

Resolve Care: How to be Outstanding

With less than 5% of inspected care providers achieving a CQC Outstanding rating, Resolve Care holds an enviable position of having not one, but two Outstanding ratings.

All the residents across Resolve's two homes in County Durham have autism and/or a learning disability and a history of offending behaviour. All have been in hospital or prison and most have had limited opportunities and meaningful life experiences. The emphasis at Resolve is on giving residents the best possible life so that they do not revert back to offending behaviour. Owners Anne Graham and David King talked to us about how they work to achieve this.



Feels like home

Resolve's two homes have bright, clean and tidy living areas, with modern, yet homely furnishings. They don't have the feel of a care home. This, says David, is one of the aims of the service – it is the service users' home and the building should reflect this.

Meaningful activity & genuine engagement

Anne and David believe that providing opportunities for service users to engage in social environments within the community as equals is fundamental.

Resolve's model of care ensures residents are involved in meaningful occupations such as voluntary placements at a local lunch club, taking part in a dog walking project, working at a centre for older people and at a recycled furniture project. The residents also have time to pursue their own passions such as fishing, working with horses and football coaching.

Whilst it took a long time, the perseverance has paid off. Service users are now valued and accepted as equals in the community.



Relationships and service user involvement

Relationships are key to the Resolve way of working, and growing trust is central to this.

As Anne emphasises, some of the service users have suffered lengthy abuse and neglect, so an open relationship with each resident is a cornerstone of the service.

Anne comments: "It is important the service users are involved in decision-making and their care. They are involved in their care plans and any new activities are agreed beforehand. In doing this, service users' anxieties are reduced and it also ensures new experiences are introduced at their pace."

ECLIPSE

Using technology to minimise admin and maximise face-to-face time

Staff are able to spend the vast majority of their time with service users because Resolve has streamlined areas such as record-keeping and administration. They implemented the **ECLIPSE** care management system which has a range of benefits for staff, managers and service users – and impressed the CQC inspectors.

As well as freeing up staff time, **ECLIPSE** also saves space. Resolve do not have paper records, so they no longer have bulky filing cabinets, which take up valuable office space. The risk of losing files is minimised records can be retrieved instantly.

In addition, the **ECLIPSE** system is secure – more so than paper records. No longer can files be accidentally left out where someone can see them and only authorised staff have access to them.

ECLIPSE is also useful for evidencing service provision for commissioners of how funding is being allocated. "Commissioners can see where every penny of their money is being spent and we can use photographs to evidence that activities have actually happened," says Anne.

Service users input into and sign their own care plans and the ability to do this pictorially removes a barrier for those who struggle with reading and writing.

Photos are now safely stored so service users can easily share with their families. David adds: "We now have a medium of keeping records where we can have photographs and videos – you cannot do that with a paper file."



"ECLIPSE gives you a lot more time. Our support workers update records directly into their tablets so they don't have to go off into an office to type up their notes".



Recruitment

Of course, to develop strong relationships with residents requires a stable and dedicated staff team, and key to Resolve's recruitment philosophy is ensuring they take on people who have a strong fit with their service users

David says: "We have learnt that knowledge, skills, experience, qualifications are almost irrelevant to what we do. In fact, sometimes it is better bringing in someone who has no experience because they don't have the ingrained, poor value-based practices that we steer clear of."

He adds that there is a great core staff team at Resolve, but they are now focusing on ensuring that turnover of staff is as low as possible, and the service users will play a full part in this.

Market leading design, support and expertise

As a market leader with over 25 years' experience in health and social care technology, we have the in-house expertise and resource to ensure **ECLIPSE** improves outcomes and supports staff to work smarter, better and more efficiently.



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