



Executive Director Quality and Clinical Care

Candidate Pack

Contents

Welcome	3
The role	4
To apply	6
History	7
UK Community Services	9
People	10
Values	11
Executive Team	12
Quality Improvement Team	13
Links	14

Welcome



Thank you so much for your interest in joining Leonard Cheshire and working by my side to transform this wonderful organisation.

When I was first approached about becoming CEO, I looked on this as my dream job and nothing has changed this view since the day I joined. We have a proud history since our founder, Leonard Cheshire, took the first steps on our journey in 1948. He was a man of vision, a true pioneer, who left a legacy which we continue to build on today.

Frontline care and support, in residential and supported living services across the UK, remains at the core of what we do.

We are on a transformation journey to reshape ourselves for even greater impact as we fight for the rights of disabled people. We have a new Executive team and new Trustees on our Board, together with our fantastic workforce of colleagues.

There will be bumps along the way; Covid has taken its toll on a sector that already faces huge challenges around resourcing and investment. As a Charity we are constantly reviewing our financial model for longer-term sustainability and there is much to do around Fundraising.

Our success is, always has been and always will be based on our wonderful people, our values and the collective strength that we bring as one organisation, working in a collaborative and inclusive way. I am committed to this approach in everything I do as Chief Executive – and this is where you come in, right by my side.

As my Executive Director Quality and Clinical Care you will play a key role in ensuring people we support are happy, safe and well. You will thrive in finding ways to improve our care services, shaping them for the future and ensuring the voice of disabled people is central to everything we do. Together with the rest of the Executive Team, we will be an unstoppable force in reshaping Leonard Cheshire.

If this sounds like the next step in your professional journey then please read through the additional information and come and join me. I know you won't regret it – I certainly haven't.

Ruth Owen OBE

The role

Job Description Executive Director Quality and Clinical Care

Reporting to: CEO

Department: Quality Improvement

Purpose of the job

To lead Leonard Cheshire's UK quality assurance and governance framework. To deliver continuous quality improvement, regulatory and contract compliance and effective clinical care across our social care services.

Key responsibilities

Quality Improvement

- Guide, support, and advise the Chief Executive and Executive Team on all quality and care compliance matters.
- To work with the national care service directors, operational managers and Quality Team to identify services at risk of regulatory or contractual non-compliance.
- To lead the ongoing development of our Quality Assurance and Governance Framework for care services.
- To ensure the customer voice and lived experience are central to the quality assurance and governance framework.
- To act as the CQC Nominated Individual for care services in England and lead the relationship with regulators across the UK.
- To design quality and clinical support arrangements with operational teams to mitigate risk and drive sustainable improvements to services.
- To oversee the governance arrangements for clinical care and behavioural support.
- To line-manage, oversee and coordinate the activities of our Head of Quality and Clinical Care, Clinical Lead, Head of Safeguarding and Specialist Support Manager.
- To ensure the internal audit, inspection and assurance process provides the Executive Team and Board with sufficient visibility of service quality and compliance.
- Responsible to the LC Quality and Safeguarding Committee for organisational oversight, assurance and compliance with care quality and compliance.
- Attend LC Board of Trustee meetings and sub-Committees

The role

Other Duties

- To provide management cover for the CEO as required.
- To abide by the legislation and regulations concerning data management, information sharing and the General Data Protection Regulations.
- To undertake any other reasonable duties as required.

Person specification

- Senior leadership experience as a Quality Director in a large social care provider, including
 - Supporting care services to achieve sustained quality improvement through effective leadership
 - Delivering care service quality and compliance turnarounds
 - Developing and overseeing governance and quality assurance systems in social care delivery
 - Working with executive and trustee boards to provide senior-level quality and governance assurance
- To be conversant with national regulatory standards and expectations within the health and social care sector across the UK
- To have in-depth knowledge of current health and social care legislation, policy and practice, ideally within all four UK nations
- To have demonstrable leadership and communication skills to motivate and inspire staff to maintain and improve their practice.
- To be clinically qualified.

Interpersonal skills and approach

- •A values-driven approach to management
- •Outstanding communication and influencing skills at all levels
- •A coaching and mentoring style of management
- •An ability to navigate the politics and structures of a complex organisation
- •An experienced, change-focused leader committed to continuous improvement

This role may involve travel between various offices and operational locations, along with some overnight stays

In this role, you must be a fit and proper person under Regulation 5 of the Health and Social Care Act (Regulated Activities) Regulations 2014.

