



## The care exchange - Series 3 Episode 6: Sometimes we need to take a breath and see the bigger picture: Jo-Anne Wilson MBE

**Hosts:** Pia Rathje-Burton and Wendy Adams

**Pia Rathje-Burton** 00:07

Welcome to the care exchange, the Skills for Care, podcast for managers in social care. I'm Pia Rathje-Burton and I'm Wendy Adams. Today we have Jo-Anne Wilson on the podcast. She is the registered manager of the Royal British Legion nursing home governor's house in Warwickshire. This is an outstanding resident home, supporting 102 veterans and offering a community day service as well. And Jo-Anne has about 300 staff.

**Wendy Adams** 00:32

Jo-Anne has been a nurse for 38 years and she's a queen's nurse. She has been the registered manager at Galanos House for 20 years, Jo-Anne has recently been awarded an MBE for services to veterans.

**Pia Rathje-Burton** 00:44

So looking forward to chatting to Jo-Anne and we hope you enjoy the episode Welcome to the Care Exchange Jo-Anne.

**Jo-Anne Wilson** 00:59

Thank you. lovely to be here.

**Pia Rathje-Burton** 01:01

Yeah. We are really looking forward to talking to you. And we heard there in introduction that you're really recently been awarded an MBE by King Charles, how exciting. It was,

**Jo-Anne Wilson** 01:14

it was really great.

**Pia Rathje-Burton** 01:15

Yeah, what were you awarded for?

**Jo-Anne Wilson** 01:18



somebody who was amazing. This only to be another manager think about well, yeah, something that we can, we can

04:22

absolutely this and also, Deborah Sturdy has the awards, the gold or silver award, nominate people for that. Because you know, it's about recognition. It's about saying, We're here and we're doing a really great job. I've been qualified as a nurse a long time now back in the middle 80s. And you know, that it's changed dramatically since then. And I never thought as a sort of newly qualified nurse that you could achieve what you can achieve, but actually, there's a huge I mean, there are challenges there are struggles within the NHS and without the NHS. But actually the things that we can achieve are fantastic now and the opportunities that we've got

**Pia Rathje-Burton** 04:59

You've mentioned Deborah Sturdy now a couple of times now, just if you haven't heard of her, can you tell me who she is?

05:05

Yeah, she's the Chief Nurse for social care. And it's a recent appointment in the last couple of years. Because again, we didn't have anybody, we didn't have a voice in government really, you know, and even to have, you know, health and social care when people remember to put the social care bit on it. It's great, because it hasn't happened for such a long time. And, and, you know, I've done lots of speaking of different things. And so so we were the Cinderella service, because we were there, you know, we probably didn't get a good rap. We people always considered social care to be something that you did. And they had that sort of thing where they, you know, do you work? What do you do? Oh, I'm a manager of a care home, and they put their head on one side and go, Oh, you know, and actually, it's a fantastic job, but it's a really challenging job. And, you know, the people that work in social care, the nurses that work in social care, they think on their feet all the time, they are working autonomously, they're making huge decisions, huge amounts of responsibility. And I think slowly that's being recognised now, and that's a fantastic thing.

**Pia Rathje-Burton** 06:03

Yeah. And those awards that you're talking about it? They're just not. They're not just for nurses, are they there? For everybody

06:08

06:42

I think, again, you know, dementia care has come on in leaps and bounds, you know, from being something that people didn't even really talk about 20 30 40 years ago, I worked with David Sheared who was part of dementia care matters for many years. And we adopted that butterfly approach that he really brought into being and it was all about being and emotions and go with the person. And he was working. Channel Four approached him and he was working. It was a three documentary series. And he spoke to me and we were able to do the actual sort of care home part of that. And it was a real

it's really about learning together. And making the loved one, the relative, the friends and family still part of the care that is given. So if they want to come in and help us that that's absolutely fine. If a person wants to go out that again, that's absolutely fine. They live here with our support. And it's not, it's not



really matter. It's about your challenges and how we can help you sort of solve those or even how we can give them a voice.

