

Optimum Members Workshop – Evidencing the KLOES

Shared good practice from 23rd May 2018

AREA OF GOOD PRACTICE	
SHARED BY SOCIAL CARE PROVIDERS	Producing a 'sound track of my life', for all clients
	Acquiring hearing systems that identify whether people, who have been suspected of suffering from dementia. This has shown the people were actually hard of hearing and the system has transformed their quality of life
	Holding 'cuddle and cake' days when staff and local groups have been invited to bring in their babies. Also 'bark and biscuit' events when staff and local people have been invited to bring in their dogs.
	Implementing the ROCK Awards, 'Record Of Care and Kindness', linked to a wall of achievement for all staff
	building a team of relatives, staff and residents to create ways of showcasing the care, support and service provided by staff
	Emphasised the importance of making sure that all care plans were blank, with no pre-conceived idea of trying to fit one client into the activities and services designed for another.
OTHER MESSAGES FROM THE EVENT	Service providers should feed CQC with what the service wants them to know about and give them something good to go away with. Put care in control!
	Staff should be prepared to greet CQC, an agreed procedure, consider building it in to someone's role, possibly a welcome committee and ask for identification before admitting to the premises. Make a positive impression in the first 5 minutes.
	Having a folder for each of the 5 Key Lines of Enquiry to collage ideas that evidence: <ul style="list-style-type: none"> ○ Safe, ○ Caring, ○ Effective, ○ Responsive, ○ Well-led

	Record all the areas of excellent practices that you do on a regular basis and are proud of, or that relatives and residents have complimented the care setting on and show why and how they meet each of the KLOES
	When changes take place to existing policies and procedures involve CQC inspectors with a view to making the changes as effective as they can be
	The word inspection is frightening – if it was more as a project to show what you and your care home is about. Different teams Eg gardening, laundry, what do they do to make it better for people and value their likes and dislikes.
	Not just about the inspection – good practice needs to be embedded and be happening on a daily basis and understood and carried out by all staff
AS A RESULT OF ATTENDING THE EVENT PEOPLE SAID THEY WERE GOING TO	Celebrate residents, staff and the care home
	Review the 'top-down' approach
	Think wider than the Key Lines of Enquiry
	Appreciate the 'jelly and fruit' and get the staff to appreciate themselves
	Motivate staff by talking more about their strengths and improve practice
	Remember and be aware of all the good things they do already
	Make people feel like VIPs
	Improve the purpose of residents' lives
	Encourage my staff to be creative
Make people happy, try to stop people being unhappy and share the ways that work	