

## Well-being and Safety

Safety is the first and fundamental principle in everything we do. We know that when our care teams feel safe and supported, they can provide the highest level of care.

To ensure this, we focus on:

- **A Care Team-Focused Approach:** We prioritise well-being and professional support to ensure dedication and high-quality care.
- **Preventing Fatigue and Burnout:** Working hours are carefully monitored, and policies are in place to reduce exhaustion.
- **Personalised Matching:** Care teams are paired with people they support based on skills and personal attributes to create positive working relationships.
- **Ongoing Professional Support:** Team meetings and one-to-one supervisions take place every eight weeks, or earlier if required, to support open communication and ongoing feedback.
- **Anonymous Feedback:** Staff can share their perspectives freely through surveys.
- **Continuous Development:** Training and workshops help care teams strengthen their skills while meeting CQC standards.
- **Shift Stability:** Advance scheduling provides financial security and allows staff to plan ahead.
- **24/7 On-Call Support:** Assistance is available during night shifts, weekends, and emergencies.
- **Valued Team:** We support our care teams to ensure they feel heard, appreciated, and empowered to deliver the highest standard of care.
- **Safeguarding Support:** When an incident occurs and while under investigation, we provide full-time support to our carers, ensuring they feel well, safe, and willing to work again in the care setting.

## **How Do We Support Our Teams in Case of an Incident?**

When an incident occurs, we start with:

- ✓ An **initial debrief** to get detailed insights and ensure our team feels supported.
- ✓ We then follow up with a **reflective debrief** to learn from past experiences and improve together.
- ✓ **Trauma Workshop Sessions** for our care teams when they face traumatic workplace incidents, conducted by CPNs.
- ✓ Our care teams have **24/7 on-call support** from an experienced team, who proactively check on and offer confidential support.

## **Bespoke and Specialist Training**

Our team receives bespoke **PBS (Positive Behaviour Support)** and **PROACT SCIPr-UK®** training, tailored to align with the person's unique personality, needs, and circumstances. This customised training focuses on understanding potential risks and ensuring the team provides **the highest level of safety, care, and support.**

### **What Our Clinicians Are Saying About Our Training:**

95.1% of clinicians who've attended our training in the past year shared that it's provided them with meaningful opportunities to grow and thrive in their roles.

We deliver bespoke specialist programs shaped around each person's unique needs. **Every time we welcome a new person, our carers receive tailored training that aligns with their individual interests, strengths, skills, and aspirations.**

With a structured and timely approach, we carefully assemble a team with the right expertise that complements the individual's personality and way of engaging with the world. The team undergoes bespoke training to provide consistent, expert support while ensuring safety, well-being and positive outcomes.

We ensure **all team members complete 15 mandatory training modules**, equipping them with the skills needed to meet the highest standards of care.

## **Benefits and Incentives**

- **Induction Program:** **Our induction program is designed to make every team member feel welcome and supported from day one.** We guide each person through the process, helping them connect with the team, understand our culture, and equip them with everything they need to succeed. We want everyone to feel confident and valued as they start their journey with us.
- **DBS Certificate:** **We take care of the DBS certificate charges, enabling our team to concentrate on what truly matters, delivering exceptional care, without the added worry of expenses.**
- **Active Involvement in Decision-Making:** **Support workers are actively involved in decisions that shape our service, ensuring their voices are heard and valued.** Their experiences and insights play a vital role in how we work, ensuring that the support we provide is always aligned with what's best for the people we care for.
- **Investing in Growth and Development:** **We provide all training courses without any fees, ensuring our team has the skills and knowledge to deliver exceptional care without financial barriers.** Investing in continuous learning empowers our team to grow professionally, stay up-to-date with best practices, and provide the highest quality support.