

# Supporting people through transforming care

## Transforming care is all about improving

the quality of care services for people with mental health problems.

There's a national plan about how to do this called 'Building the right support' (October 2015), and there are 48 transforming care partnerships across England to support this.

Anna\* is one individual who's been supported to move out of hospital and live in the community through transforming care.

After a long hospital stay, Anna was supported by Manor Community to move into a residential care home, and now she is happily settled in her own flat and married.

## Anna's background

Anna has depression and obsessive compulsive behaviour and had a long stay in a hospital in Wales, and felt that she had 'lost touch' with the outside world and how things were changing.

When she was ready to be discharged, Anna found suitable accommodation in a residential care home run by Manor Community. She worked with her social worker, psychiatrist and

the mental health team to plan her support – the discharge period was about three months.

During this time Anna visited the care home several times, including on overnight stays. This helped her get used to the environment and staff, which made her feel more comfortable before moving in and ensured her that she was making the right decision. It also helped the provider to find out more about the care and support Anna needed.

The manager told us:



Anna visited us at the home and was very quiet and hesitant at first about what she would tell me about herself - but soon after,





The team is flexible to respond to any changes in Anna's care and support needs – for example if Anna feels that she doesn't need support to do something, Manor Community could decrease the number of hours they visit. Or similarly, if she doesn't feel comfortable going to a café for lunch alone, Manor Community would change their rota so someone could support her to do this.

## Staff recruitment: good practice

Manor Community try to match people with staff who have similar likes and interests, to encourage positive working relationships. They look for people who are passionate about care and have a calm and friendly approach, but will also be able to stand their ground in certain situations.

They list what the role involves on the job advert, so people have realistic expectations, including supporting people:

- with daily living tasks
- to access the community
- to manage money and pay bills
- to learn how to plan and prepare meals with shopping
- with reablement and/ or rehabilitation
- with social inclusion.

They advertise their roles on Reed's jobs website and share the link on their social media pages.

## Staff retention: good practice

New staff at Manor Community complete an in-depth, four day induction programme, alongside completing the Care Certificate. They also get specific training relating to the needs of the individual they're going to support, for example around epilepsy or diabetes.

They have an in-house trainer who develops and delivers training that's based around the individual. After training, managers and team leaders observe staff in their role and ask questions to check that they've understood the training.

They also use ACC online training and external learning providers when needed. They have an online system called 'Carefree' which all staff can access to update their knowledge.

They keep an up to date training matrix which tracks what training their staff have done and what training needs updating.

Manor Community do regular supervisions with staff to see how they're getting on and discuss any concerns or challenges. They run 'care awards' where individuals, family members or colleagues can nominate staff who've gone the extra mile – this is great motivation for the whole team.

## How has Anna's health and wellbeing improved?

Anna has made many positive changes since her placement began with Manor Community. She's built positive, trusting and strong relationships with staff to develop her independence.

She also goes out independently a lot of the time with her husband, for example day trips, weekly shopping and holidays.

The manager at Manor Community says:



**The end goal and what we work towards every day is that Anna will be completely independent and won't require any support. There's sometimes that fear in which she may re-lapse or that funding could be stopped at any point, but we always like to focus on the positives.**



