



# CQC Outstanding

Alpha Care SW



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# Your organisation / home

*“The provider have put their hearts into making the house a proper home environment (which is difficult considering the amount of equipment we have)”*

- Does it have a clear identity?
- Is there a common and identified goal/aim that everyone has bought into and works towards
- Do you have good, clear values that everyone within the organisation has adopted?
- Clear plan for environmental improvement & upkeep
- Positive culture



# You, The Manager

“A stressed, frazzled Manager won’t make an effective leader or mentor”

*"Our management team are my support, I have my two directors who I am learning from constantly. I look up to the directors and learn from them." The provider was visible and led by example. People knew who they were and we saw how they worked with staff and the registered manager to drive improvements in service delivery, staff understanding and skills and improve people's experiences"*


- Do you ensure you take regular annual leave throughout the year?
- Do you have good, effective supervisions by your Director / provider?
- Do you have a Deputy that you can reply on?
- Do you have someone that can jump into your shoes to allow operations to carry on in your absence?
- Do you have supportive providers that listen to your ideas and support your suggestions for improvement?
- Do you have clear roles and responsibilities that are reviewed regularly?
- Do you fully uphold 'Duty of candour'?
- Do you keep your own CPD up to date?
- Do you attend local networking events ?



# Your team

*"Alpha Care has recognised my skills and abilities, they have encouraged me to develop these and increase my knowledge to further progress within the company."*

- Is your recruitment process values led rather than 'bums on seats'?
- Do you offer diploma opportunities and support progression throughout the organisation?
- Do you create roles for the right people?
- Do you have an innovative approach to retaining staff?
- Do you provide regular supervisions that are 'well-being' led - concerns should be addressed prior to supervisions, use that time as a supportive, protected time for the employee
- Consistency, retention, valuing - provides consistent care
- Do you stop to celebrate successes?



# Your Individuals/ Clients/Service Users

*"Managers and support staff appeared person centred in their planning of the individual's care by recording and discussing all aspects of the person's care, likes/dislikes, communication needs and wanting to know what was important to them"*

- Are individuals supported to have full control and choice over their life?
- Are they Involved in care plans from the offset and for regular reviews?
- Do you support them to have clear goals, dreams and aspirations?
- Do you work toward working in a least restrictive way "Staff went out of their way to reduce barriers"
- Are you creative in how you capture evidence?
- Are they Involved with the running of the home - audits, menu's, cooking, recruitment?
- Do you have regular Residents meetings so their voice can be heard?
- Do you support Family engagement and are you creative around this?
- Do you review and reduce medications where possible?
- Do you ensure you protect their characteristics and is this evident in their care and support plans?
- Do you ensure you use different communication styles to ensure everyone is being provided with every opportunity to be in control of their life? - "The service excelled in empowering people to communicate so their voice could be heard"
- Do their care plans contain the finer details
- Do you have suitable equipment to meet their needs
- Do you promote and encourage independence to ensure they feel involved with the running of their home?
- Do you ensure the activities they do are age appropriate and meaningful and are in line with their goals, dreams and aspirations?
- Do you support and encourage employment, education and voluntary opportunities



# Collaborative working

*A professional said "I have no reason to think they provide a service that is anything other than outstanding in in all the key areas- safe, effective, caring, responsive and definitely well led."*

*"My overall response regarding Brunel House is I always find the care of residents to be exemplary." The service had a good reputation with agencies it worked in partnership with at communicating to a high standard and taking on board advice and guidance"*


- Are you open to working collaboratively with neighbouring care homes, community specialist teams, learning disability teams, local authorities
- Do you upskill your staff about who CQC are, their role and not to fear them? - they are there to do the same job as you and I which is 'protect our individuals from abuse and harm'
- Do you utilise your community teams to provide training and upskill your staff which in turn lessens their workloads?
- Do you ensure their families are involved - they are the experts
- External training providers



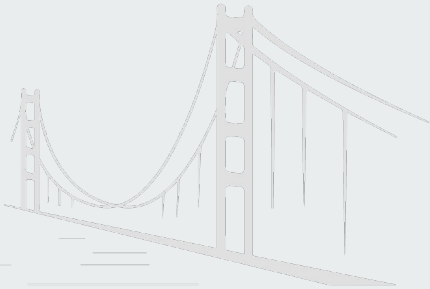
# Good Governance

*“Risks were not just assessed and managed, but people were supported to take positive risks and encouraged to make decisions and learn from them. For example, people were never discouraged from moving independently despite there being a chance they might fall. Staff found innovative ways to support people to have control over their lives”*

- Do not being risk averse
- Audits - we complete 15 on a monthly bases, completed by Directors to Individuals.
- Service Improvement plans
- Governance that runs through all processes- “assess, monitor, and where required, improve the quality and safety
- Seek feedback



## Why our Managers feel we got 'Outstanding' on the day



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*Louisa Jane said* - "From being told that it was pretty much impossible to achieve outstanding after only 10 months of opening I knew I wanted to showcase absolutely everything we do. By leading the inspection, demonstrating how we have embedded our core values into our daily practice and believing that every aspect of care provided is outstanding I feel led to this rating"

*Jenna Neal said* - "Because we just carried on as normal, we welcomed her, we showed her what we are all about, we were excited, no one was worried, we were confident that everything was in place. Our values shone throughout our team within their their working practices as they always do""

*Megan Franklin said* - "We had faith in our policies and procedures, we knew the areas in which we needed to improve on but we knew where we shone and we were able to demonstrate that"



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**Any questions or  
feedback for us?**

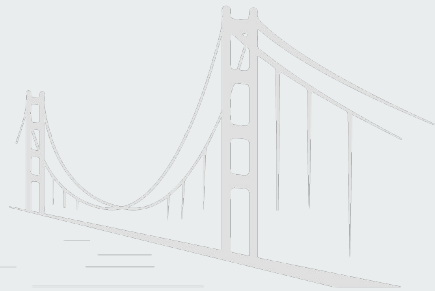


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# Our CQC reports



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Brunel House – Outstanding. Report published  
18/1/22-

<https://www.cqc.org.uk/location/1-6892476361>

Ryver House – Outstanding. Report published  
8/2/23

<https://www.cqc.org.uk/location/1-12383501806>