

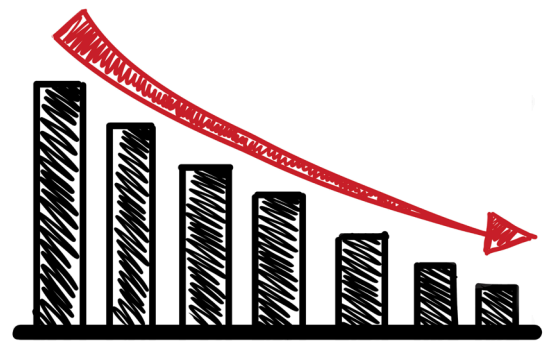
A photograph of an elderly woman with short, grey hair, wearing a light-colored top and white trousers. She is sitting in a dark leather armchair, looking out of a window with blinds. In front of her is a glass coffee table with a vase of red flowers. The room is brightly lit by natural light from the window.

# Facing the Challenge: Out of Adversity Comes Opportunity

## COVID-19 Infects Business Too

The day to day challenges within care have been compounded by the pressures of COVID-19. The Institute for Public Policy Exchange (IPPR) recently polled nearly 3000 individuals, identifying over 30% of those surveyed would be less likely to seek care for an elderly relative due to Coronavirus.

**What would a 30% decline in your service users look like across the rest of your business? In the face of this uncertainty, you have an opportunity to review how you currently operate in order to strengthen your care business.**





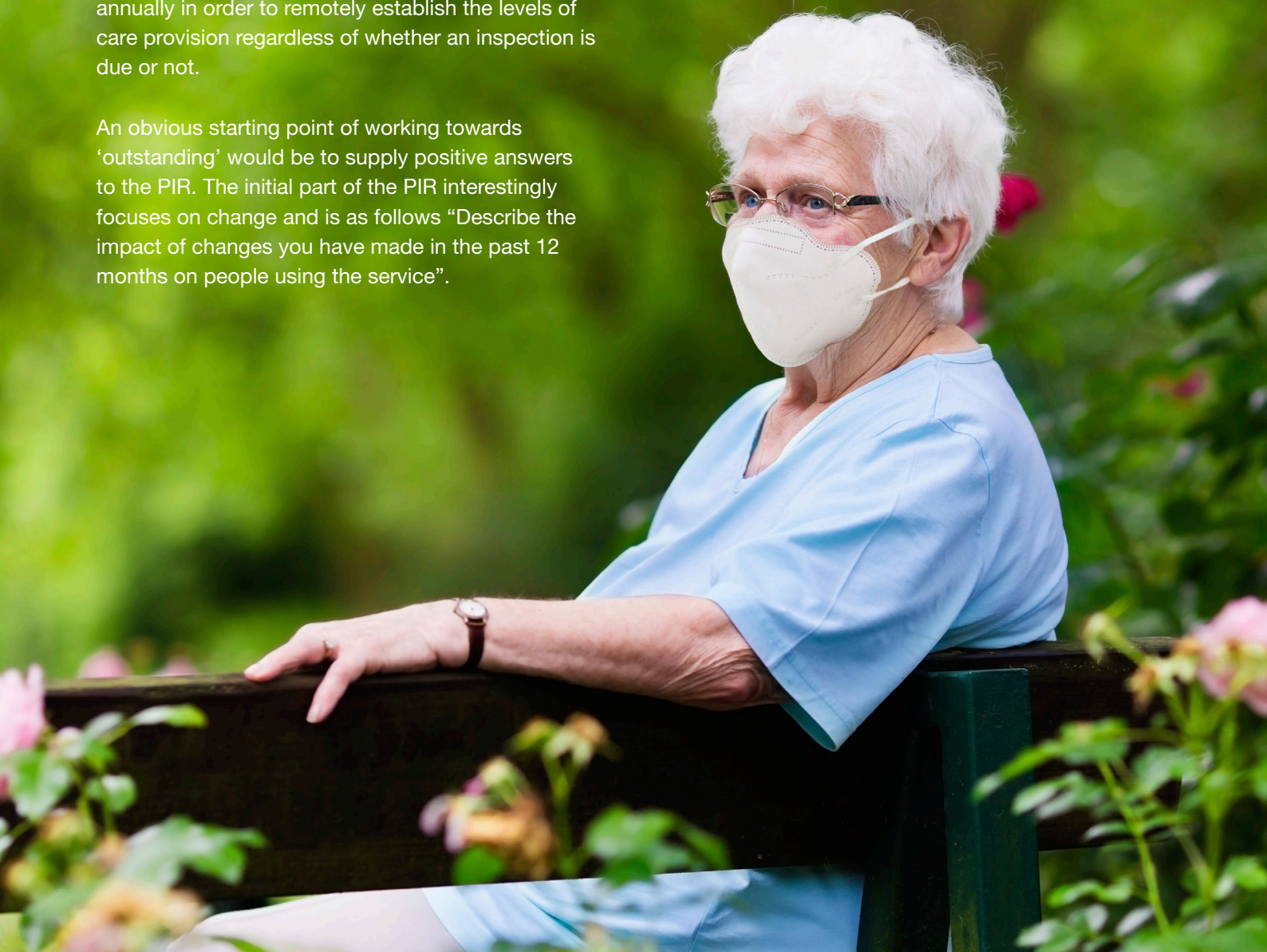
# Achieving Outstanding - CQC Altering Inspection Format

