

Outcomes for My Home Life Leadership Support Programme

INTRODUCTION

My Home Life has been delivering the Leadership Support programme to over 2000 care home managers in the UK over the past 14 years. Using relational and experiential approaches to learning (Nolan et al, 2008), the programme works with groups of up to 18 managers or deputy managers of care homes through approximately a 10 month period which begins with three or four days of preparatory workshops, followed by between 7 and 9 monthly action learning sets and a final validation day depending upon the requirement of the commissioner.

“My Home Life is making a real contribution to improving care standards and the quality of life for older people.” Martin Green, Care England

Outcomes:

The brief summary below is derived from an evaluation of 98 sets of data in Scotland (Dewar, Barrie, Sharp and Julienne Meyer, 2017). At the end of the programmes, participants noted significant difference in the following areas of their role:

- All (**100%**) participants agreed that they actively listen to the opinions of staff (Baseline **80%**).
- **96%** agreed that they had the management and leadership skills to undertake an effective role (Baseline **80%**).
- **96%** actively providing the space and time to listen to staff (Baseline **63%**)
- **91%** reported development of effective influencing skills (Baseline **57%**).
- **96%** indicated their understanding of how to improve the culture of care had increased.
- **90%** also reported that their confidence had increased over the past 12 months.
- **98%** stated employees can try out new ideas without criticism (Baseline **57%**)

Data analysed in 2016 from 120 participants in England indicates how participants perceived many broader positive changes within the home during the period of the intervention:

- 81.5% of participants reported improved morale of staff
- 86% report how staff's ability to take the initiative had improved
- 86% report greater active involvement of residents in decision affecting them
- 87% report improved quality of interactions between staff, residents and relatives
- 90% report improved quality of life of residents
- 82% report improved satisfaction with practice in the home
- 59% report reduced hospital admissions during the period of the intervention
- 92% report the quality of leadership they are able to provide has increased.

“I attend many meetings with colleagues from CQC, the CCG, Community Health, and the Council all of whom have picked up the difference My Home Life has made to those care homes that have participated”
Sarah Gammon, Milton Keynes Council.

Our individual reports provide more detail about local outcomes. These are provided for individual participants and commissioners providing detail and recommendations. For more information contact Steph.Thompson@city.ac.uk or Tom.Owen1@city.ac.uk