



The care exchange - Series 4 Episode 5: Nothing about you without you Jodie Allen-Cawley

Hosts: Pia Rathje-Burton and Wendy Adams

Pia 00:08

Welcome to the care exchange Skills for Care podcast for managers and social care. I'm Pia Rathje-Burton and I'm Wendy Adams. So today on the care exchange we have Jodie Allen-Cawley. Jodie is the head of quality and health and safety at Lifeways. Lifeways provide support to people with learning disabilities, autism, physical disabilities and mental health. And the support is provided in residential and supportive living services. Jodie

Wendy Adams 00:31

has been working in social care for 35 years starting as a weekend volunteer in a care home. She has since then worked in a number of different roles, including registered manager and director of operations. She's been in her current quality role now for seven years.

Pia 00:47

So looking forward to welcoming Jodie to the care exchange - on with the show

Pia 00:58

Hi, Jodie, welcome to the care exchange.

Jodie Allen-Cawley 01:02

Hello, everybody. Thanks for having me here today. It's an absolute pleasure.

Pia 01:06

Really great to have you on. We heard the introduction, that you're the head of quality and health and safety for lifeways. So Lifeways, co production is really, really important in Lifeways, isn't it? It

Jodie Allen-Cawley 01:18

is, yeah, you know, we support over 4000 people across the country. So it can be a challenge. One

Pia 01:24

of the thing I was really impressed with even in your email signature, you got something like, our tomorrow's co produced today. So it's kind of really embedded into everything that you're doing, isn't that? Absolutely.

Jodie Allen-Cawley 01:34

And that was co produced with the people we support as well.

Pia 01:39

That's great. So tell us about what What work have you done?

Jodie Allen-Cawley 01:43

I mean, we've worked really hard. I'm trying to continue to embed our engagement platforms really, because ultimately, if we don't listen to people with support, how do we know what to co produce. And so a few recent initiatives, really, that we've really been drilling down on is our quality checker initiative. So that's around people we support, who've got lived experience, who assess the quality of support we provide, but also the quality of support in the homes of other people. And they give us all that feedback. And then we take that we analyse that we listen, we learn and we make change and co produce change. We've also just, we're about six months into our quality checker committee. So that's a cohort of quality checkers, who advise and guide the organisation on what and how we should be co producing. A recent project was they supported us to co produce our national our voices workshop, which was just fantastic. And we also have our local our voice forums. So that's for people, we support their families to come together to feedback on what's working, what's not about the support provider and share their ideas for improvement, and also what co production they want to do in terms of projects, and our annual National our voices workshop, where we collate all the feedback from across the organisation, we listen, we learn, we come together, and we look at the top working themes not working themes, and then we co produce action. And then we're able to go and meet with our executive leadership team, or the high up management team, as the people we support prefer to call them. And we agree the priorities for the year that we're going to co produce to drive change. So that's, you know, obviously creating a real listening learning organisation that for me, is driven by the needs of the people. We support. All sorts of our inclusive recruitment initiative toolkit, we just developed some co produced our pen pal initiative. So that was something that fell out of the back of last year with people wanting, obviously, we support people across the whole of Great Britain. So we co produced a pen pal toolkit, where people can understand like minded people who is available within the organisation, they can link up, they can get some support for that in any way that makes sense to them. Really, whether that's, you know, teams, zoom, letters, cards, phone calls, so yeah, but for us, obviously, you know, co production, the most important pieces of co production take place on a local level don't they. So that's people co producing the support plans, where they live, what things they want to do, and how they achieve their hopes and aspirations. And obviously, you know, taking positive for us to grow and develop and achieve their potential because that's when co production really gets exciting for me, because that's the important stuff at the end of the day, what happens to make a difference to people's lives. So yeah, that's the sort of things we've been getting up to over the last 12 to 18 months.

Pia 04:30

There's lots to unpick there. So if I just go back to the quality check is so yeah. So they are so these are they created like a toolkit, haven't they? So you've sort of almost co produced a toolkit, so not just Are they part of checking? Yeah, that's right. On training as well. Great.

