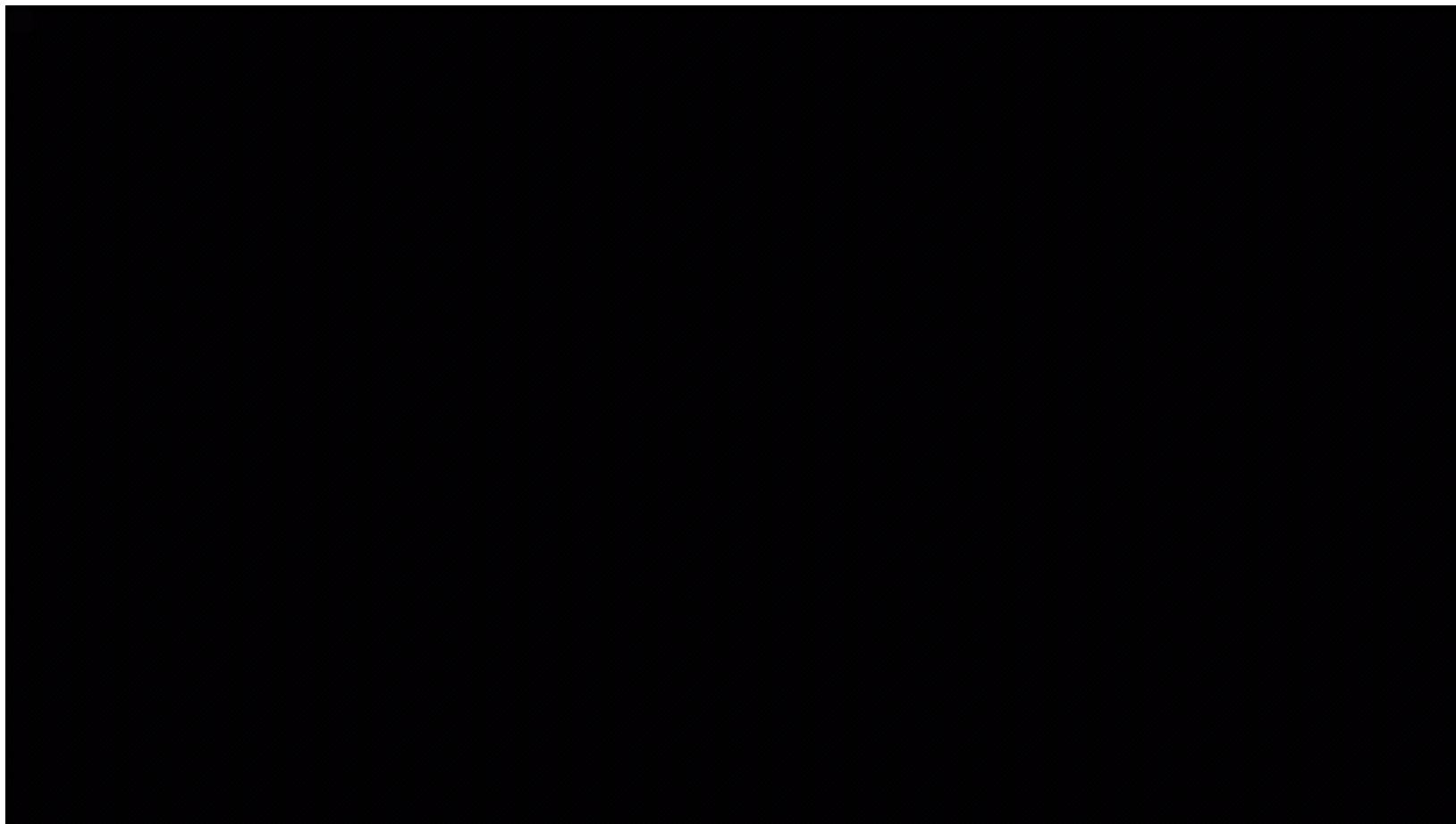
Whole home approach





# Well Led Leadership Programme

## What participants had to say





# Well Led Leadership Programme

Thank you for your time



**Any questions?**