

Good to Great Road Map

High colleague retention and recognition



We are committed to the ongoing support of our team members and as part of this we will be establishing Mental Health First Aiders in the homes with the highest rates of sickness. This is an initiative we discussed and agreed with our three recognised Unions (GMB, RCN and Unison) who were supportive of our desire to support our teams. If the feedback from team members involved is positive, we will look to progressively offer this in a wider number of services.

Our new Team Engagement Forum will hold its third meeting on 24th September. The Forum brings together 11 colleagues from different roles across the Group to provide a voice for all team members. The agenda for this meeting will be shaped around the topics that are important to you. Please contact members of the Forum with details of subjects you would like to be discussed by emailing teamengagement@fshcgroup.com

In June our team from Harbour View Lodge Care Home were victorious in winning the Above & Beyond Team Award in the Stars of Social Care Awards.



This is an amazing result, as these national awards are very popular with a high number of finalists in each category.

The team are rightly proud of their achievement as the nomination was based on their dedication and compassion, organising a wedding ceremony to help resident Phil marry his love Sara before he passed away.

Congratulations again to the Harbour View Lodge team.

We continue to submit industry award nominations and hope we continue with Harbour View's good result!

Excellent care quality for residents



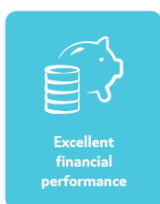
The roll out of Electronic Medication Administration Records (eMAR), working with our partners at Boots and Camascope, has had a very successful start with 14 homes now live. The teams in these homes have provided positive feedback in the way the system saves them time and provides an overview of medicines management from ordering right through to dispensing.

The roll out will continue over the summer with all homes due to be using the system by the end of the year.

The team at Henleigh Hall in Sheffield have recently started to use electronic care plans, replacing the paper plans, joining the team at Bishopsmead Lodge in Bristol who have been using the Nourish system for some time. The aim is to help identify the right potential partner and system for us to potentially move to in the future, following the successful implementation of eMAR.

We have now partnered with Myley Tours to provide bespoke, guided outings each month for our residents in a number of our brighterkind homes. The team at Myley Tours are experienced in planning a schedule of external outings and events that meet residents' choices and abilities which they then host, alongside our Magic Moments team, in their minibus with their driver. As part of a new Magic Moments offering, this pilot has started with a small group of homes, with the potential of growing across the Group in the future.

Excellent financial performance



Training is now underway for the new functionality on HOMEView for funding notifications. This new development will provide an electronic process to replace the current Excel forms homes complete and send to the Fees Team. The recording of the correct funding, assessment and contract details for all residents within the individual resident record in HOMEView will support the smooth running of our billing processes, reducing time spent on queries, both in our homes and support teams.

Focus and support on the deployment of our own teams' hours, in line with resident dependencies, will continue to ensure we are providing excellent care quality for residents, with a focus on our own teams providing care, rather than agency workers.

To ensure our homes have the right offering for those paying for their own care, we have been reviewing and adjusting our fee rates, in line with current market trends and competitor analysis, as needed for certain homes.

Following the successful launch of our new-look Group website earlier in the year, further developments to the site have been made such as our new map view which showcases the locations of our homes. In line with the fee reviews mentioned above, for some homes we are also displaying our fee information more prominently on their website pages, monitoring for impact.

Culture of continuous improvement



We have recently joined the Vivaldi social care project, an important research study with University College London which monitors and aims to improve rates of infections, such as COVID-19, flu, norovirus, UTIs, in older people across the country. We were part of the original Vivaldi study during the pandemic, which led to the project being called Vivaldi in fact, and are delighted to be involved once again to help better understand infections in care homes which is crucial to improve prevention and control, and the wellbeing of residents, their families and team members.

The older PC terminals used by some Home Managers and Home Administrators are being replaced with laptops and our telephony system is being upgraded, with some homes already completed. This move from analogue to digital telephony is a necessary development to meet the steps being taken by telecoms providers across the nation. You may notice some unavoidable differences in sound quality but our IT team are working hard to test the best solution for each location.

Our Award-winning automated email system, which we have used to better communicate with Health Care Professionals and enquirers, will be adapted to support the welcome and onboarding process for new starters to the Group.