To apply

Closing date for applications: Sunday 26 February 2023

Preliminary/Technical Interviews: Thursday 9 March 2023

Assessment Centre and 1:1s: w/c 20 March 2023

Final Interviews: w/c 27 March 2023

For a confidential discussion please speak to
our recruitment partner, Faerfield Limited:

Dawn Faulkner

Senior Partner

Email: dfaulkner@faerfield.co.uk

Sarah Longbottom

Head of Talent Network

Email: slongbottom@faerfield.co.uk

Tel: 0121 312 3755

To apply for this role, please click [HERE](#)

History

In the Second World War Leonard Cheshire served with distinction as a bomber pilot and commanding officer in the RAF. After the war, in 1948, he invited an ex-service man, Arthur Dykes, who was terminally ill, to live at his home, Le Court in Hampshire. They became friends and Leonard personally nursed Arthur until his death. Others came to Le Court and it became the first 'Cheshire home'.

With Le Court as the blueprint, further homes in the UK were established over the following decades. The Leonard Cheshire charity is a pioneer in providing care services, not only with its homes but also in providing care in the community and through its work in other countries.

1948

First home in the UK

By 1955

5 Homes in the UK.

First overseas project (outside Mumbai, India).

By 1970

Over 50 services in the UK.

5 services in India.

Activities in 21 other countries around the world.



“

Well as the war was coming to an end, and I could see for the first time that it looked as if I was going to survive I was dominated by the thought: I'm one of the fortunate ones.

55 million people have died. That's the figure we know now. Almost all those who were on my first flying training course didn't survive. So I thought I've got something to be very thankful for.

And I thought I've got a kind of duty to those who didn't survive. Not just to go back and earn a living and have a nice life. But somehow to get involved in the struggle to help build... I don't know how to put it... A better peace. A better world.

”

Leonard Cheshire

2,264 people are supported every day through our care services

93% of services rated as 'good' or 'outstanding' by regulator

UK Community Services

We are amongst the highest rated providers of care and supported living services in the UK.

Across the UK, 93% of our services are now rated as 'good' or 'outstanding' by regulators.

- **We support 2,264 people every day through our care services**
- **We have 69 residential services (care and nursing homes)**
- **We have 56 supported living services.**

Our approach is based on the promotion of greater independence and choice for the disabled people we support. This includes use of pioneering technology that gives greater control to people, as well as driving forward improvements in care.

The needs and preferences of disabled people and commissioners are changing. We continue to explore opportunities that give disabled people greater choice in where they live and the type of support available, responding to unmet need where we can.

Technology is a powerful tool for independent living. It creates choice and opportunities in disabled people's lives that were previously unimaginable.

Using the latest assistive technology more widely at our services is an important part of our vision to change the way social care is delivered, and what good looks like.

We take great pride in living our values of '**Proud, Positive and Pioneering**' every day.

People

We employ around 4,500 people across the UK, as well as having volunteers in our services. We take great pride in living our values of 'Proud, Positive and Pioneering' every day.

We were recredited through Investors in People in December 2021. Despite the enormous challenges we have faced over the past two years, the increased burden of responsibility across the organisation and the stretch from the Covid-related workload, we are delighted to have been upgraded by Investors in People to silver status. This is a remarkable achievement and a huge mark of recognition for our

wonderful managers and committed, passionate people who have continued to deliver in the most challenging of circumstances.

Finding great people to do great work for our charity continues to be critically important. We want Leonard Cheshire to be a beacon employer, championing diversity in our workforce.

Further employee networks have been launched in partnership with the Staff Association.

