



CULTURAL TRANSFORMATION PROGRAMME

Unlock Outstanding Care with our Cultural Transformation Programme!

A positive workplace culture drives engagement, performance, and retention in care settings. Investing in culture not only meets the CQC Single Assessment Framework but also empowers staff, creating a committed workforce essential for outstanding care.

Built on Macleod's Four Pillars:

Our approach is rooted in the Macleod Report's findings, highlighting the connection between **employee engagement** and **performance**, ensuring that your organisation thrives on all fronts.



Guidance
Care workforce pathway for adult social care: overview
Published 10 January 2024



Introducing the new CQC Single Assessment Framework

The Care Quality Commission and moving forward with the Single Assessment Framework

Empowerment Through a Behaviours Framework:

We support providers to define values and set clear behavioural expectations. We utilise the **Skills for Care example framework** and include both the **CQC Quality Statements** and the **DHSC Universal Sector Values**





Tailored to Providers' Needs:

The programme begins with a consultation to define your **Strategic Narrative**, our programme focuses on creating a culture where organisational Values are the foundation for managing behaviours to deliver truly Person-Centred care.



Understanding you and your TEAM:

Teams will complete our **Exclusive TEAMology Tool** to help appreciate individual strengths, opportunities and key drivers while gaining insight into what is driving others and balancing INTENT versus PERCEPTION. This ensures that an **Employee Voice** contributes to creating the framework.

Seamless Integration with CQC Framework:

By creating a behaviours Framework our programme seamlessly aligns with the CQC single assessment framework, ensuring compliance, **Organisational Integrity** and surpassing regulatory standards, setting a new benchmark for care excellence.

Committed to Culture:

Our commitment to you sets us apart. our annual reminders demonstrate our **year-long support** ensuring your continued success. With unparalleled dedication we work with you to ensure a culture of continued improvement. Experience the difference with our comprehensive **Cultural Transformation Programme** – the ultimate support for your journey towards gaining and maintaining **outstanding care**.

Continued Support:

We will continue to support you on your Cultural transformation journey by reaching out 6 months after you start the programme to see what is going well and where we can support further to ensure a successful culture is realised that will set your organisation up **to thrive and deliver an Outstanding service**.

Leadership Support:

Once created we will revisit to support leaders to embed the Framework into the organisation and understand how to use the tool to set expectations around and address behaviours. We will also explore how **Engaging Managers** can utilise knowledge from TEAMology to understand their own leadership styles by undertaking our **Exclusive TEAMology Leadership Tool**

Once enrolled on the programme everyone will have access to the Community Zone of the **TEAMology website** to continue building their understanding of the psychological types.

Additional Services Available:

Consider some of following to further support teams to enrich your culture

- **Enhanced leadership skills:** Continuing to develop TEAMology knowledge around improving team performance and learning the power of coaching for success
- **Customer service skills:** By utilising TEAMology further, teams learn about the different types of customers, how to communicate effectively with each type and what matters to people when they complain to reduce escalation and improve the quality of your service
- **Wellbeing support:** TEAMology helps us to recognise signs of stress and how to support more effectively based on our psychological preferences.



TEAMology TOOL

For more information about this programme please contact:

info@teamologytool.co.uk

Or call 01707 536020