Jodie Allen-Cawley 04:51

Yeah. So yeah, yeah. So it started as an initiative really around how do we get the voices of the people we support louder? How do we amplify that? Really. And, you know, we're sitting there with a cohort of people who who've got lived experience of what we provide, who better to tell us what we're doing well, and what we're not doing so great. So yeah, they, we worked together with about 10/12 quality checkers at the time, we developed a training programme that was really agile. So it wasn't about just being face to face, it was about all different mediums that you could provide that training and support and develop people. And then a tool as in what do we want to be looking at? What do we think is quality in terms of the standard from the people we support,, and then yeah, we've got over 200 people out and about now in their organisation and some quality assess the quality in their own homes. But also we've got quality checkers on tour, and they go out and assess the quality and other people's homes. And again, it's another stream of feedback that we can take as an organisation, to listen, learn, and then work with people to, you know, think about what's working, what's not, and what we need to do to change. So that's really where the whole idea came from.

Wendy Adams 06:05

And how do people become quality Checkers Jodie, do they? Do you recruit them at certain times? Do they just express an interest as and when?

Jodie Allen-Cawley 06:14

Yeah, so we have, again, a co produced poster. And that goes out, you know, that's available to download, or, you know, it's also there's an easy read guide around what a quality checker is just to wet people's appetites really. So we, our managers will talk about the initiative about the premise and the our voice forums are living together meetings. And if people express an interest, then the toolkits there to mobilise quite quickly. So people can be developed quite quickly, we have a national quality checker register, and then people get added to the register. And then we start to see their assessments come in, and then they get invited to the national our voices workshop. So again, help us not just because we've got the voices of so many people, but to think about actually, these are the themes on what we're going to do to change that. And that's where our exec leadership team come in our higher management and they help us to co produce collectively. Yeah, so yeah, you know, yeah,

Wendy Adams 07:10

I can see how that's a real benefit to lifeways. What, what feedback have you had from the quality checkers themselves? Have you seen positive results from them? You know, is it something they really enjoy doing? Oh,

Jodie Allen-Cawley 07:25

I mean, it just touches on everything else doesn't it touches on purpose and meaningful ways to fill your time, you know, there's a co produced ID badge, we do reciprocity, which is something we call value to basically, you know, if you do something, you get something because that's the heart of co production, isn't it the end of the day. So you know, and I mean, I just co produced and work with and co hosted with the person with support on our national our voices workshop. And they wanted a 50 pound gift voucher, that's what they wanted in terms of reciprocity. Some people want a voucher, some people want a breakfast and want to go out. So yeah, it's about having those local arrangements where we're

recognising and valuing the contribution of people we support. I mean, this year, the key themes across our organisation, in terms of what people said was, was working was, again, the third year on the run, which was about our support staff are fantastic. We always get that. So we know we've got, you know, a fantastic caring culture. But some of the things, you know, a big hitter this year for us that people have said, we want even more involvement in choosing the people they work with. So not who they recruit, because that's quite embedded people have got, you know, the option to be involved as little or as much as they want in them choosing the right staff for them in the recruitment, inclusive recruitment. It was about choosing who they actually worked with day in, day out. So that's about your staff matching and making sure you've got shared interests and personality and characteristics and all the rest of it. So yeah, you know, they give us absolutely our quality check is drive our top networking themes, and we co produce and we do organisational change based on what they're telling us.

Pia 09:04

And why do you think co production is so important?

Jodie Allen-Cawley 09:08

Well, there's a couple of things. Firstly, it's absolutely the right thing to do, isn't it? It also acknowledges that the people you support, the people with lived experience are best place to advise on what support will make the most difference to their lives. Obviously, you know, the obvious stuff promotes power sharing enables people to come together as equal partners, obviously, to find solutions. But ultimately, it's about improving the quality of the lives of the people you support and maintaining that person centred perspective, isn't it?

Pia 09:37

Yeah, absolutely. How do you why do you think people can get put off by a little bit? Do you think managers think oh, God, I'm not sure about this, but what do you think that's why do you think people do that?