There are self-organised employee networks for:

- **Disabled employees**
- **Women**
- **Pride**
- **Cultural Diversity and Inclusion**

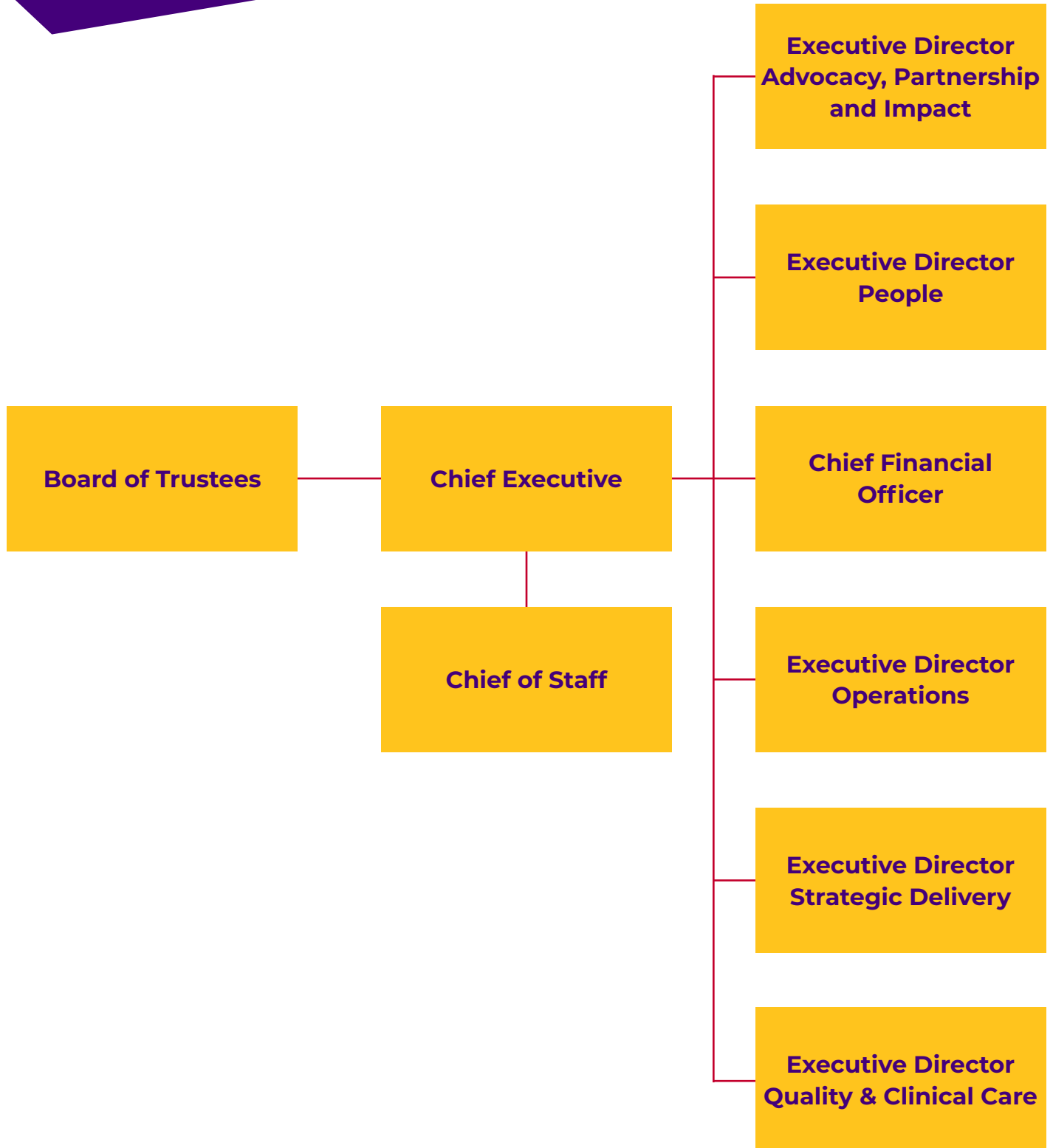
Increasing the employment and representation of disabled people across our charity is an organisational priority. This drive will be supported by our policies to give full and fair consideration to applications from disabled people, having regard to their abilities, making appropriate adjustments for our disabled colleagues and supporting their career development as we would for all of our people.

