



**Jodie Allen-Cawley** 01:34

And that was co produced with the people we support as well.

**Pia** 01:39

That's great. So tell us about what What work have you done?

**Jodie Allen-Cawley** 01:43

**Jodie Allen-Cawley** 04:51

Yeah. So yeah, yeah. So it started as an initiative really around how do we get the voices of the people we support louder? How do we amplify that? Really. And, you know, we're sitting there with a cohort of people who who've got lived experience of what we provide, who better to tell us what we're doing well, and what we're not doing so great. So yeah, they, we worked together with about 10/12 quality checkers at the time, we developed a training programme that was really agile. So it wasn't about just being face to face, it was about all different mediums that you could provide that training and support and develop people. And then a tool as in what do we want to be looking at? What do we think is quality in terms of the standard from the people we support,, and then yeah, we've got over 200 people out and about now in their organisation and some quality assess the quality in their own homes. But also we've got quality checkers on tour, and they go out and assess the quality and other people's homes. And again, it's another stream of feedback that we can take as an organisation, to listen, learn, and then work with people to, you know, think about what's workokity chwhat's wor, thin1(7e)11a)11(1) 116.55 709.





it's about empowering people, isn't it? And you know, I always it seems to cling on to something, you know, and be the owner of it, and only you can do it. It's actually about empowering other people and setting people up delegation, isn't it? And it's about respecting that other people will do something different to you, but it's not right or wrong. It's about what works for the situation, isn't it? So yeah, you know, so, ultimately, it's about being person centred, isn't it? listening, learning and delivering it in a way that makes sense to the person who's going to be delivering? I think it's about having those conversations, isn't it and not being so rigid in your approach and boundary. And it's about giving people that flex fluidity, isn't it to be able to be empowered to make their own decisions and deliver in a way that makes sense to them? That's what you know, that's what I will say.

**Pia 15:22**

The other thing is, you know, sort of thinking with your with the quality checkers CQC uses expert, expert by experience and a lot in their inspection, I suspect they're gonna be doing even more so. So if your workforce is used to having people with lived experience, do you know checking the quality? It doesn't, it's not, it's not new, something new when a CQC inspection happens with an expert from the experiences, it's something that's, you know, the people that you're supporting, are used to having somebody coming in with lived experience asking questions and checking quality. So it becomes common practice that or 0912 0 611e)11(Tf1 0 0 1 5411(JTJETQq0.00000912 0 612 792 reAQq0.00000912 0 612 7







know, the impacts of what we're doing. So that's really what making it real is about, but interestingly, the I statements and the we statements from making it real are now part of the CQC single assessment framework out there. So that is like, that is like the measure of personal, you know, personalised care and support what good looks like so yeah, so you know, you do well to align yourself with Yeah,

**Pia** 24:53

yeah, yeah. So yeah, make sure we'll make sure that we put a note in the in the show notes. So what's

It's quality over quantity, isn't it really?

**Jodie Allen-Cawley** 28:07

Exactly, yeah.

**Pia** 28:09

So I want to ask you about something else. So obviously, we've heard in the introduction that you are the head of quality and health and safety. So obviously, you you must be doing lots of quality quality checking. So what's the sort of kind of common areas of improvement that you see the managers need to make?

28:09

Well, I'm really privileged to support our registered managers, we have a registered managers network, but we also have them go to outstanding managers network, which brings all our registered managers together who were were really, you know, on their outstanding journeys, and it's also a Peer Support Platform. So I get to hear about some of their co production challenges. And again, just going back to some of the things I held on last time, you know, again, it's about people are so busy, they forget to understand the importance and investing or creating those platforms to engage with people to hear their views on what's working and not working. And obviously, you know, their ideas for change. And again, I keep saying it, but if you're not listening and learn to hear how do you know what to co produce, I see things like people missing the simplest of opportunities to co produce. So like supporting people to plan their time meaningfully, menu planning rotas, changes to the home environment, all of these things can be co produced, and people just steamroll ahead because again, going back to Wendy's point, sometimes it's quicker to do it yourself, but it's not as sustainable and you don't get the outcomes all the time that people actually want. And then another big one I see is that people forget to evidence or showcase what they're actually co producing. So in inspection, you know you've done loads of fantastic stuff, but you're scrambling around trying to evidence what you've done. So I always remind managers to you know, package up case studies, your good news stories, really shout out and be proud about what you're doing and what you co producing. And TJETQq0.00000912 0 61d igain,u11(55A87 n t



secure and outstanding rating. That's, that's my view on on the part that personalization and co production is going to play. I think it's always played that part, isn't it? But I think it's been teased out a lot more under the new single assessment framework. Now it's a lot clearer with the key questions and the quality statements and the evidence categories and stuff. So yeah, I think fundamentally, you've got to engage you've got to listen You've got to learn and you've got to act. We all

**Wendy Adams** 35:02

have our time to care slot in every episode. So I just wanted to ask you, Jodie, you've talked so much and overwhelmed us with how much you're doing. What is your most time saving tip?