Jodie Allen-Cawley 09:50

I think usually it's you know, Everyone's so busy. I think it's a time and a capacity thing. And people think it's it can be a mindset of another job to do and it's not another job to do. It is about understanding that it's the foundation if you serve this culture and deliver it. And I think sometimes people are that busy again, and they underestimate the contribution that people with lived experience, and your colleagues and other stakeholders can make to drive and showcase the quality, you know, of the support that you provided. So I do think it's trying to get out of that mindset, if it's another job, and trying to move into a space of actually it underpins everything we do. We do that right. We create in that listening, learning culture, quality will follow naturally.

Wendy Adams 10:30

I think one of the other things that you mentioned earlier is important as well, because I think one of the challenges when you try and do co production, is that bit about how you remunerated people in an appropriate manner for the work that they do. And we all know that one of the one of the real difficulties is, you know, if you're paying people in hard cash, then that has implications for their benefits and what they earn. But I think it's, it's about how you know, when you were talking about, it might be about gift

vouchers, and I don't know whether you've got any other creative ways that you've got around that. It's about how do you do something that isn't tokenary, because people have done a real task and deserve a real payment for that task, but equally in a way that isn't going to cause them more problems?

Jodie Allen-Cawley 11:21

You know, yeah. And isn't isn't tokenistic and patronising. And we had this exact conversation and our quality checker committee. And one of the ways people came up with it was around, okay, give me the tools to do the job, I want a folder, I want a pen, I want a canvas bag, I want to just lift up, go, and after things that can help me to do that role. So yeah, you know, it's about us making sure that we're giving people the tools in a way they wanted, and that's what they asked us for. So obviously, you know, we're arranging to get that centrally, so people can just go in and get that, you know, and that's done. But it is around. Yeah, it's like, you know, you've got to be mindful of the benefits trap, haven't you and people losing things, and you know, and that, and that, you know, sort of strain into paid, paid voluntary work. But yeah, I mean, we just have a set of principles, really. So it's about giving our local managers and our, you know, our supporters the freedom and creativity to have those conversations, maybe think through some of those barriers and challenges and come up with what do you think, and it has been as simple as, you know, a lunch, I want a t shirt, I want a voucher, you know, and it's around, just have the conversation and respect people's time and contributions, and do the reciprocity thing, and just try and come to an agreement. We're not going to sit there as an organisation and go, we have this big set budget. And you know, these are the hard and fast rules. And you've got to it's got to be fluid hasn't it and dynamic, interactive sort of person centred, doesn't it? And that's the sort of set of principles we've taken around that, really. And

Wendy Adams 12:51

I think as well, it's about recognising that just because you've always done something a certain way, actually, if you're doing it in terms of co production, you might have to need to make changes. And I suppose I'm thinking back to examples where I've I've delivered training, and that training has been co produced, but also co delivered by people. And, you know, it was, it was things like, the barriers that I came up against was the organisation saying, Oh, well, our training courses run from half past nine till four o'clock. And I was then saying, Well, yes, that's fine. But this person, half past nine doesn't work for them. So we might have to start close to 10. And the organisation was saying all but we never we never deliver training at half past 10, we start at half past nine. What if that sets a precedent? Well, you know, what, if it does, and again, you know that bit about if your co delivering things, then it might be that people you need to be much more flexible, about well, people might have a bad day, or may have a period where they're not well enough to do the quality checking or deliver the training or whatever. And I think it's that bit about I think you touched on that Jodie, when you were talking about time, being one of the barriers, we all know and this is often why managers don't delegate things to staff. We all know sometimes that if you do it yourself, it's quicker. And again, you know, we've got to get away from thinking, Yeah, but is is quicker or was better. You know, sometimes sometimes it might be better to have done it using the co production. But it might take you three times as long because of the the adjustments changes that you need to make. Yeah,

14:34

it's about empowering people, isn't it? And you know, I always it seems to cling on to something, you know, and be the owner of it, and only you can do it. It's actually about empowering other people and setting people up delegation, isn't it? And it's about respecting that other people will do something different to you, but it's not right or wrong. It's about what works for the situation, isn't it? So yeah, you know, so, ultimately, it's about being person centred, isn't it? listening, learning and delivering it in a way that makes sense to the person who's going to be delivering? I think it's about having those conversations, isn't it and not being so rigid in your approach and boundary. And it's about giving people that flex fluidity, isn't it to be able to be empowered to make their own decisions and deliver in a way that makes sense to them? That's what you know, that's what I will say.

