

**Business Vision Statement**

**For:**

**Prepared by:**

**Date:**

*(This form can be used by care providers independently or managers are welcome to contact Optimum Workforce Leadership for coaching support to achieve a completed document.)*

**Business details**

Business and owner details:

Business name:

Owner(s) name:

Business address and postcode:

Business telephone number:

Business email address:

Home address and postcode (if different from above):

Home telephone number (if different from above):

Home email address (if different from above):

**Service Details**

**Type of Service:**

* No of beds and or services provided

**Summary of Statement of Purpose:**

**Awards and Achievements:**

* CQC rating
* Local authority quality band rating
* List other awards and achievements

**People who live here/use our services**

**People who live here/use our services:**

Describe the people who live here or use your services and their needs relating to

* Health care needs
* Social care needs
* Ethnicity and diversity needs
* Cultural needs
* Special needs catered for
* Etc …

Describe who may want to live in your care setting and why

**We meet their needs by:**

Describe how you ensure you meet their needs

*(Use the following as prompts and expand and or delete as appropriate)*

* Conducting person-centred assessment, care and support planning
* Ensuring Health and well-being
* Supporting to maximise choice and control
* Respecting culture and dignity
* Maximising Quality of life and enablement
* Providing a safe, clean and comfortable environment
* Catering for specific dietary requirements

Our average vacancy rate over the last 12 months is:

**Workforce**

**We plan, recruit and retain our workforce by:**

*(Use the following as prompts and expand and or delete as appropriate)*

* Identifying the needs of people who live here – eg to meet the cultural, ethnic, language and health needs of our clients.
* Planning the needs of our business to ensure sufficient resources and cover at all times - how ……
* Explain how you recruit to ensure you attract and select individuals with the desired skills, knowledge, behaviours and attitudes.
* Explain how you develop employees to increase retention and motivation.

**We develop our workforce to ensure high standards of care by:**

*(Use the following as prompts and expand and or delete as appropriate)*

* Describe you induction process
* Summarise your training and CPD policy
* Explain how you ensure your employees understand the needs of your clients
* Assessing competence – competence frameworks
* Describe your supervision policy

**Quality**

**We ensure continuous development of quality standards by:**

*(Use the following as prompts and expand and or delete as appropriate)*

* Carrying out daily quality checks
* Conducting internal quality audits
	+ Clinical
	+ Fire safety and maintenance
	+ Kitchen
	+ Laundry
	+ etc
* Analysing accident and incident reports
* Welcoming feedback from inspectors and auditors
* Etc …

**We continuously develop our services by:**

*(Use the following as prompts and expand and or delete as appropriate)*

* Suggestions and complaints
* Team meetings
* Meetings with clients and their families
* Other – eg
	+ 360o surveys (?)
	+ Exit interviews (?)

**Current areas of concern identified:**

*(Consider outcomes from CQC inspection reports and Local Authority audit reports)*

**Action we are taking in respect of these:**

**Future Plans**

**Our future plans, based on this operating plan are:**

*(What action does this plan show that you need to put in place?)*

**We will ensure that this operating plan becomes a reality through:**

*(Show how these are possible through considering the following)*

* Financial plans
* Workforce plans
* Operating policies and procedures

**Outcomes**

**What are the outcomes that you will expect to be able to evidence as a result of implementing this operating plan?**

*(Consider in respect of your partners)*

* Clients
* Employees
* Relatives
* Local Authorities
* CQC
* Business
* Local Community
* Others ….

**Partnership and communication**

**We work in partnership with:**

* Relatives – how?
* Social workers – how?
* Local authorities – how?
* CQC and their inspectors – how?
* The local community – how ?

**We communicate this plan**

*(Use the following as prompts and expand and or delete as appropriate)*

* To our existing, new and potential employees – why?
* To our clients – why?
* To our families – why?
* CQC – why?
* Local Authorities – why?
* Other …. Why?