

# Well-led programme

## Case study - Sharon Smith

Sharon Smith has worked at Derbyshire House Residential Home for over 20 years and has been the Registered Manager for the last 10 years. During this time, Derbyshire House had consistently achieved a CQC rating of good. The team were very keen to improve on this rating and this led Sharon to undertake the Well-led programme which she completed in July 2018. At the last inspection in January 2019, Derbyshire House had been rated as outstanding by the CQC.

### How do you think you have changed personally as a result of undertaking the Well-led programme?

I have learnt how to 'stand back' and put trust in the staff to do the jobs that I was doing on my own. I had a fear that if I didn't do something it wouldn't get done properly. The truth was, the staff were more than capable, I just needed to stand back and let them get on with it. This has been so beneficial, both for myself and the staff who have become more involved in the running of the home.

### What are the main things that you have learnt from the programme?

- Leading is so different from managing.
- Defining roles for staff gives them increased responsibility and ownership.

The whole programme was incredibly useful and gave me lots of tools and techniques that I cascaded to the staff who embedded them into the day to day running of the home. The programme has had such a positive effect on our home and the quality of care that we provide.

Since attending the Well-led programme, we have been awarded outstanding by the CQC in the well-led and responsive categories. I believe that this is a direct result of attending the programme.



## Since attending the programme, have you had an opportunity to make or identify any changes?

We had our CQC inspection on 8 January 2019 and have since been awarded outstanding in both well-led and responsive which has given us an overall rating of outstanding. We are so thrilled with this rating and it has driven us to continue to improve our service and maintain this rating.

I believe that this is a direct result of attending the Well-led programme and the fact that the staff feel more valued and have had more input into the running of the home. The standing back tactic has not only helped with the sense of purpose the staff have within their role, they have also embraced the extra responsibility and the tools and techniques that they have embedded into the day to day running of the home.

## Would you recommend this programme to others?

Definitely! I have benefited hugely from this programme, but the staff and the whole home has benefited too with the positive effect on the care we provide.

## And finally.....

We would like to say thank you to Skills for Care for your part in helping us achieve an outstanding rating – I don't think it is coincidence that the very next inspection after the programme we are awarded this rating. We will now move forward and try and work on achieving outstanding in the other three categories.

The programme is a credit to the Skills for Care team and the facilitators.



**I have really enjoyed the Well-led programme. It has had a very positive effect on our home and the quality of care that we provide.**