Pia 15:22

The other thing is, you know, sort of thinking with your with the quality checkers CQC uses expert, expert by experience and a lot in their inspection, I suspect they're gonna be doing even more so. So if your workforce is used to having people with lived experience, do you know checking the quality? It doesn't, it's not, it's not new, something new when a CQC inspection happens with an expert from the experiences, it's something that's, you know, the people that you're supporting, are used to having somebody coming in with lived experience asking questions and checking quality. So it becomes common practice that this becomes good practice, isn't it? Yeah.

15:33

And it becomes a very positive culture. I think sometimes people in terms of engagement, maybe a little frightened to hear the negative stuff and don't want to hear that. That's not to lift that rock, but absolutely lift that rock, because you can't make things better. If you don't have that audience that open, transparent culture, can you? So you know, I think that can make people a bit hesitant sometimes, but I just say, lift the rock, let's hear, let's engage, let's make it better. And I think you know, that's the approach, isn't it.

Wendy Adams 16:29

And speaking about culture, one of the things that you mentioned was about involving the inclusive recruitment toolkit and involving people in the recruitment. And again, I think that gives a very strong message about the culture of your organisation, if I was to come along for a job, that that's a really strong message about the culture of the organisation, if I'm going to be interviewed by the people that I'm going to be providing service to, tell us a little bit about that, because I hear lots of organisations who say, Well, we involve people in recruitment. But again, it's a little bit worrying that sometimes that's a bit tokenistic, I think, you know, and, you know, it involves somebody's been on the interview panel, but they don't really ask a question, or if they do ask a question, it doesn't carry the same weight as the questions that other people ask. So tell us a little bit about what you do.

17:22

Yeah, it's not about a one size fits all, is it? So basically, when we start to work with somebody, you know, and they want to receive, you know, some of our support services, whichever form that it, one of the first things we do is support people. And we have a booklet called choosing my support. And basically, what that does is it creates a person centred approach around how people want to be involved. And we have some people say, Absolutely, that's over to you, I trust you, you know, so we're

like, okay, so what would you know, we did this staff matching piece around, what would somebody look like, you know, would work positively with you, and people might say, you know, shared, you know, shared interests, I love swimming. So, you know, you're not gonna get somebody who doesn't like swimming is because they don't want to get the thighs out, and it's not going to happen, it's not going to be a great experience. Other people might say, I need somebody who's quiet, you know, so you don't want somebody like me who's a bit loud and over the top supporting somebody is quite quiet, reserved, etc. So it's like, choosing my support, really exploring what being involved looks like, positively for you in a person centred way. And then making sure that we, you know, deliver on that. And that can be like you say, that could be about writing interview questions, sitting on the panel, contributing, you know, to the job description, the person specification, your staff, match, you know, your staff matching, it can also be that, you know, say somebody to get through to the second stage, and people were said, do that bit for me, but then I want to meet them and have the final say, so then, you know, somebody might go on a shared activity with somebody, or might visit them in their home and spend a little time, you know, being supported, obviously, you know, you've got to think about all your DBS and stuff, but just around ensuring, you know, in a safe environment, that someone's had chance to chat to that person, ask their own things. And it's a two way street really, as well, because you don't want people who are just recruited, you know, blindly somewhere else, and then, you know, suddenly land supporting somebody that they've not been matched with, and didn't think it was going to look like that. And then obviously, that's, that's a retention problem, isn't it, you've wasted all that time and energy. So it's just about, you know, for us as an organisation making sure that, you know, from the very outset, we understand how people want to be involved, the level of how they want to be involved. And then, you know, just making sure we facilitate, and we make that happen. So that's the approach. You know, we take and we have, again, a co produced toolkit around that, just to ensure that you know, and that includes the list, the choosing my support booklet, the staff matching tool, it includes things like that, you know, where our support colleagues can really work with people to understand what good looks like for the people they support in choosing the right people for them. So that's yeah, that's how that works within a lifeways group really.

