

The care exchange - Series 4
Episode 6: Recognise it, record it, evidence it: Maddie Watts

Hosts: Pia Rathje-Burton and Wendy Adams

Pia 00:07

Maddie Watts 01:45

Thank you. Yes.

Pia 01:47

So I wanted to start by asking you a question that probably is on the mind of a lot of registered managers at the moment. So how are you preparing for your next CQC inspection under the single assessment framework?

Maddie Watts 02:01

Okay, so we've read them, we've looked at them, we've talked about them, and we've looked at those, those quality statements and, and try to pick on a few and and dig a bit deeper. It's about how you how you record that evidence I've been working on staff well being, which is, which is quite a hot topic within sort of, you know, within a lot of places of work. And I've been looking at about doing little wellbeing assessments with people about you know, are they happy, what makes them happier? Can we alter the

but you know, you know, with a single assessment framework, it obviously there's a quality statement as well, by when bar is overall, when you think about the overall preparation that you're doing is that different now, to what it was before

Maddie Watts 05:39

we have drilled down a bit more. And we have said, This is what we're going to do. I mean, we are, we are very sort of flexible in our approach. And we do change things if we feel that things aren't working. But it's, it's showing that we've done that, and that they could be things that we've normally always done, we just haven't recognized it and recorded it. And and evidenced it. So that's what we need to do. And it's about it's about thinking of things like that. And it's about sometimes it's about tweaking some paperwork, so you're adding another question in or you're recording something at that touch point. To show that, that you've thought about the slightly bigger picture or something that's more specific. I mean, we won't know how it works with CQC until a lot more inspections have been done. And there is a lot more evidence because I always say to people, you need to read CQC reports to look at what sort of topics they're looking at at the moment, oh, what's important to them? And things do change? And how does that how does that affect us? i The the recording of the evidence is, is a big issue, because I think we don't do enough of it. And I believe that there's people out there that may not do a lot of nd or5(JTJ462Qq0

about, or thinking about lessons learned, people always think that there's been a problem, it doesn't have to be, there's some really good stuff that people do that actually, if you sat down, that worked really well. And we should do that again. I mean, it's, it's about showing that that is, it's that strive for continual improvement. And it doesn't have to be coming from a negative for you to improve, it could have been a really positive experience. And actually, the icing on the cake would be if we had done so and so. And that's what you're striving towards. So when you've, you know, you've ice your cake, there's always a cherry to go on top, it's about looking for that, because it is a constant strive for improvement, it's not something that you just achieve, and you're there and everyone breathes again. It is it is, it is it is pushing forward all the time.

Wendy Adams 10:52

know, gathering evidence around those regularly, not just in surveys, is can be a challenge in something different when you're thinking about collecting evidence, a different type of evidence now that this, you know, collecting evidence ongoing on feedback from from the people that you're working most closely with that? Have you any thoughts about how to do that, or kind of more than the survey, as opposed to what we're saying?

Maddie Watts 14:06

Well, we do a client review every three months where we talk to them and that's a good way of gathering feedback and so on our staff have supervisions appraisal, staff meetings, that kind of thing. So it's that it's about gathering that evidence and, and trying to put some of those things into practice so that you'll you've listened to them and and it's sometimes it's about the little things that really annoy people that you can change and, and it's all good and an example I give was we had a we had a client who it was very difficult to park but she had a drive, but if you parked in a drive you were parked very

Maddie Watts 17:01

for a long time, we've had little cards that say, thank you. And with it, you know, on occasion, we would

Maddie Watts 30:55

I always talk about what went wrong, what went well. And then because I don't like using negatives, I talk about what went in brackets not so well. And, you know, what, could we have done better? You know, so, so if this happens again, what would we you know, what would we do differently? And, and sometimes it's sometimes it can be really quite woolly that, you know, what would we have done differently it may have been having that conversation with with I don't know, a healthcare professional earlier, you know, would that be practical? Would we have got through, etc, etc. It's about sometimes it's about we would have thought about something sooner. And it was how we would implement that. And it is usually trying to have medical help and things like that. How do you? How do you try and get that point across? Perhaps we weren't strong enough with our approach? I don't know. Just very good

Pia 31:57

questions. So to ask, and I was thinking when you were saying you needed to, you know, so I noticed some services will have like a 10 or two or something like that, you know, they'll have a little slogan around it, you know, and I suppose in residential services, you might have a handover. So just kind of weaving in, you know, when you have those kind of quick meetings, you know, what are our priorities today? What, what's gone well? What could we have, what could we have improved on, and then it doesn't have to be something that's, you know, added on to your day is something that is including in your, in your normal, everyday communications now, and then evidencing it going back to your point in the beginning, you know, then thinking our way, what can coulhw

problem. And it's making things just that little more transparent. And actually, that makes a real difference if you're faced with a mountain of ironing or something else, you know.

Pia 39:34

And the reason behind it, isn't it? Yeah, it's really, there was a manager I was talking to a little while ago who was saying that they send voice notes, because obviously could do that on particular WhatsApp, you know, to you know, sometimes it's the writing things because they're able to kind of make a bit more expressive as I wish I quite liked it and maybe not all the time, but just you know, Friday, you know You know, just, you know, a bit of a, you know, Hello, and thanks for the way, you know, it's been great, you know, you know, some some way making a bit more is that communication again, it's really tricky when when you don't wish you don't very often see people face to face to actually judge how people kind of receiving your messages and everything is written in short form in the text. And I really like that kind of give them a bit of explanation about what you've done and what needs to be done and how you're doing it, then

Maddie Watts 40:32

I'm actually we have a lot of engagement with a messaging service, people were very keen to engage, in fact, that we joke that I, especially when the roads are dug up, and there's problems with the traffic and things like that, it all comes through and someone in the office makes sure that everyone that's working in that area knows that there is a road closed and things like that. And it's the little things because if someone hadn't told you and you just sat there for half an hour, you would be annoyed, and actually the information is there, we just need to get it across it and it works really well. But it's just it's fostering that positive way of communicating I mean, without sounding patronizing. And as I sort of go back to culturally, I don't think we as a race are very good at saying thank you, or being kind or showing appreciation. So we always have our time

Wendy Adams 41:23

or care slot in every episode where we ask the people that we're chatting to about what's your most time saving tip. So we'd like to put that same question to you, because clearly, you've got a lot going on, what would be your your top tip?

Maddie Watts 41:41

that's quite a difficult question. And I. But I think what saves me time is that I trust other people to do their job. So I have a good team around me, I prioritize what's important to me. And I trust them to, to do what they need to do. But I also think that it's I have it has taken a while to learn to switch off, and I relax. And so it saves my energy. So when I am in the office, I am I am, you know, switched on and ready to go, rather than always feeling tired and a bit lethargic. And, and I sleep a lot better now. Because I trust other people to do their job. And when I leave the office, I I may talk to myself on the way on the journey home because it's a way it's my way of unwinding. And obviously I my husband and I own this business, we have a rule that we don't talk about work at home. And I mean, you may joke that we have nothing else to talk. I but it works very well. Yes, a very, very clear switch off. And that has really helped. But yeah, and if you trust other people to do their job, and you have delegated and you priorities, prioritize what you if you've got more time, you've got so much more time.

