

JANUARY

COMPANY UPDATE



Thoughts from the Chief Operations Officer

A Happy New year to everyone.

Firstly, a big THANK YOU to all the staff, and everyone in the Health and Social Care industry for your hard work and dedication through the holiday season, as an organisation we are fortunate to have faired really well, as such we are incredibly grateful.

Overall, it's been challenging for the country and the Health and Social Care sector. The effect of Omicron on hospitals has had a knock-on effect on the Social Care industry furthering the pre-existing strain on staffing crisis and retention.

A number of providers are struggling to cover vacancies with staff absences and there is a shortage of workers applying for the advertised roles.

In acknowledging the challenges currently facing the industry, I wonder whether the vacancy and staffing crisis have been caused by vaccination as a condition of employment, Brexit and or the impact of Covid. I take the view that, the above issues have been triggers that have caused a massive impact however, I wonder whether some of the problems have been caused by working practices and organisation culture. This is also driven not only by providers but local authority too. Statistical research and facts show that over 60% of people that leave an organisation stay in the sector.

In saying this, I reflect on my previous experience whilst supporting with a staffing crisis caused by annual leave and Covid outbreak for a particular location, which resulted in the sickness and isolation of over 60 employees with a provider right at the peak of the 2020 Covid pandemic. What I experienced wasn't a lack of people willing to join the industry, but a staffing crisis mostly exacerbated by a high retention and in some cases attraction. So, I sort to understand why. My findings were low morale, working practices and organisation culture and the reward package being the cause.

As such, over the next few months, we at Faith's Walk will be engaging, researching, and listening to find out different ways that we can continue to foster a culture where our people feel valued, respected, and rewarded appropriately especially looking at the type of contracts we offer. We take the approach that, there is always someone doing it better, and if they are, so can we.

What's happening?

- As we approach the beginning of our new financial year, we have embarked on completing our workforce planning. Our vacancies should be out soon.
- We have set out our event days for the year in addition to the activities we will be participating in. Our Sizzle and Success days have also been set for the year. We can't wait to share with you what we will be getting up to this year.
- Reviewed our performance for the last quarter and our projections for Quarter 4.

Picture Credits

Charity of the year – Image

CHARITY OF YEAR

Nominations are now open for our
Charity of the year - April 2022/March
2023.



We are looking for a local good cause to support. Tell us who you would like us to support before the 30th of March 2022 and we will make a £3 donation for every vote we receive, give of our time as well as fundraise throughout the year to support this local cause

Success Moments!

We were so proud to have received our certificate from Homecare, the leading UK Home Care review website telling us that, Faith's Walk Healthcare Services Ltd has a Review Score of 8 (8.000) out of 10 with an average Rating of 5* out of 5*.

<https://www.homecare.co.uk/homecare/agency.cfm/id/65432243382>



Thank you to everyone involved!

Celebrating Learning

At Faith's walk, we Invest heavily in L&D because we believe that the growth of our people drives our growth as an organisation.

Our teams attended the following courses and upskilling sessions during December to ensure that we are always equipped.:

Effective supervision – Aimed to develop supervision skills of the managers that attended allowing them to support and develop their teams.

Train the Trainer - People Moving and Handling with the Health and Safety group.

Care Certificate Leads Network – Enable us to see how other organisations deliver the care certificate, learn from them and share best practice.

Did you know?

The department of health and social care website now has a glossary of terms to support you understand the Jargon that is used in care. Especially when it comes to paying for your care. Check it out using this link: -

<https://engage.dhsc.gov.uk/social-care-reform/glossary/>

