



Business Models and Frameworks

STRENGTHS	WEAKNESSES	OPPORTUNITIES	THREATS

Political	Economic	Social	Technology	Legal	Environmental



Developing your Managers

How do you recruit & develop managers and leaders to have the required qualifications and sector experience to run the service effectively?

How do you maintain availability of high level of care expertise at all times? Including during periods when the registered manager is on leave, etc?

How do you ensure managers and leaders are held accountable for the actions, attitudes and behaviours of staff?



Innovation

How is innovation seen in the organisation?

Who 'does' innovation?



Leading with Integrity

Think about the following objectives and how they can be achieved

Objective	What this means	How can it be achieved - example
Lead by example		
Celebrate Achievements		
Challenge Policies & Procedures		
Seek best practice		
Empower others		



ACTION PLAN - Cross Cutting Themes

How are you assured that you lead a quality service which is compliant?	Do you have systems in place to evidence compliance against the KLOEs?	https://www.cqc.org.uk/sites/default/files/20180530%209001095%20ASC%20assessment%20framework%20with%20sources%20of%20evidence%20v4%2000.pdf
How are you assured that you are leading a service that is effectively safeguarding people who use your service?	Are all staff trained in Safeguarding at the appropriate levels? Do staff have a good understanding of DCC Safeguarding Policy Do you know how to access Safeguarding Training? Do all your staff understand restrictive practice and its potential impact? How often do you review safeguarding policies, procedures and protocols? Have you identified trends/themes for incidents reported.	https://new.devon.gov.uk/devonsafeguardingadultsboard/
How can you demonstrate that you are meeting individuals' outcomes?	Use of Outcomes Tools i.e. How do you analyse service user feedback and respond to surveys for improvements? Do you have awareness of the Personalisation Agenda? Do all staff understand the principles and values of person-centred outcome-based practice? How do you champion equality, diversity and inclusion to achieve positive outcomes? How do you manage concerns and complaints?	https://www.scie.org.uk/almost-there . https://www.scie.org.uk/personalisation/introduction/rough-guide
What are your considerations in relation to workforce recruitment and retention?	Do you have awareness of DCC Support? Awareness of other factors i.e. local recruitment strategies/campaigns? How do your team know that they are valued? Does your organisation provide ongoing training and clear career pathways?	https://new.devon.gov.uk/workforcedevelopment/