

Culture in Communication and Connected Lives Model

- ▀ Looking at change management in 18 Meadowbank

Person-centred future planning

- My project aimed to enhance the communication culture within 18 Meadowbank Service to promote person-centred care. It evaluated staff interactions, and reduced misunderstandings and ensured clear information exchange. Additionally, assessed how staff communicated with clients, focusing on clarity so that clients can make informed decisions. The goal was to improve ineffective communication methods through effective, person-centered strategies aligned with the Hertfordshire Connected Lives Care Model/Approach. Targeting Meadowbank Staff, the initiative aimed for a significant impact by February 2025, with plans to extend successful practices to other Protea Care Homes services. The main aim was to support clients in achieving their goals.



Project Lifecycle

4 stages of my project's life cycle

1. Initiation:

- Project proposal ; outlines what one intends to do, why and when they believe the project will be finished.
The benefits of the project

Project summary ; Overall view of what the project entails

Project Lifecycle

2.Planning:

Outlining how you will achieve the goals you set.

I needed to strategize on how to avoid risk, how to get the Key Performance Indicators(KPIs), and how to choose the right tools to measure and track my work.

Project Lifecycle

3. Execution

The going gets going and work is hard on.

Go out to get the SU's what they asked for

Sent out the application

Distribute the tasks to individuals

Set a meeting with project sponsors.

Update and report on progress

Project Lifecycle

- 4. Closing

Clients weight loss

Healthy eating

Better communication from staff to client, from staff to staff, and thus clients get more relaxed.

Lessons: Teamwork makes goals easily attainable


Frequently referring to the KPI's, and goals keeps one in scope.


How was the project!!!!!!


- Meeting with the Sponsor to explain what the project goal is.
- Outlined the planning, and what help will be needed from them.
- How often do they expect to be updated about the progress of the project
- What are the no go to areas when pursuing the project joals


How was the project!!!!!!

- Went back to the client's care plans to check their goals, both long, medium and short term goals.
- I had a chat with the people we support to confirm if the goals are still as written in the care plan, asked them how they want to execute them.
- Laid down a plan.
- Gathering information about the goals. This was finding out what Hertfordshire Connected Lives Model says about each goal and how the people we support ought to be supported
- "People we support ain't really aiming for good care as such but good lives thus Connected Lives." Lain McBeath, director of Adult Care Services.

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- Among the four people we support, one wanted to have lost at least 2-stone by March 2025, another wanted to lose weight but was not sure how much she wanted to lose while the remaining two wanted to lose but were not fussy about numbers
 - Dietician appointments were the same
 - Meal plans were changed
 - People were weighed weekly

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- I asked staff to weigh the weekly to track the changes well. Encountered challenges where staff were not willing to do it weekly since the practice was to do it monthly.
 - I used the team building tool to interact with different contractors. I communicated with trackers, maximisers, animators, as well as empathisers, how they appreciate being communicated with

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- I used the McKinsey 7S Framework
 - It talks to the structure, style, strategy, systems, staff, skill, and shared values
 - I used the Microsoft Excel project management tracker as my tool
 - Tracked my KPIs

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- 50% of the people we support have lost weight to their satisfaction
 - 50% of them have work have acquired a sense of independence and a sense of contribution to the society's growth
 - MM is now part of the production committee
 - $\frac{3}{4}$ will be going to Sunny Side. An email has been sent to their social workers to provide connected lives risk assessments.
 - Staff pay more attention to soft signs from clients when supporting them



Lessons Learnt

- The team is made up of different characters, and all of them are needed to make the project successful.
- Flexibility and adaptability
- Celebrating milestones
- Embracing individuality
- Continuous learning
- There is nothing as rewarding as seeing your client smile due to your good work. Having them tell other people that they achieved what they achieved because of you.

