

AB05 - Business Plan



Business Plan

Tel: 08448247788

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1. Our Business and its Management

1.1	History and Position to Date
	Wellbeing Residential started in the winter of 2005, and has developed 3 residential sites with an accompanying home care service in Lincolnshire and Manchester

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1. Our Business and its Management (Continued)

1.2	Our care Objectives and Values
	<p>The Home aims to: *Offer skilled care to enable people who live here to achieve their optimum state of health and well-being. *Treat all people who live and work at The Home and all people who visit with respect at all times. *Uphold the human and citizenship rights of all who live, work and visit here. *Support individual choice and personal decision-making as the right of all Service Users. *Respect and encourage the right of independence of all Service Users. *Recognise the individual uniqueness of Service Users, staff and visitors, and treat them with dignity and respect at all times. *Respect individual requirement for privacy at all times and treat all information relating to individuals in a confidential manner. *Recognise the individual need for personal fulfilment and offer individualised programmes of meaningful activity to satisfy that need of Service Users and staff.</p>

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1. Our Business and its Management (Continued)

1.3	Our Business Values
	<p>Maintain consistency of purpose</p> <ul style="list-style-type: none"> We will formulate long term plans, and from them short terms plans. Resources will be allocated to long term plans. <p>Adopt best practice</p> <ul style="list-style-type: none"> We will recognise that commonly accepted levels of service satisfaction are no longer acceptable, and will commit itself to researching best practice and continuous improvement to achieve that level of excellence. <p>Institute quality assurance, not quality inspection</p> <ul style="list-style-type: none"> We recognises that inspection is wasteful and resource hungry. Quality assurance, based on continuous improvement principles, will, over time, lead to responsibility for quality service being shouldered by all employees. <p>End lowest-tender contracts</p> <ul style="list-style-type: none"> We recognise that lowest price does not also necessarily provide best value, and neither does highest price. We will examine all supply relationships, and focus on those which, as part of long term planning and relationships, provide lowest total cost, not merely initial cost. <p>Constantly improve the system</p> <ul style="list-style-type: none"> We will constantly improve the system for planning and service delivery, and promote innovation. Managers will focus on their role of continually working on the system. <p>Institute training on the job</p> <ul style="list-style-type: none"> Employees, including managers, will be encouraged to constantly update and improve their skills, by modern on-the-job methods. <p>Institute leadership</p> <ul style="list-style-type: none"> Managers will focus on quality, consistently communicate that focus, and be action-oriented. <p>Drive out anxiety</p> <ul style="list-style-type: none"> We will encourage effective two-way communication in order to drive anxiety out of the organisation, so that everybody can work effectively together. <p>Break down barriers</p> <ul style="list-style-type: none"> We will break down barriers between departments and staff areas, and encourage everyone to work in cross-dimensional teams. <p>Eliminate exhortations</p> <ul style="list-style-type: none"> We will eliminate the use of slogans, posters and exhortations to the workforce, demanding higher quality, without providing the methods. <p>Eliminate arbitrary numerical targets</p>

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- | We will eliminate standards that prescribe numerical quotas for the workforce and numerical goals for managers, and substitute aids and helpful leadership in order to achieve continual improvement of quality and productivity.

Permit pride in workmanship

- | We will remove any barriers which rob workers of the right to pride in their workmanship. This implies a focus on quality.

Encourage education

- | The organisation needs good people, who are constantly improving, along with its ambitions.

Top management's commitment

- | We will clearly define top management's permanent commitment to ever-improving quality and productivity, and our obligation to implement all of these principles. Implementation implies a dedication to action.

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2. Our Services

2.1	Description(s)
	Accommodation for persons that require nursing or personal care

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2. Our Services (Continued)

2.2	How we compare with our competition:
2.3	How we meet legislative requirements:
2.4	How we meet formal Quality Assurance Standards:

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3. Our Market and Competitors

3.1	Our Customers:
3.2	The needs of our customers:
3.3	How we satisfy our customers' needs:
3.4	Why our customers might choose our services:
3.5	How our customers' needs might change:

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4. Operations

4.1.1. Administration and Management

Development Area	Timescale	Prime Mover	Resources Allocated

4.1.2. Care

Development Area	Timescale	Prime Mover	Resources Allocated

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4.1.3. Catering

Development Area	Timescale	Prime Mover	Resources Allocated

4.1.4. Housekeeping

Development Area	Timescale	Prime Mover	Resources Allocated

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4.1.5. Laundry

Development Area	Timescale	Prime Mover	Resources Allocated

4.1.6. Maintenance

Development Area	Timescale	Prime Mover	Resources Allocated

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4.1.7. Personnel and Human Resource Management, Including Training

Development Area	Timescale	Prime Mover	Resources Allocated

4.1.8. How we will Develop our Quality Assurance

Development Area	Timescale	Prime Mover	Resources Allocated

AB05 - Business Plan**Key Lines of Enquiry Table**

Key Line of Enquiry	Primary	Supporting	Mandatory
R.S3 - How does the service make sure that there are sufficient numbers of suitable staff to keep people safe and meet their needs?	✓		✓
R.E1 - How do people receive effective care, which is based on best practice, from staff who have the knowledge and skills they need to carry out their roles and responsibilities?	✓		✓
R.E5 - How are peoples individual needs met by the adaptation, design and decoration of the service?	✓		
R.R2 - How does the service routinely listen and learn from peoples experiences, concerns and complaints?	✓		✓
R.W1 - How does the service promote a positive culture that is person centred, open, inclusive and empowering?	✓	✓	✓
R.W2 - How does the service demonstrate good management and leadership?	✓		✓
R.W3 - How does the service deliver high quality care?	✓		✓
R.W4 - How does the service work in partnership with other agencies?	✓		

Note: All QCS Policies are reviewed annually, more frequently, or as necessary.