Wendy Adams 20:06

And that's really sensible, because sometimes people will say, well, the people we support wouldn't be able to take part in interviews. And not everybody could or would want to, but what you're describing is that model where just because they can't or don't want to be part of that in the actual physical interview process, doesn't mean that they can't be part of that, that recruitment process. Yeah,

20:30

it's coming. But like you say, it always comes back to personalization, doesn't it? And again, listening, learning and making sure it's personalised don't for that person. But I think just touching on the point that you talked about before, it's so important that you know that the people we support are involved in choosing the right people for them, because it is about setting out from the outset the power dynamic, who's in control here. And, you know, if people are not involved, potential of people who come on, you know, join our community, you know, in terms of being supporters, they can think they're accountable to the organisation and not the person. So it's about making sure from the outset that actually you're, you know, employed to support this person isn't, you know, as an organisation, were there to support you to

do that and scale you up, but we're there to facilitate that relationship, ultimately, your accountability sits with the person you support.

Pia 21:25

Obviously, Lifeways is a big organisation isn't it, you know, you employ a lot of people provide support to the, to a lot of people, a manager listening to this, and maybe how, you know, part of a small organisation or they you know, they're just a single, they're just, it's just them, how do you think they can go about introducing co production to their service,

21:46

I mean, I'm going to reflect on my time as a registered Manager, which I loved, because you've got the freedom creativity, to wrap your arms around your registration, and personally drive, obviously, your personalization and co production culture at a local level, because that's where it matters most. So I think you make the most difference than a big organisation with a quality function than all the rest of it's not, you know, we're there to assure quality, and support people to understand what good outstanding looks like and to drive quality. Ultimately, as your registered manager, that's where it sits, it's that local leadership, isn't it that makes the, you know, ultimate difference. For me, I think initially, you have to start off at co producing your vision and values don't Yeah, making sure people have had personalization training, co production and training, they understand what it's about how it links in with your local vision and set of values. And because I think when you do that, you can't underestimate how it switches people on to understand again, about that power dynamic. And we should be you know, who should be in control in that care setting. I would also say to managers to register to join making it real because you're gonna get some great information, advice and support on co production there, aren't you. And also a platform to really evidence and publicly showcase, or what you're doing in terms of co production that are fantastic start for your regulator inspections, and your local contract monitoring where you can really showcase what you're doing. But again, also be inspired by what other people are doing, what are people doing differently?

Pia 23:19

when we do the show notes, we'll make sure we put a link in to make it real, tell me a bit more about making it real. And

23:25

so, so basically making it real as a platform where you publicly sign up, to declare your commitment to personalization. In a nutshell, and basically, you know, you make a commitment to say, we're going to publicly register, we're committed to personalization. But that means that everybody can go in publicly to look at what you're doing and how you're doing. So your regulator can go and check in and see what you're doing. Families, people, your support stakeholders. So it's a real, you know, you're making this public declaration, and you're going to be held to account for it. But what making it real does again, you know, they've got all the information and advice, they've got a set of standards, I statements, and we statements that set out clearly what good personalization and co production looks like. And again, you know, if that's your journey, if you start in you know, it's a great place to go and sign up publicly declare, and that, you know, absolutely showcase what you're doing. But also, I look at what other organisations are doing. And you know, and they use that to benchmark ourselves and to measure, you

know, the impacts of what we're doing. So that's really what making it real is about, but interestingly, the I statements and the we statements from making it real are now part of the CQC single assessment framework out there. So that is like, that is like the measure of personal, you know, personalised care and support what good looks like so yeah, so you know, you do well to align yourself with Yeah,

Pia 24:53

yeah, yeah. So yeah, make sure we'll make sure that we put a note in the in the show notes. So what's the next step for lifeways? I'm sure you've got lots of other plans, you know what you're doing already sounds great. But what's your next steps?