Values

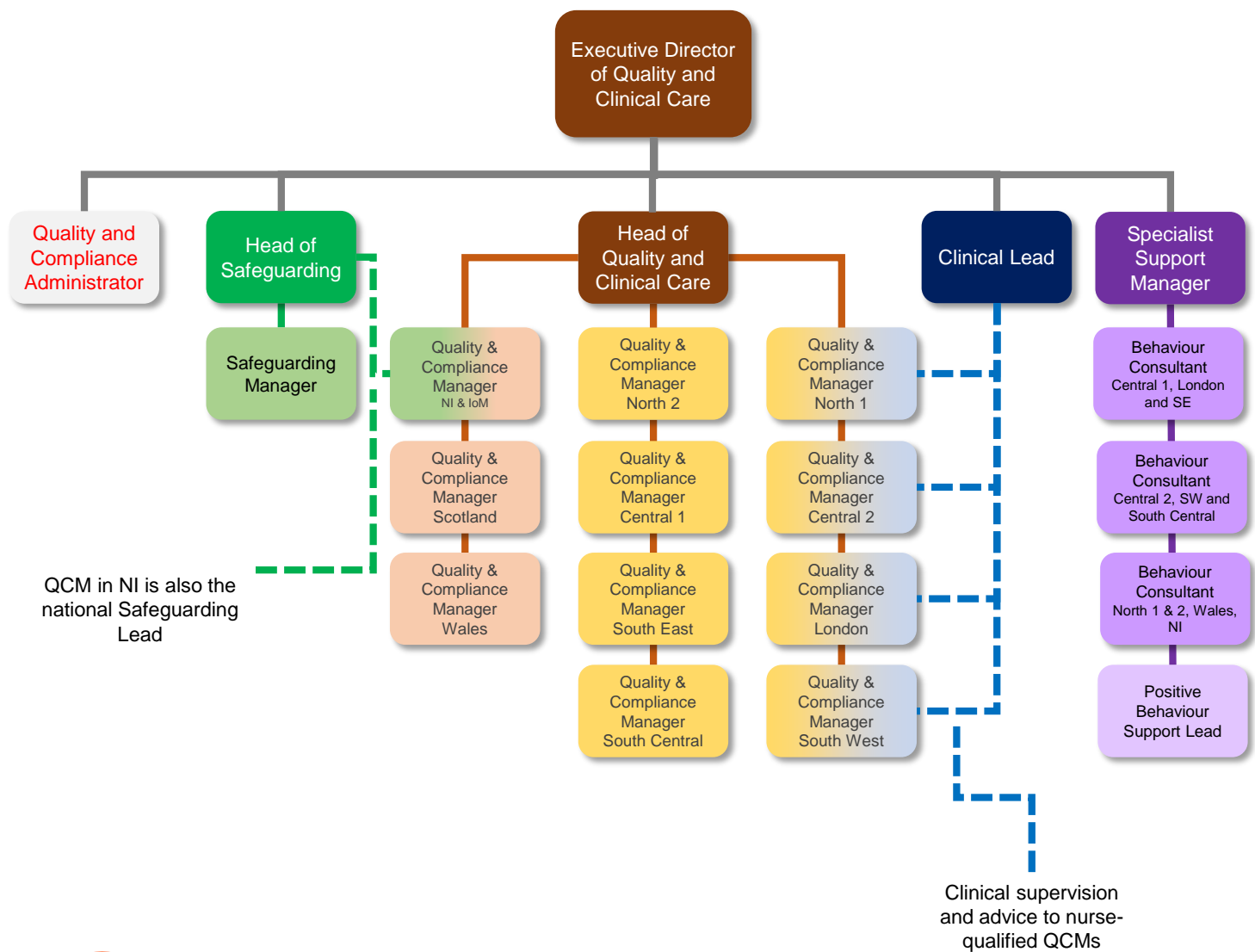
VALUES	BEHAVIOURS		
POSITIVE	INFLUENTIAL: Lead by example, by demonstrating best practice in every aspect of your work	SUPPORTIVE: Encourage and support those around you to be the best they can be	COLLABORATIVE: Work closely with others to achieve remarkable results
PROUD	RESPONSIBLE: Do the right thing – put people at the heart of everything you do	INCLUSIVE: Welcome people's differences and champion their individual skills	CONNECTED: Develop relationships that extend the reach and impact of our organisation
PIONEERING	PROGRESSIVE: Always search for ways to improve – as a person, as a team and as an organisation	CHALLENGING: Always look to push boundaries, even when they seem impossible	INSPIRING: Adapt to what's ahead and inspire others to do the same

We take great pride in living our values of 'Proud, Positive and Pioneering' every day.

Executive Team



Quality Improvement Team



Links

Annual Report & Accounts 2020-2021

Impact Report 2021