**Pia Rathje-Burton 16:49**

Because I suppose you when you're in your you're just working away, you're seeing all these faults in the system. And you perhaps I'd I might voice them to the person that you know, but that doesn't go anywhere. But this is an opportunity to really kind of look at a whole system, you know, what, what's working. So when you have somebody in hospital, and they need to be discharged, what what what process? What's the barriers, what actually is unnecessary or is not working for whatever reason, because something nobody's looked at it from the social care perspective.

17:22

Absolutely. And I think everybody out there, we'll probably have an example of that, you know, an example of when they've perhaps not wanted to send somebody in, but that's been the only option at that time, particularly out of hours. And, you know, Sunday night, what do people do? And I think also, we've had the sort of problems where somebody's gone in for a legitimate reason it's hellishly difficult to get them out sometimes. But we know that actually being in their own home is the best place. So I think what we need to do is really encourage people to have that voice, you know, voice those challenges that you've got voice those difficulties, and let's work together. Now. This is a real time. It's not about who works for who and if it's a private company or not. It's not about that now, it's about social care. It's about let us be a voice for the people that we look after and care for and support.

**Pia Rathje-Burton 18:05**

Yeah, absolutely. We've mentioned ICB a few times, just in case you have never I don't know what that means. Could you explain it?

18:13

Yeah. So last year, really, as we always feel, you know, devolved into CCGs. That's, that sort of changed into now into ICBs Intergrated Care Board,. So that's the higher level integrated care boards. And then there's the various things that come below that. So it really pins it down, sort of place base levels. So your local locality, there's 42 across the country, and that's how it's been divided in Wales, but not in Scotland. And they are still in their infancy. They came in sort of July, August time last year, so they're still in their infancy. So I think it's a really good time that we're not, you know, we're not coming to the table three years later, we're still really while they're still forming their ideas. And, you know, I think the great thing about this is that it's because it's going to be sort of filtered down to different areas. Every area has got their own issues. You know, I'm sort of looking after Warrington, Coventry, and even within that, you know, there are areas affluence, and there are quite poor areas with completely different social challenges and inequalities. And it's about recognising all of that within your area and bringing that forward. So it's a really great opportunity. And it's, I'm really excited by it.

**Wendy Adams 19:34**

And I think that's challenging for a lot of managers, isn't it because it's very easy to get caught up in the hamster wheel of what you're doing the four walls of your own organisation and forget that actually, there is all of this strategic work that will impact on the service you're providing happening in your local





paperwork. You know, if I look around my office, now, I've got lots of piles. But actually, sometimes you've got to leave your piles behind you just get out of the office, and just go to, you know, go and have a cup of coffee with people going have lunch with people. Just go and say hello to people and walk along with them and just be there. And I think that that's how you do it. I think you've got to have your eyes and your ears open. When you're walking down the corridors. You've got to look at somebody and think, Oh, are they right? They don't seem quite as friendly as they were not quite so smiley and just then backtrack and just, you know, you Okay, is there anything I can do? You know, we work a lot on our staff well being here, we have the monthly events, which the staff kind of lead or tell us what they would like to do a quiz and curry coming up soon. And it's about and we have coffee days. So I'll just have a day where I just completely wipe my diary out and just say I'm just going to be somewhere at the staff room or whatever come and have a coffee and a chat and and I think it's just

I think my thing is, don't leave things. You know, I'm, I'm terrible thing. If I've got a presentation to write I leave it to the last minute, it's a really bad thing to do. And I say to my staff, and we've got things, let's just get them done, because they're still gonna be there tomorrow. And actually, the near the deadline they get, the more stress you get. So if something comes in that you can do, just get it done, and it's out, then you've completed it and is finished with.

