

SJMT - CARE CHARITY - PLANS FOR 2016 - 2018

OUR VISION

We are committed to being a top performing organisation, providing high quality residential care and related services to vulnerable older people. And, we want to be regarded as the best local provider.

WE WILL FOCUS OUR ENERGIES ON

1. RESPONDING TO RESIDENT NEEDS

- All residents will have detailed individual need assessments and up-to-date care plans
- Be responsive and alert to the changing needs of our residents
- Staff teams will at all times know and act on the care needs of their residents
- Embrace difference and diversity, ensuring respect, dignity and cultural needs
- Undertake high quality catering to be professionally undertaken on the premises
- Recognise vulnerability and ensure every resident is safe and well looked after
- Organise a broad range of interesting events, incorporating exercise and entertainment
- Undertaking periodic resident / relative / carer satisfaction surveys

2. VALUING OUR PEOPLE

- To be an employer of first choice, in terms of employment and the working environment
- Ensuring continuing staff training and personal development so that every member of staff is appropriately qualified
- Conduct a staff engagement / satisfaction level survey
- Continuing to actively promote apprentice training for younger people
- Review remuneration and reward arrangements for all
- Ensure consistent methods of performance appraisal and feedback
- Make sure all employees are able to work safely, and have the necessary resources

3. PROVIDING GOOD QUALITY ACCOMMODATION

- Ensure that every room is in excellent condition, always clean, tidy and comfortable
- Communal areas are welcoming, well furnished, decorated and free from any hazards
- Heating , lighting and other facilities, internal and external are appropriate

4. BEING A HIGH PERFORMING ORGANISATION

- Having excellent governance arrangements and an effective and knowledgeable leadership team
- Fostering positive relationships with the local authority, health and other key stakeholders
- Improving performance in all areas of operational activity
- Maximise efficiency, income and occupancy rates with a target of 94%
- Aim to optimise occupancy so to achieve a balance of 1/3 self-funders, 2/3 local authority placements
- Raise productivity
- Drive down costs
- Achieve better service levels; seeking to be 'outstanding' in the CQC rating system
- Continually seeking improvement in obtaining value for money, in all areas of procurement