35:16

I think you touched on this before Wendy. And for me, it's about effective planning and delegation. For me, my mantra is if you fail to prepare, you prepare to fail, and I live by it, and it's always done me well. And making sure that I've delegated to the right person, even if that's me, but I think I'm all for about I always think, what if I'm not there? Will that still run? Will that still happen? Have I empowered skilled people up, give them the tools, they need to be able to run with that, if I'm not there? Yeah, I should be able to go on holiday for two weeks and know that everything will still run , you know, without me because the systems and processes are there. And the skill sets there commitments there. And we've got, you know, you know, the resource, so for me, it's just around, I think, preparation is absolutely key and delegation. And again, people just say, I ain't got time for that, I'm just gonna, it's like, if you just slow down, put the time in, it will absolutely pay dividends further down the line. So that's a little mantra that I, I always live by.

**Wendy Adams** 36:21

And I think that's a brilliant top tip. Here at Skills for Care, we often are out delivering workshops or sessions. And it's amazing how the moment you say, right, we're stopping for a break. Everybody dashes off to put their phone on because something terrible could have happened in the hour and a half since. You know, since you started to live got your break, nevermind two weeks, two weeks on holiday. So yeah, great, great top tip there, Jodie. So onto our final question, I want you to imagine that we're in a lift on the 10th floor. And we're going down with a group of registered managers. And before everyone gets out at the bottom, so you've only got 10 floors, to summarise it, you want to tell them the thing that you think is most important. So what's your key message that you want to leave them with?

37:11

I don't even think I need 10 floors to say this. I think for me a fast lift. Never forget for me to ensure the people you support are at the heart of everything you do, then build outwards from that. And for me, another mantra is nothing about you without you. And that's what I always keep in my head. I always have for the last 30 years, and it's never steered me wrong. So yeah, that's what I would leave people with.

**Wendy Adams** 37:37

Brilliant, and I'm not sure. Yeah, I'm not sure what we would say to top that.

**Pia** 37:42

No, absolutely. I think that summarises so well what you've been talking about since the moment we say Hello, so question is always a little bit of a summary question just you know,, but I don't think you can summarise that any better than you did. So, thank you so much. This has been really, really fascinating. And I think, you know, some vital thing to think about in terms of managing services. You know, co production really is important. So, thank you so much for your time today. Bye. Bye. Thank you. Bye, bye.

**Pia 38:27**

That was a really great conversation we had there with Jodie

**Wendy Adams 38:29**

Oh, wasn't it fabulous? She had so much to say, didn't she? Yeah, I was loving what she had to say about the coproduction, particularly in the recruitment. You speak to so many managers who would like to involve people in recruitment, but just don't know where to don't know where to start? Or will say, you know, people couldn't be part of interviews. So I don't know what else to do. And it just, it made me think about some of our recruitment resources. We've actually got a resource, haven't we, that is about how to involve people who use care in in recruitment. And it talks about some of the things that Jodie was referring to about, even if somebody couldn't or didn't want to be part of interviews, maybe they could be part of helping to write the interview questions, for example, or being the final decision if they didn't want to be involved any earlier. So yeah, it really it really made me think about some of our recruitment tools too.

**Pia 39:33**

It's a really interesting co-production is a really interesting topic. And I think with the changes of CQC is going to be even more important. You know, you start off by saying this the right thing to do and I completely get that. But it's also maybe something that some managers just find a bit to be, you know, it's a big and how do I start and I think just some of the tips she had around the culture and making sure your culture is right because if you have The culture there is really about learning and making improvements and wanting to listen to each other and showing respect and well that goes for everybody's isn't it includes the people that you're supporting in them for you then suddenly get that, that co production culture as opposed to this culture toolkit, it's really fantastic. Got a guide, or toolkit to help you think about well, what sort of culture do I have right now? And what are we inspired aspiring to? And what? How do we make changes? So you know, I think just thinking about your culture, and are you the right? Do you have the right culture to really make sure that co production is you know, that people feel like that they can speak out? And they can, they are going to be taken seriously when they make suggestions. That's part of it, isn't it? That's like the beginning.

**Wendy Adams 40:53**

Yeah, absolutely. And I think the one thing that came out so strongly from what Jodie had to say, is that it was about culture goes through everything, you you do, that it's not an additional task. It's it's a thread that runs through through everything. And I think you're right, that's why it fits so well. With our culture toolkit. Yeah.

**Pia 41:13**

And that is that co production can be that thread as well, you know, so alongside culture, you have the co production, so you just keep thinking every time you're doing something new, or you're doing something, how could co production be part of this? So the only thing that she was talking about was making it real, and we will absolutely make a link in the show notes on that. And just yeah, just we've had a look and it's got great toolkit that could help you start that journey if you haven't before, and lots of case studies, so definitely worth checking checking that out, too. So that's it for this episode. Thank you so much for listening. I really hope you enjoyed it and enjoy the conversation with Jodie. If you have enjoyed today's episode, do, always tell another manager, if you can. And that's it for now. Thank you. Bye