

Introducing RISE

Realising Improvement through Shared Experience



Do you find it difficult to take a step back and think about quality development and improvement?

Realising Improvement through Shared Experience (RISE) offers a menu of confidential support provided by members of our experienced team. Which ever option you choose our focus is on sustainable change.

- Whether you need to respond to a CQC inspection report, a local audit or your own desire to maintain and enhance quality, the RISE team works with you from the beginning. Each option builds on the next, offering different levels of support , providing evidence of continuous quality development.
- With over 16 years of experience of enhancing positive practice in the care sector, My Home Life England is part of an evidence based international initiative. As part of City, University of London we are research informed and evidence led.

'Given all the changes care providers are experiencing including the changes from CQC, this new support service from My Home Life England is invaluable.'

Nadra Ahmed, Chairman, National Care Association

'Knowing My Home Life England, their practical and supportive approach supports quality development where an SME care provider can feel very isolated without independent advice.'

Ian Turner, Executive Chair Registered Nursing Home Association

RISE: How can it help you?

RISE (Realising Improvement through Shared Experience) helps you to:

- ✓ Take a step back from your service and look at where you are.
- ✓ Evidence you are actively thinking about continuous quality development locally, proactively listening, learning and demonstrating a responsive approach.
- ✓ Build upon the values and strengths that are already in place.
- ✓ Develop a plan to take forward and further develop the quality of your service.
- ✓ Improve people's confidence, wellbeing and resilience, helping them to move forward.

What makes us different?

'We are neither an auditor- telling you what to do nor an interim consultant delivering quick fix unsustainable solutions. We work with teams to support them to realise medium term sustainable improvements in an appreciative supportive way.'

- ✓ We have a long history of working with care home leaders to develop practice, adapt to change and work effectively within the wider system.
- ✓ We have a very experienced team who understand care homes, can deliver appreciative approaches and embed quality.
- ✓ Our focus is on making things as simple as possible, not adding in more.
- ✓ We start from the basis that care providers define their own ambition, are highly innovative and can be great organisations to work in.
- ✓ We know that the care home market is diverse, multi faceted and complex. One size does not fit all.
- ✓ We work with people in the home to build on their strengths and think about culture.
- ✓ Part of City, University of London we have a strong research and evidence base underlying the approach that we take.

We will support you to think about what CQC are looking for within their new approach, thinking about how different sources of data and evidence might be used to support the new quality statements.



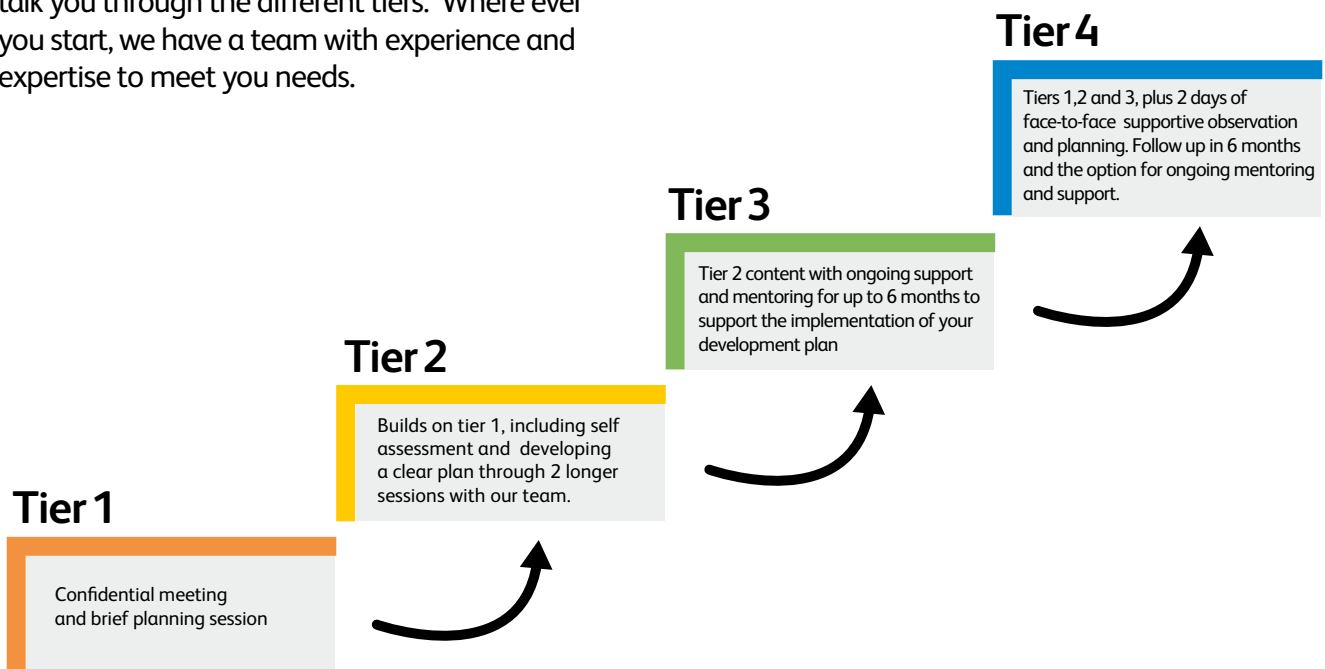
"My Home Life England has been fantastic for our care homes."

