

Helping you to improve system resilience and system flow through compassionate leadership, collaborative working and quality development across the care sector



Summary

My Home Life England (MHLE) has a 16-year history of working with the care sector; building professional support programmes with care sector and public sector leaders. Working with local people, we support system priorities.

Our evidence tells us our work with care leaders delivers the following outcomes:

- ✓ Quality of life for people living, working and visiting care homes and other care settings.
- ✓ Professional confidence, resilience and engagement in the wider care and health system.
- ✓ Safe hospital avoidance and appropriate use of NHS clinical services.
- ✓ Quality of management and leadership and confidence to lead change within the care setting as part of the wider system.
- ✓ The morale of care leaders and the teams they support improves as does enthusiasm for working in care services.
- ✓ Increased understanding of new models of NHS support and the capacity to work with people with complex needs, supporting hospital discharge.
- ✓ Confidence in leading change and innovation and meeting regulatory requirements.

Data collected from programme participants in November 2022 confirms:

- **55%** of respondents felt the programme had helped them reduce avoidable hospital admissions from the care home
- **59%** felt the programme had helped them respond more effectively to hospitals needing to discharge patients quickly.

“The offer from My Home Life England has helped to empower and equip Care Home Managers to face the challenge of delivering high quality effective care and support in the current climate. It’s been amazing to see the journey they have been on and, as part of our integrated Care Home Strategy delivery, we hope to continue to build on this in the future”.

Our Approach: Core Content and Bespoke Development

Core Content

Based at City, University of London, we have a focus on positive practice and research informed ways of working. We work across England supporting leaders in Integrated Care Systems build capacity and quality within the care sector and across the system.

Our customers include many public sector commissioners include local authorities, integrated care boards and academic health sciences networks.

We provide professional support and development programmes built around 4 research informed frameworks. These enable participants to build their confidence, leadership and resilience to remain in the sector, and have a focus on promoting positive practice and improving quality of life for people who live, work and visit care homes and other care settings.

Over the last 16 years we have refined our core modules, built around three key themes:

- Relationship with self as leader /resilience
- Leading and influencing others
- Leading through change and understanding the wider health and social care system

Typically, we then move to smaller group sessions. Participants work together exploring what is working well and what could be even better, identifying topics of common interest and taking forward new ways of working.

All our programmes are run by members of the MHLE team and our team of expert coaches and facilitators. Depending on local circumstances and priorities they can include additional workshops or a focus on a particular theme.

Bespoke Development

Our programmes are co-designed with local system leaders to help identify where we might provide additional focus. Content could include:

- Using technology to support quality improvements and system change
- Quality improvement methodology and projects
- Understanding and connecting to new models of support from the NHS, including Enhanced Health in Care Homes and Urgent Crisis Response at Home
- Gathering intelligence and innovation from the sector to support new ways of working across the system
- Supporting care sector leaders to be active participants in the development and implementation of system plans

At the end of each of our programmes, commissioners receive a full report. This includes evaluation of the impact, as reported by the attending individuals, using qualitative and quantitative data. Where possible, we encourage system partners to use a range of information and statistics they are required to collect to consider wider system impact.

Evidence of Impact

42 Home Study

In a study of 42 homes who attended our Leadership Support and Development Programme, commissioners used their data to demonstrate:

- **14% decrease** in ambulance call-outs
- **16% decrease** in ambulance conveyances
- **9% decrease** in Accident and Emergency admissions
- **5% decrease** in non-elective admissions to hospital.

Care homes not working with My Home Life England over the same time period experienced an **increase** in all four metrics. [Find out more here.](#)

In 2021/22

Working with over 200 care sector leaders in England during 2021/22, participants who attended our programmes independently reported:

- ✓ Their quality of management and leadership had improved
- ✓ The quality of their engagement with staff had improved
- ✓ Their enthusiasm for working in care services had improved
- ✓ The overall level of quality of practice in the care setting had improved
- ✓ Their confidence as professionals has improved

The same participants also reported

- ✓ Unplanned admissions to hospital were reported as having decreased in more than 50% of care homes and stayed about the same in the others.

Data collected from participants in November 2022 confirms:

- ✓ **55%** of respondents felt that the programme had helped them reduce avoidable hospital admissions from the care home
- ✓ **59%** felt the programme had helped them respond more effectively to hospitals needing to discharge patients quickly

And

- ✓ **66%** felt that the programme had helped them create a culture that enables staff to make better decisions regarding when or whether they should call for an ambulance /out of hours GP.
- ✓ **66%** felt the programme had helped them develop more effective communications with external health professionals (GPs, Hospital discharge teams/ assessment teams) that support better decision-making around admissions and discharges.

Case Study from a Programme Graduate

"The shift in me has helped the home become calmer; there is more space for thinking; and the teams are now more confident to make decisions themselves. They also know now that I have their back if something goes wrong.

This definitely has had a positive effect on hospital admissions and discharges from this home. From memory, over the past 3 months we have only had 1 hospital admission. This is due to the confidence that has been instilled in our skilled nurses who make better clinical decisions.

In terms of hospital discharges, just today we had a person admitted whose catheter came out and there was no spare catheter provided by the hospital. Through my coaching style, the team worked out exactly what to do and ensured that the admission was successful.”

V.K - Graduate from a MHLE Programme in 2022

Evidence for CQC

Our programmes and courses enable providers and commissioners to demonstrate investment in continuous quality development.