**Wendy Adams** 25:54

Tip. Yeah, definitely, definitely. So we could all probably on we could all benefit from this. How do you do it? How

**Pia Rathje-Burton** 26:02

do you make sure

**Jo-Anne Wilson** 26:04

I do diary. I mean, I'm old fashioned. So I've got a paper diary here. But I do I just think, you know, you're looking at your work and think, oh, you know, but I think right, just let's, let's prioritise that, let's get it done. Let's let's box it off. And it's out the way then. And we, you know, we have audits, we have a health and safety audit next week. And I'm expecting that we're going to have some actions landing in our inbox anytime soon. And that, you know, I've got a meeting with the staff later on. So I'm just gonna say, let's just do it. And let's try and crack them out this week. If we can, they're done, and we're finished with them, we could just move on to the next thing. Because they're, you know, there's that huge temptation we look at and think, Oh, God, I'll put that till tomorrow. And it's still gonna be there tomorrow. So you might as well just do

**Pia Rathje-Burton** 26:40

it. Yeah, absolutely. I think sometimes just knocking it down and just go, Well, yeah, we got to go do this. And absolutely no, focus on that for a bit. And then it's done. It's done. And you don't need to worry about it again. Exactly.

**Wendy Adams** 26:53

And often you feel so much better when it is done because you no longer worry about it, then you have the back of your mind. Yes, yeah. So final question, we want you to imagine that you're in lift on the 10th floor, going down with a group of registered managers. And before everyone gets out, you want to tell them what you think is your most important key message that you want to leave them with? What would that be?

**Jo-Anne Wilson** 27:23

I think it would be that take a positive from every day. You know, we work with people, and you know, people are emotional beings that you know, things happen, things are never going to be perfect, everyday things are going to go wrong. But you know, actually, it's that that's okay. It's, it's sorry, is not a dirty word. It's okay to say I'm sorry, that went wrong, or that wasn't how we thought it would be. Or this is how you feel I'm sorry, learn the lesson, reflect on it, learn a lesson. And actually, it possibly won't happen again, or will happen in a different way next time. But actually, every day, regardless of what may go wrong, you will have made a difference to somebody, whether it be a relative or a

resident, or somebody you work alongside who you're supporting, or a member of staff every day there is a positive. And I think sometimes we need to remind ourselves of that, because it can be hard, and it can be a bit soul destroying at times. And sometimes you kind of feel particularly as a registered manager, you're the sponge for everything that goes wrong in the place. Because everybody looks to you for the answers. And you don't necessarily always have them. But actually, you will have made a difference every day, you will have done something really positive every day, pat yourself on the back and say well done.

**Pia Rathje-Burton** 28:29

Really good. Good advice, but quite hard to do.

28:32

It's hard, but we have to do we have to practice.

**Pia Rathje-Burton** 28:36

Absolutely.

**Wendy Adams** 28:38

Sorry. I was just gonna say I guess there's something as well about leading by example there. You

Yeah. So really good bit of advice and sort of I know you're reflecting a lot aren't you. But you're you're kind of making sure that the end bit where you go out the door is the positive goal, isn't it? Yeah. And I think



care, which is designed to help people implement that framework in their organisation, and explains the different tiers to the framework, which reflects the rules that different people have in supporting people who are living with dementia.

**Pia Rathje-Burton 36:14**

Yeah, it's, it's really interesting, isn't it? Because as I think, as Jo-Anne sort of said, you know, that it's come a long way, you know, in terms of and that's both in terms of the public understanding of dementia, but I think the workforce training around dementia, it's so important to, to have that understanding and Jo-Anne talked about the changing culture that she's, you know, that they've changed how they are, and how they're using those principles and lots of other things as well, not just with the people who have dementia. So really interesting. So that was another great chat with Jo-Anne and just something that we said hadn't really spoken about before. So hope you have enjoyed this episode. As I said that the resources that we spoke about the dementia page and Integration page on the Skills for Care website, and there will be links in our show notes. Also in the show notes, we will add links to the Chief Nurse, Adult Social Care award. And just a reminder, this is open to all our social care, so anybody you work with, can be nominated. If you have enjoyed today's episode, please tell another manager about it. It will be great to have more people listening to the podcast. Thank you for joining us today. Thanks so much. Bye bye