



INVESTORS  
IN PEOPLE | South  
of England

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# INVESTORS IN PEOPLE

## PLAN

### Assessment

Chelston Park Nursing & Residential Home

Presented by Jane Roberts

Investors in People Practitioner

On behalf of Investors in People South of England

August 2015

14-04821



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The following is based on the size and complexity of your organisation and the scope / coverage of the IIP Framework you wish to be benchmarked against on this occasion.

### About Investors In People South of England

Following a selection process, UK Commission for Skills and Employment (UKCES) has granted Grant Thornton UK LLP, a licence to operate an Investors in People Centre in London, the South East of England and South West of England (collectively described as IIP South of England).

IIP offers a framework of good practice and supporting tools that organisations can use to implement good practice that will help meet their goals and targets.

The Service, designed by UKCES, involves assessing you against the IIP Framework. To meet the core Standard, you will be assessed against 39 core evidence requirements as defined by the IIP Framework. To achieve Bronze, Silver or Gold levels of IIP Accreditation, you must meet a further 26, 76, 126 evidence requirements respectively.

### Introduction

Chelston Park Nursing & Residential Home was first assessed in May 2006 and was subsequently re-assessed against the Core Standard in 2009 and 2012.

### Overview of your organisation

Chelston Park Nursing and Residential Home is located in Wellington, Somerset.

Established in 2000 to provide individualised care for the elderly, originally with capacity for 36 residents, Chelston Park has grown over the years and with the opening of the additional facilities of Chelston Gardens Dementia Home in 2007, now cares for up to 79 residents.

The organisation has achieved the *Gold Standards Framework in Care Homes* accreditation for end of life care and consistently received *Good* and *Outstanding* ratings from CQC inspections.

Current focus within the organisation is to look at how people are coping with the stresses of the work and identifying any additional help & support that could be provided.

### Focus of the Assessment

As a result of the planning meeting held on 6<sup>th</sup> July 2015 it was agreed that the assessment would be run in tandem with the assessment of the sister organisation – Netherclay Home Care Ltd, in order to reduce costs. The following objectives have been agreed as the focus of this Investors in People Review:

- To confirm that the organisation continues to meet the requirements of the Core Standard and maintains accreditation as Investors in People.

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- Provide feedback against 6 additional Evidence Requirements of the Investors in People Framework that relate to key business objectives (shown in Appendix B).

Summary of objectives for this assessment and the Investors in People evidence requirements to which they link:

Assessment objectives	Specific measures / KPIs	Linked Investors in People framework Indicators /Evidence Requirements
Gain feedback on employee perception of the effectiveness of the management team.	Strong business objectives / targets Staff developed effectively Staff feel motivated	Indicator 1 – Business strategy Indicator 2 – Learning & Development Indicator 3 – People management Indicator 4 – Leadership & Management Strategy Indicator 5 – Management Effectiveness Indicator 6 – Reward & Recognition
To gain an insight into how well the organisation supports people in dealing with stress and what more could be done.	Staff motivation Staff attendance Staff retention Staff developed effectively	Indicator 1 – Business strategy Indicator 2 – Learning & Development Indicator 7 – Involvement & Empowerment Indicator 8 – Effective development Indicator 9&10– Continuous improvement & Evaluation

**Possible outcomes**

There are two possible outcomes in relation to the Standard which will be advised to you at the feedback meeting:

- **The Standard continues to be met.** You continue to retain your accreditation as an Investors in People organisation subject to an intervention within 18 months and assessment within 3 years.
- **Further work is required.** If you no longer meet all of the evidence requirements of the Standard, I will discuss with you further how we can progress to enable you to address the shortfall within the required 12 months and retain your accreditation.

**Report format and agreed deadline**

I will produce your assessment report within 10 days of the onsite discussions in a form that offers the best opportunity for you to gain maximum benefit from the assessment process, linking feedback with your assessment objectives and providing recommendations into any suitable areas that could benefit from further development in the future.

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 E:enquiries@iipsouth.investorsinpeople.co.uk  
 W: http://iipsouth.investorsinpeople.co.uk  
 T: 020 7728 3456

30 Finsbury Square  
 London  
 EC2P 2YU  
 Company Reg No: OC307742

**Feedback arrangements**

The assessment will be conducted in an open, constructive and friendly manner. The assessment will be conducted primarily in the form of 1:1 face to face discussions between the Investors in People Specialist and individual members of staff. However, I appreciate that the trustees are scattered around the country and so these discussions will need to take place via telephone either before or after the on-site dates (although if afterward then this will delay the completion, report and Improvement Planning Meeting dates).

