

# One-Page Strategy Delivering Personalisation in Friends of the Elderly



## What success means from different perspectives

People supported by Friends of the Elderly	Staff and Managers	Friends of the Elderly (Organisation)
<ul style="list-style-type: none"> <li>I am involved in the day to day life of where I live (or the services I use) in a way that makes sense to me</li> <li>I am listened to and heard, and supported to make choices and decisions – I feel in control</li> <li>There is a real feel of community and neighbourhoods. I have my own chosen roles which makes me feel needed, valued and prized - I am happy to be here</li> </ul>	<ul style="list-style-type: none"> <li>We are listened to and share a sense of belonging, we are empowered to feel confident and competent</li> <li>We are able to contribute to the lives of the people we support, the homes/services and success of the organisation</li> <li>We are working with favourable terms and conditions including salary, benefits, environment recognition and development</li> </ul>	<ul style="list-style-type: none"> <li>We have a clear vision delivered by an effective strategy in which all feel they have a stake</li> <li>Our effective business models attract all the supporters we need</li> <li>We are seen as a truly person-centred organisation that people have confidence in, and want to buy</li> <li>We share what we are learning locally, regionally and nationally in delivering personalised services for older people and people experiencing dementia</li> </ul>

## How we are delivering this

People supported by Friends of the Elderly	Staff and Managers	Friends of the Elderly (Organisation)
<ul style="list-style-type: none"> <li>One-page profiles</li> <li>Communication charts and decision making agreements</li> <li>Working/Not working to action</li> <li>Relationship maps</li> <li>Community tools</li> <li>Hopes and aspirations (Important To in the Future)</li> <li>Learning logs</li> </ul>	<ul style="list-style-type: none"> <li>Person-Centred Teams including:               <ul style="list-style-type: none"> <li>- Staff one-page profiles</li> <li>- Matching staff</li> <li>- Working/Not working to action</li> <li>- Positive and productive meetings – including supervisions /appraisal</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Leadership team one-page profiles</li> <li>Working/Not working to action re leadership team</li> <li>Doughnut – to clarify responsibilities in delivering this</li> <li>Communications strategy – sharing learning locally, regionally and nationally</li> </ul>

## How we are measuring this

People supported by Friends of the Elderly	Staff and Managers	Friends of the Elderly (Organisation)
<ul style="list-style-type: none"> <li>Number of people with one-page profiles that meet standards and show outcomes based on What's Working/ Not Working or things identified as Important To the person in the future</li> <li>Number of people with increased natural networks and community presence</li> <li>Number of people with communication charts</li> <li>Increase in number of decisions people are involved in or are making themselves</li> <li>Increase in scores from Dementia Care Mapping, Progress for Providers and The QUIS</li> </ul>	<ul style="list-style-type: none"> <li>Number of staff with one-page profiles that meet standards</li> <li>Increase in scores from Dementia Care Mapping, Progress for Providers and The QUIS</li> </ul>	<ul style="list-style-type: none"> <li>Working Together for Change process</li> <li>Increase in the scores from Dementia Care Mapping and QUIS Observations</li> <li>Increase in scores from Progress for Providers</li> <li>Percentage of actions achieved from Dementia Care Mapping</li> <li>Number of places/ways where information about this has been shared               <ul style="list-style-type: none"> <li>a) internally</li> <li>b) externally (regionally and nationally)</li> </ul> </li> </ul>