Sam Crawford, Head of Provider Quality, Essex County Council.

The RISE service

The RISE service RISE is tailor-made to your care home, based around four tiers which 'rise' from Tier 1 to Tier 4.

Before you start, we make personal contact and talk you through the different tiers. Where ever you start, we have a team with experience and expertise to meet you needs.



Tier 1

A confidential action and planning-focused session for the manager or provider (or both), with one of our expert team. One-off and held virtually. We will:

- ✓ Help 'unpack' the issues that are of immediate concern and a priority for action.
- ✓ Explore what is already working well that could be built upon and where there is capacity for improvement.
- ✓ Help you to think about the new approach that CQC will be using.
- ✓ Co-create an outline action plan with you.
- ✓ Produce the outline action plan that also includes helpful hints and tips.

Cost £975 plus VAT

Tier 2

Recognising that there is often a need for more support to the manager/owner to develop an improvement plan, Tier 2 provides:

- ✓ A virtual session as described in Tier 1
- ✓ A more detailed exploration of the challenges and opportunities you face. This will be based upon a bespoke self assessment tool that we will send to you, designed around the specific areas for improvement you wish to prioritise.
- ✓ An analysis of the self-assessment tool that will inform your planning and focus.
- ✓ A subsequent virtual session once we have received your completed self-assessment. From this we will help you develop a more detailed plan – building on your experience and understanding of what is achievable and realistic. We will focus on building up what's working well, the positive practice you want to build on and areas you have identified as opportunities to improve. Hints, tips and resources will be included.

Cost £2,000 plus VAT

Tier 3

Providing on-going coaching and support, Tier 3 has been designed to give you the support of the team up to a 6 month period, and provides:

- ✓ Tier 1 and 2 activity as described above.
- ✓ Up to 6-months virtual support and mentoring (with the same person) to provide confidential support, working with your and our team's expertise and experience to help you through the 'bumps in the road', adapt, change or try new approaches.

Cost: £3,200 plus VAT

(if all 6 months is requested)

Tier 4

Including Tier 1's & 2, two members of our expert team come to your home over two days, meeting with you, your team and the people who live in the home. While we are in the home we identify examples of positive practice that are evident through observations and discussions.

- ✓ We take an in-depth look at the processes and systems you have in place, building on the information you have sent us and exploring what you have said in more detail. Based on this, we build and develop an improvement plan together.
- ✓ This helps your team to feel valued, heard and engaged in the process of change.
- ✓ We provide you with a detailed plan with some hints, tips and tools to support everyone in testing out new ideas and ways of working.
- ✓ In 6 months we meet with you again (virtually) to reflect on improvements made finding out how you and the team are doing. This follow up session supports you and team to look ahead, building on the changes you have made.

In addition you can add in up to 6 support and mentoring sessions between when we leave you with your plan and the follow up session.

Cost £7,000 plus VAT

(additional £1,200 plus VAT for ongoing support)



Next steps:

To book a confidential call back within 2 working days.

Ring us on **0207 040 5776** or

Email us at MHL@city.ac.uk

My home life
England

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