You will be advised following the site activity whether the requirements of the Standard have been met. If that were not to be the case, the reasons would be discussed with you and a mutually acceptable strategy would be agreed with a view to the organisation attaining the Standard within 12 months.

**Your Investors in People Plan**

The following activities and dates have been agreed:

Activity Table	Date(s)
Assessment Planning Meeting and off-site planning activity:	6 <sup>th</sup> July 2015
On site evidence gathering, including interviews:	8 <sup>th</sup> & 10 <sup>th</sup> September 2015
Evidence analysis and Assessment report:	25 <sup>th</sup> September 2015
Improvement Planning Meeting:	7 <sup>th</sup> October 2015
18 month visit	7 <sup>th</sup> March 2017

Any additional support required/agreed with your Account Manager in relation to your on-going IIP journey (either included in the original proposal or agreed subsequently) will be scoped separately, following the outcome of the assessment based on your specific needs.

**Please note:** By taking your assessment to the detailed planning stage, you have already incurred a cost for the Investors in People Practitioner’s attendance at the planning meeting and preparation for conducting the site visit, which has been included in the signed proposal.

**Customer Satisfaction Questionnaire**

UKCES and the Firm seek to ensure that the Service is delivered to a consistently high standard. Particular importance is placed on the feedback given by you. Your organisation will be asked to complete a customer satisfaction questionnaire by the Firm to get your feedback on the experience you have had. A further questionnaire will be sent to you by UKCES some months later, the focus of which relates to the value and impact of IIP on your organisation since and in the light of the service provided to you.



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## Key Contact Information

Project Number:	14-04821
Project Type:	Investors in People Assessment
Organisation Name:	Chelston Park Nursing & Residential Home
Head of Organisation:	Name: Jo Girdler Job title: Registered Manager Phone Number: 01823 667066 Email: manager@chelstongardens.co.uk
Organisation Address: Please include Postcode	West Buckland Rd, Wellington, Somerset TA21 9PH
Number in Scope:	125
Number of Locations:	2
Overseas Sites:	0
Number of Staff at Overseas Sites:	0
Investors in People Client Contact:	Name: Jo Girdler Phone number: 01823 667066 Email: manager@chelstongardens.co.uk
IIP South of England Practitioner:	Name: Jane Roberts Telephone: 07966 446810 Email: jane.roberts@developingminds.biz
IIP South of England Account Manager:	Name: Veronica Parsons Phone Number: 020 7728 3102 Email: Veronica.Parsons@iipsouth.investorsinpeople.co.uk

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## Appendix 1: Visit logistics and interview list

### Sample Summary

Who	Number in scope	Number selected for interview
Top Managers	1	1
Managers	4	2
Non-Managers	120	13
<b>Total</b>	<b>125</b>	<b>16</b>

### Interview list

Name	Role	Interview Duration	Comments / Rationale for Selection
	Director	30 mins	
	Gardens Manager	30 mins	
	Park Manager	30 mins	
	Trainer	30 mins	
	Kitchen staff	30 mins	
	Activities Coordinator	30 mins	
	Ancillary staff	30 mins	
	Nurse	30 mins	
	Cleaner	30 mins	
	Carer	30 mins	
	Carer	30 mins	
	Carer (Bank)	30 mins	
	Carer	30 mins	
	Carer	30 mins	
	Carer	30 mins	
	Clerical	30 mins	



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**Appendix 2: Summary of evidence requirements to be assessed**

Core Standard										
	Indicators									
ERs	01	02	03	04	05	06	07	08	09	10
1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
3	N/A	✓	✓	✓	✓	✓	✓	✓	✓	✓
4	✓	✓	✓		✓				✓	
5	N/A		✓						✓	
6	✓									

Wider Framework										
	Indicators									
ERs	01	02	03	04	05	06	07	08	09	10
4	Core	Core	Core		Core				Core	
5	Core		Core						Core	
6	Core									
7										
8										
9			✓							
10						✓				
11						✓				
12										
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14										
15										
16						✓				
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19							✓			
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25			✓							
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