25:04

And a really exciting initiative is our new Talk Time club. And basically, this was something our quality check committee raised with us and said, it's great that, you know, once a year, we do all this analysis of everybody's feedback. And we look at what's working, what's not on the themes and trends. And we get to talk to higher management ELT about, you know, what we're saying, we want more of that, you know, our ELT absolutely listened. And now we have a platform where the people we support, have got regular opportunity now to meet with our exec leadership team, and ask their questions and share their support experiences. So we've already got lots of questions flooded in, you know, again, and we've done some, a lot of promotion around that, because we because we're really blessed with a platform called workplace, which is a bit like Facebook, for organisations to basically, it's our main platform for communication across the whole of our organisation. So we've had people with support talking to us about, you know, what talk time club is, and we've been sharing that we've been sharing posters, easy read guide. So yes, you know, it's just going to be another place where people can come and tell us about what we're doing well, what we're not doing as well or get some of their questions answered. And obviously, you know, that just switches on then to actually, is this a running theme? Do we need to do some joining the dots there, triangulation, etc. So yeah, we're really, really excited about that. We've got our quality director, and one of our Managing Directors lined up for our first session. So yeah, so that's really exciting. Yeah, we're also we're just on with the rollout of our new E Support Platform and our E rostering. Platform. And obviously, that's going to really support and drive our co production. Because what it's going to do, those two platforms are going to empower the people we support to be more involved in co producing their support plans, and the things that you know, they'd like to do and choosing the colleagues that you know, that they they work with. But more importantly, well, just as importantly, we'll be able to better because we'll have central oversight of it better to monitor and measure the impact of the things we co produce in a much more slick way than you know, they may be having to do manual polls and trolls on some of the stuff. And of course, we're going to continue to drive our quality checkers and our ambition is still to have one in the homes of every person we support. And they were well on our way with over 200. But we do support over 4000 people. So we've got a way to go. But in 18 months, we've gone from zero to 200. So it's just phenomenal. And what and it's not about the speed, is it all you know, it's about how well you embed and sustain on that journey, isn't it? So, you know, I know that there was people were genuine quality checkers who were out there who were assessing, feeding back towards, and really enjoying being empowered in that role. So yeah, I'll take slow, steady progress any day over. Yeah, that don't hear.

Pia 28:05

It's quality over quantity, isn't it really?

Jodie Allen-Cawley 28:07

Exactly, yeah.

Pia 28:09

So I want to ask you about something else. So obviously, we've heard in the introduction that you are the head of quality and health and safety. So obviously, you you must be doing lots of quality quality checking. So what's the sort of kind of common areas of improvement that you see the managers need to make?

28:25

Well, I'm really privileged to support our registered managers, we have a registered managers network, but we also have them go to outstanding managers network, which brings all our registered managers together who were were really, you know, on their outstanding journeys, and it's also a Peer Support Platform. So I get to hear about some of their co production challenges. And again, just going back to some of the things I held on last time, you know, again, it's about people are so busy, they forget to understand the importance and investing or creating those platforms to engage with people to hear their views on what's working and not working. And obviously, you know, their ideas for change. And again, I keep saying it, but if you're not listening and learn to hear how do you know what to co produce, I see things like people missing the simplest of opportunities to co produce. So like supporting people to plan their time meaningfully, menu planning rotas, changes to the home environment, all of these things can be co produced, and people just steamroll ahead because again, going back to Wendy's point, sometimes it's quicker to do it yourself, but it's not as sustainable and you don't get the outcomes all the time that people actually want. And then another big one I see is that people forget to evidence or showcase what they're actually co producing. So in inspection, you know you've done loads of fantastic stuff, but you're scrambling around trying to evidence what you've done. So I always remind managers to you know, package up case studies, your good news stories, really shout out and be proud about what you're doing and what you co producing. And really showcasing the difference that is making to the lives of people you support. And again, it's just, it's that mindset sometimes, isn't it? It's about time capacity, I'm too busy. Or not saying actually, if you make it the foundation of what you do, it's just gonna grow from there into, you know, you're planting those seeds. And then you've got these lovely trees that are blossoming, full of personalization and co production naturally. And I think those are the things that I I see really.

Wendy Adams 30:22

And I think in terms of evidence, it's also about evidencing the smaller co productions Absolutely, isn't it because what, what happens sometimes is that the organisations are good at evidencing that they've co produced on a big change. So they've opened a new service, and the decor and all of that. But then the really small things like, you know, should we should we keep the cups that you can make yourself a cup of tea or coffee, and should we keep them in this room or that room, that that's the bit that they don't go back, the small details is the stuff that that you'll go back and check out with people. But actually, they're things that make a big difference to your to life to.