Our tools and resources support the development of evidence in support of the Care Quality Commission (CQC) key lines of enquiry for the service and Continuous Professional Development for participants.

“I have spoken to CQC inspectors who often say that they can tell the manager has been on the MHLE Programme by the positive atmosphere within the home”

LC - Provider Quality Innovation Manager Commissioner

Our Offer

Each programme is costed separately, depending on the final content agreed. This is a typical breakdown but prices are indicative only. Note: travel is not included in these indicative costs.

Programme or course	Content overview	Who is it for?	No.	Indicative price	Outcomes
Leadership Support and Development Programme	7-9 month programme includes: 3 days of introductory workshops: <ol style="list-style-type: none"> 1. You as a leader 2. Leading others 3. Leading complex change 7 ½ days group coaching (some virtual if agreed) Completion day and certificate. Resources and tools provided Includes additional workshops as needed.	Registered managers, deputies, clinical leaders, aspiring leaders care homes and other care settings.	Max 18	£26k plus VAT	Improvement in quality, enthusiasm to stay in the sector, prevention of admission and supporting discharge from hospital. Confidence and evidence to support regulatory requirements and continuous professional development.
			Max 27	£37k plus VAT	
			Max 36	£45k plus VAT	
Creating Connections within Communities	2 Introductory workshops with a focus on considering community engagement and a culture of wellbeing.	Aimed at activity providers/comm unity engagement	Up to 18 people	£20k plus VAT	Supports care homes to build on links and connections

<p>Care Home Friends and Neighbours (FaNs)</p>	<p>4 ½ day group coaching</p> <p>Completion event</p> <p>Resources and tools provided, based on our research informed tools and materials.</p>	<p>leads with the involvement of the care home manager on day 1 and completion event.</p>	<p>(can be scaled up as above)</p>		<p>within their local community. New relationships and open cultures. Potentially improving recruitment</p>
<p>Supporting integration at place</p>	<p>We bring local care and health leaders and the participants together to co-design shared outcomes for people who live, work in and visit care settings, commissioners and the wider community building on what works well.</p> <ul style="list-style-type: none"> • 2-day workshops with MHLE participants • 2 days connecting to local leaders individually and together • 1 day facilitated summit to develop positive practice • 1 day follow up 	<p>Delivered with people who have already completed the MHLE Leadership Support and Development programme.</p>	<p>Up to 18 People</p> <p>(can be scaled up as above)</p>	<p>£17k plus VAT</p>	<p>Improved partnership working and therefore system flow, improved care sector confidence and engagement in integrated system-working.</p>
<p>Continuous Professional Development</p>	<p>Quarterly facilitated groups for social care leaders. Enables participants to maintain and develop their leadership development and appreciative approach, with the aim of the group becoming self supporting or facilitated by a participant.</p> <p>Supports the development of an adult social care collaborative at place.</p> <p>Up to 2 years</p>	<p>Previous MHLE participants initially.</p>	<p>TBA</p>	<p>£13k max plus VAT for 2 years.</p>	<p>Continued confidence, connections and opportunities to demonstrate CPD.</p>
<p>Short course with a focus on enhanced health in care homes and the new models of support.</p>	<p>Designed to support care home leaders to have protected time to understand the framework and how it is being implemented locally, including proxy prescribing.</p> <p>1 day workshop (face to face)</p> <p>½ day learning set (Virtual) and where possible leading to a joint workshop with</p>	<p>Registered managers, deputies, clinical leaders and senior care workers in care homes</p>	<p>Up to 18 people</p>	<p>£10 k plus VAT</p>	<p>Support participants to feel confident to engage in and participate in MDT meetings and home rounds. Confidence in and knowledge of the new health structures. Positive impact and</p>

	<p>primary and community care leaders</p> <p>Including time spent to understand local systems and key support points of contacts for care homes within the health system and PCN's.</p> <p>Resource pack and tools.</p>				<p>Improvement in quality of life for people who live and work in care homes and positive impact for primary care.</p>
<p>Realising Improvement through Shared Experience (RISE)</p>	<p>Focused support and development for individual care homes or small 'groups' who are struggling to meet national or local quality inspections and/or want to prepare for future changes in a proactive way in line with the new CQC approach.</p> <p>We work with the people in the home, focusing on what's working well and building on the strengths already in place. Ranging from a short (virtual) assessment and coaching session, to working directly in the home with the people who work and live there.</p> <p>Ongoing coaching to support the plan we have agreed.</p>	<p>Individual homes. While this service is aimed directly for providers, commissioners may want to signpost people to it or actively commission us to work with a home(s)</p>		<p>Ranging from £975 to £7,000. Plus VAT</p>	<p>Improvement in culture and confidence as well as evidence of continuous quality development.</p>

The My Home Life England Package includes:

- Participant materials/ toolkits
- Preparation/facilitation and content
- Write up of field notes
- Research tools and evaluation
- Presentation and client liaison
- Admin including final report
- Director oversight/ development/ support/ quality assurance
- Access to My Home Life partners, academic and professional experts

We ask our commissioning organisation/system to provide:

- A named individual to liaise with and act as sponsor /key contact
- Supporting, advertising and promoting and offering to homes.
- Accommodation and refreshments.
- Work with us on ensuring learning is shared widely, has impact and supports change.
- Some data we may agree is useful we would need partners to collect e.g., admissions, requests for 121 support, ambulance call outs etc.

Please contact us for more information:

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