



Thinking outside of the box

THE PERFECT STORM

Navigating the waves of recruiting and retaining staff

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WORKING COLLABORATIVELY

Together we achieve more

Introduction

Following the BABICM Perfect Storm Survey, it was clear we needed to consider new ways of recruiting and supporting staff to maintain a settled workforce for our case managed clients who were directly employing their support staff. Areas such as "lack of funds, feeling isolated and lack of career opportunities", appeared to be the common theme most relevant to our support teams.

Methodology

We approached this in a number of ways:

- 01 Consider recruitment and what the position of a support worker offered to prospective candidates.
- 02 Consider staff in existing packages and how they were supported.
- 03 Consider how the CQC regulatory framework (that many Case Managers are working to), could fit in and help evidence how we sustain an effective service to case management clients.
- 04 We collaborated with local Deputies from Lanyon Bowdler Solicitors (LB Law) to discuss challenges to clients in relation to staff retention and options with regard to reward.
- 05 We reviewed current documentation to facilitate this process. This included considering the competency framework alongside appraisal process.

KLOES

Inspection Framework Tool used by CQC to assess adult social care services to award a quality rating. Consist of 5 key areas of questions about the service:



Safe



Caring



Responsive



Well Led



Effective

As part of the process, we redesigned our appraisal paperwork to incorporate the KLOEs (Key Lines of Enquiry).