

## CASE STUDY

### Investors in Excellence

**Community Care Options** participated in a support workshop to prepare for accreditation against the Investors in Excellence Standard and then accreditation assessment against the standard.

#### Background

Community Care Options is a voluntary sector charity whose primary function is to provide high quality care and support to people with physical disabilities and people with learning difficulties who have additional problems. It does so by providing a range of services including:

(a) Supported Living Tenancies - providing 24 hour specialist care and support for some 32 people with disabilities who live in Supported Housing in and around Bolton and have a high level of emotional and psychological needs and who also present challenging behaviours.

(b) Bolton Shopmobility Workshop - a Big Lottery funded supported work placement scheme, utilizing the servicing and repair of mobility equipment (wheelchairs, scooters, etc) to provide unemployed disabled people with core employable skills in basic mechanical and electrical engineering, business administration, information technology and retail / customer interface as well as developing attributes such as teamworking, interpersonal skills, reliability, problem solving, communication skills, self-confidence, self-esteem and social competence.

(c) Bolton Shopmobility – a free-to-use mobility scooter and wheelchair hire service,

(d) Disability Equipment and Information Resource Centre - a supported retail outlet providing a limited range of disability aids and also providing information and advice to disabled people,

(e) Supported Community Workshop [mainly used by the Supported Living Tenants] - a fully supported facility enabling people with disabilities who are interested in craft, woodwork, or any other activity to participate in these type of activities.

In addition, Community Care Options hosts both the Bolton and Bury “Local Involvement Networks” [LINKs], a national Department of Health initiative in each local authority area comprising an independent network of local people, individuals, community groups and other organisations set up to give communities a stronger voice in how their health and social care services are provided and delivered.

#### Our Approach

Community Care Options nominated their management team to participate in an interactive workshop to support them in their preparation for being accredited against the investors in excellence standard. This resulted in a number of improvement actions being identified that were subsequently implemented.

Community Care Options then completed the application workbook and arranged an interview timetable so that the Investors in Excellence assessor could meet a range of their workforce in order to validate the information presented in the application workbook.

Once the interviews were concluded the assessor team supplied Community Care Options with a feedback report showing that they had met the requirements of the standard and identifying some possible further areas for improvement to support them in their drive to continuously improve.

### Benefits and Outcomes

- Emphasis on management commitment to a culture of excellence with a focused strategic direction for COMCO, with re-developed and clearer mission, vision and values statements;
- Focus on review and development of systems and processes which are customer-driven and responsive to the needs of individuals and their communities;
- National recognition of COMCO's commitment to continuous improvement and top-class customer service;
- Greater emphasis on staff involvement and empowerment resulting in greater motivation and morale, with vastly improved co-operation and communication between departmental areas, with increased recognition and utilisation of its people at an individual, team-based and organisation wide levels;
- Development and promotion of a culture of diagnostic self-assessment as an integral part of the annual planning cycle aimed at continuous quality improvement.
- The assessment process against the Standard provided a 'golden opportunity' to not only consider their strengths, but to focus on areas for improvement in their quest for recognition and emphasis of their commitment to become a "best-in-class" organisation.

### What the Client Said

Although at the outset of our 'journey' many of us were aware of the EFQM Excellence Model and the principles of the Investor in Excellence standards, we were relatively inexperienced in its implementation and many of our systems and processes were underdeveloped, with COMCO operating as a number of discrete projects rather than as a 'one-organisation' culture.

When we embarked on the Investor in Excellence journey, we were in clear need of help and guidance to assist us on our journey to meeting the Investor in Excellence Criteria Standards.

It is with that 'distance travelled' in mind that we pay tribute to the fantastic level of support, guidance and dedication we received from North of England Excellence that our hopes and aspirations were met; it was an excellent experience working with NoEE staff which culminated in our achieving the Investor in Excellence Award upon which we now build and move forward, with excellent continued support from the North of England Excellence Team.

**Contact:** Vic Williams, Community Care Options. Tel: 01204 382408



Investor in Excellence Award Presented to Community Care Options

Left to Right:

Pamela Senior (Chair - Primary Care Trust); Cllr Clifford Morris (Leader, Bolton Council); Ivan Lewis MP (Health Minister); John Seddon (COMCO Chairman); Ray Bates (COMCO CEO); Vic Williams (COMCO Quality & Project Manager); Pete Macartney (Director of Programmes, North of England Excellence); Cllr Rosa Kay (Executive Member, Adult Social Care and Health); John Rutherford (Director, Adult Services, Bolton Council)