31:02

Yeah, particularly if you're trying to measure in evidence how it comes as well, in reviews, and I think that's why us really invested in our new E Support Platform is going to enable our managers to be really dynamic with that. So for example, people with support can talk into the device around what sort of, you know, daily work they've been doing, they can upload pictures, they can type in themselves, there's all different ways now that we can gather evidence of what people have been doing and co producing. So, you know, that could be about today, I work with, you know, Dave the registered manager, and we look to staff matching on the rota, technically, with co produced a rota together, we staff matched everybody, everyone's had input in it, and we've co produced it, people just think that's just the norm. And that's what you do. So you don't think about packaging that up in evidence. And it do. Yeah, but again, our you know, our new E rostering platform will be able to stronger evidence that as well, which again, creates capacity, doesn't it? You know, for our managers and supporters, to really concentrate where it matters, you know, not on copious amounts of report writing, but you know, working with the people with support, and supporting them to achieve, you know, what they want to in their lives. So, you know, all these things that we're trying to embed, and roll out, you know, which we'll we'll do successful, they're gonna create so much capacity for us to do more personalization, co production conversations. I know, you know, it's easy to say it's the softer stuff, but it's actually the core fundamentals to me, what should be happening?

Pia 32:39

Instead of thinking as well, too, you know, thinking about the CQC, new single assessment framework, one of the evidence categories is feedback from the people using the service, isn't it? So this is really linking into you know, so it may be if you're listening to this, and you think co-production Sounds a bit scary or be, you know, thinking about this, you know, how you gathering feedback and how you're making sure that that feedback is, is really the culture is the you're really listening and taken on board and working with people to make improvement, isn't it?

33:09

Yeah, I keep saying this listening, learning culture. But it's so important. I mean, I heard yesterday that 66/68%, of a rating is going to be made up of feedback now in terms of our you know, under the new single assessment framework. So it's never been as important as it is to engage and hear the voice of the people you support the families the caregivers in your stakeholders. And I think when you regularly obtaining feedback around what's working, what's not about obviously, you know, the support you've provided, and your evidence in what you've co produced is going to be key, isn't it to not only improve the quality of life of the people you support, but it's going to be the underpinning reason how, you know, you can evidence, outstanding support and hopefully secure that rating. Again, if you're not listening to people's experiences, and respecting that the best place to tell you how support should be delivered and how you can improve. Because what is it at the end of the day, fundamentally, it's just it's good customer service, isn't it, which any business would be respected and apply in happy customers are going to stay with you, they're going to promote you. And more importantly, they are going to set the standard of what good looks like and showcase the great support you provide. So I think if you couple that with a strong foundation of what's you know, what CQC, you know, one of their own key one of their quality statements safety through learning. So basically, you know, you're listening and learning culture. And if you have that as a strong foundation, again, you're going to have better evidence and

secure and outstanding rating. That's, that's my view on on the part that personalization and co production is going to play. I think it's always played that part, isn't it? But I think it's been teased out a lot more under the new single assessment framework. Now it's a lot clearer with the key questions and the quality statements and the evidence categories and stuff. So yeah, I think fundamentally, you've got to engage you've got to listen You've got to learn and you've got to act. We all

Wendy Adams 35:02

have our time to care slot in every episode. So I just wanted to ask you, Jodie, you've talked so much and overwhelmed us with how much you're doing. What is your most time saving tip?

35:16

I think you touched on this before Wendy. And for me, it's about effective planning and delegation. For me, my mantra is if you fail to prepare, you prepare to fail, and I live by it, and it's always done me well. And making sure that I've delegated to the right person, even if that's me, but I think I'm all for about I always think, what if I'm not there? Will that still run? Will that still happen? Have I empowered skilled people up, give them the tools, they need to be able to run with that, if I'm not there? Yeah, I should be able to go on holiday for two weeks and know that everything will still run , you know, without me because the systems and processes are there. And the skill sets there commitments there. And we've got, you know, you know, the resource, so for me, it's just around, I think, preparation is absolutely key and delegation. And again, people just say, I ain't got time for that, I'm just gonna, it's like, if you just slow down, put the time in, it will absolutely pay dividends further down the line. So that's a little mantra that I, I always live by.