**Skills for Care state that outstanding services can evidence that they work in partnership with staff, the people they support, and their families to deliver the best service possible. Staff teams need to have the tools in order to generate an audit trail without reducing the levels of care. Approximately only 3% of care providers currently have an outstanding rating. So what can be done to maintain or work towards that level of care?**

Due to the current environmental pressure, CQC have suspended their routine inspections. Prior to social distancing, CQC have increased the use of Provider Information Returns (PIR), which are now expected annually in order to remotely establish the levels of care provision regardless of whether an inspection is due or not.

An obvious starting point of working towards 'outstanding' would be to supply positive answers to the PIR. The initial part of the PIR interestingly focuses on change and is as follows "Describe the impact of changes you have made in the past 12 months on people using the service".

The PIR then questions, "Is there a clear vision and credible strategy to promote positive culture that is person-centred ...?" PIR then goes on to question whether staff can, "Recognise when people aged 16 and over, who lack mental capacity, are being deprived of their liberty, and do they seek authorisation to do so when they consider it necessary and proportionate". By taking the opportunity to review how you currently operate, you can find positive answers to all these questions. As aforementioned, you need to accomplish all of these whilst accumulating supporting evidence.







## Recruitment Implications

When you read the **CQC Key Lines of Enquiries (KLOEs)**, one of the repeated phrases is “Sufficient numbers of suitable staff.” This translates to **trained, competent and caring staff**.

One of the opportunities that businesses are now being presented with is an increase in the pool of candidates available for employment. This will undoubtedly mean that your time is invested in interviews and the general recruitment process. So how do you follow Rishi Sunak’s guidance, upskill staff wherever possible, whilst social distancing prevents trainers physically delivering sessions as you may have booked historically?

## Aligning Your Business Digitally

**A digital learning platform allows you to train your staff during this challenging time. Digital training would be part of your clear vision and credible strategy to promote positive culture that is person centred. It would also allow you to empower your staff regarding MCA.**

Redcrier has developed **eBox** digital learning platform that would help you to achieve all of these things, whilst being so cost effective and agile that you could use it as part of your recruitment process as a screening tool.

Furthermore, we can supply tools to allow you to review the refresher periods of your training and evidence staff **competency**, reducing the burden of continuous training. In light of the current environmental challenges we have produced free COVID-19 training for your staff, simply download here.

To talk to us about how we can help you migrate across to a digital system visit [www.redcrier.com](http://www.redcrier.com) or call **01823 33 22 00**.



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