Wendy Adams 36:21

And I think that's a brilliant top tip. Here at Skills for Care, we often are out delivering workshops or sessions. And it's amazing how the moment you say, right, we're stopping for a break. Everybody dashes off to put their phone on because something terrible could have happened in the hour and a half since. You know, since you started to live got your break, nevermind two weeks, two weeks on holiday. So yeah, great, great top tip there, Jodie. So onto our final question, I want you to imagine that we're in a lift on the 10th floor. And we're going down with a group of registered managers. And before everyone gets out at the bottom, so you've only got 10 floors, to summarise it, you want to tell them the thing that you think is most important. So what's your key message that you want to leave them with?

37:11

I don't even think I need 10 floors to say this. I think for me a fast lift. Never forget for me to ensure the people you support are at the heart of everything you do, then build outwards from that. And for me, another mantra is nothing about you without you. And that's what I always keep in my head. I always have for the last 30 years, and it's never steered me wrong. So yeah, that's what I would leave people with.

Wendy Adams 37:37

Brilliant, and I'm not sure. Yeah, I'm not sure what we would say to top that.

Pia 37:42

No, absolutely. I think that summarises so well what you've been talking about since the moment we say Hello, so question is always a little bit of a summary question just you know,, but I don't think you can summarise that any better than you did. So, thank you so much. This has been really, really fascinating. And I think, you know, some vital thing to think about in terms of managing services. You know, co production really is important. So, thank you so much for your time today. Bye. Bye. Thank you. Bye, bye.

Pia 38:27

That was a really great conversation we had there with Jodie

Wendy Adams 38:29

Oh, wasn't it fabulous? She had so much to say, didn't she? Yeah, I was loving what she had to say about the coproduction, particularly in the recruitment. You speak to so many managers who would like to involve people in recruitment, but just don't know where to don't know where to start? Or will say, you know, people couldn't be part of interviews. So I don't know what else to do. And it just, it made me think about some of our recruitment resources. We've actually got a resource, haven't we, that is about how to involve people who use care in in recruitment. And it talks about some of the things that Jodie was referring to about, even if somebody couldn't or didn't want to be part of interviews, maybe they could be part of helping to write the interview questions, for example, or being the final decision if they didn't want to be involved any earlier. So yeah, it really it really made me think about some of our recruitment tools too.

Pia 39:33

It's a really interesting co-production is a really interesting topic. And I think with the changes of CQC is going to be even more important. You know, you start off by saying this the right thing to do and I completely get that. But it's also maybe something that some managers just find a bit to be, you know, it's a big and how do I start and I think just some of the tips she had around the culture and making sure your culture is right because if you have The culture there is really about learning and making improvements and wanting to listen to each other and showing respect and well that goes for everybody's isn't it includes the people that you're supporting in them for you then suddenly get that, that co production culture as opposed to this culture toolkit, it's really fantastic. Got a guide, or toolkit to help you think about well, what sort of culture do I have right now? And what are we inspired aspiring to? And what? How do we make changes? So you know, I think just thinking about your culture, and are you the right? Do you have the right culture to really make sure that co production is you know, that people feel like that they can speak out? And they can, they are going to be taken seriously when they make suggestions. That's part of it, isn't it? That's like the beginning.

Wendy Adams 40:53

Yeah, absolutely. And I think the one thing that came out so strongly from what Jodie had to say, is that it was about culture goes through everything, you you do, that it's not an additional task. It's it's a thread that runs through through everything. And I think you're right, that's why it fits so well. With our culture toolkit. Yeah.

Pia 41:13

And that is that co production can be that thread as well, you know, so alongside culture, you have the co production, so you just keep thinking every time you're doing something new, or you're doing something, how could co production be part of this? So the only thing that she was talking about was making it real, and we will absolutely make a link in the show notes on that. And just yeah, just we've had a look and it's got great toolkit that could help you start that journey if you haven't before, and lots of case studies, so definitely worth checking checking that out, too. So that's it for this episode. Thank you so much for listening. I really hope you enjoyed it and enjoy the conversation with Jodie. If you have enjoyed today's episode, do, always tell another manager, if you can. And that's it for now. Thank you. Bye