Quality Care & Support

Opportunity & Potential

People & Leadership

Financial Sustainability

The West House way

Supporting Cumbrians in our Community for over 30 years



West House

Support @Home

Children & Young People at West House

West House Community Activities

WEST HOUSE & Co

Hall Garden

CaféWest

WHITEHAVEN · WORKINGTON · KESWICK

WEST HOUSE Pottery

Grow West

Our vision at West House

Our vision is for children, young people and adults with learning and other disabilities in Cumbria to lead a fulfilling life in the way they want and with the support that they choose.



West House · Support @ Home · Children & Young People at West House · West House Community Activities · West House & Co · Hall Garden · CaféWest · West House Pottery · Grow West

Our mission at West House

To achieve our vision, we will:

Provide high-quality person-centred care and support

Create inclusive opportunities that enable people to achieve their potential

Build a skilled, confident workforce through effective training, strong leadership and clear development pathways

Ensure financial sustainability to deliver long-term support for the community and stakeholders



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Our values at West House

We strive to display our values in everything we do. We are:

Person centred

Inclusive

Positive



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Transforming West House Priorities



Provide high quality care & support

- Promote **safety & the rights** of individuals through legislative & regulatory compliance.
- Support people to achieve positive outcomes by **promoting choice, independence, inclusion & individual aspiration**
- Support people's **health & well-being**
- Ensure high quality care and support through **effective quality assurance** auditing

Build a skilled, confident workforce through great training, strong leadership, and clear development pathways.

- Commitment to **Fair Pay, safe staffing levels, good working conditions and full compliance** with regulatory workforce standards.
- Invest in **high-quality training, development pathways, strong induction, and skilled and capable leadership**.
- Ensure staff feel **valued, listened to and supported** through open communication and an inclusive culture.
- Promote well-being by **supporting work-life balance, flexibility and access** to internal and external support

Create inclusive opportunities that enable people to achieve their potential

- Promote **independence, skill development, and meaningful opportunities** (including employment).
- Offer **accessible and diverse accommodation** focussed on individual needs.
- Ensure **people have choice and control** over where and with whom they live and how they participate in their community.
- Develop **innovative, future-focused service models** using technology and creative approaches.

Ensure financial sustainability, to deliver long-term support for our community and stakeholders

- Operate **cost-effective, efficient services** that demonstrate clear value for money.
- **Respond flexibly** to urgent needs and changing funding pressures.
- Use **innovation and technology** to achieve sustainability and reduce reliance on higher-cost support.
- Ensure **transparent reporting, strong governance, and financial decisions that never compromise** safety or quality.

West House Charter

STATEMENT OF INTENT FOR THE BOARD

The Board of West House Values are:

- Being role models to inspire others to get involved;
- Promoting Person Centered values; and
- Celebrating the ahievements of our service users and staff.
- To drive the agenda for change.



We want to promote a communications culture where 'everyone has their own voice and needs to have their own say'. To do this we recognise that our own Board communications should not always be formal reports and can include various forms of communications including - social media, messaging groups, audio and pictorial methods.

We will enable all our board representatives to take part in meetings, and to help service user members to do so we will offer them pre-meetings and support to ensure everyone feels informed and able to participate fully and confidently. In addition we shall have admin support for minutes and note taking at our board meetings so that all members including our Executive can take part in discussions without having to prepare minutes as well.

The board wants to highlight its various roles for West House; its staff, management and service users. We provide robust governance and strategic guidance to enable West House to fulfill its mission, vision and values by giving appropriate challenge, support and involvement.

With regard to involvement as a board we seek to be accessible to others, and offer our different skills and abilities to West House where we can and when we can add value.

Being a Board Member is a key commitment to West House and members should always try to attend meetings and live up to the values and actions described above.

Agreed at Board
December 2019

West House
COMMUNICATIONS

An inspiring place where people feel involved. A team that can communicate openly and feel supported; where everyone has their own voice and can express their opinions freely.

West House Management Standards

As part of our commitment to develop a culture that reflects our Vision, Mission and Values, West House has committed to the following **Standards of Management**. These standards are aimed at helping us achieve our aims in line with the **Transforming West House Programme**. These standards apply to all levels of management within West House and to all areas. They will be used as **measure of performance** and **all managers are accountable to upholding them.**

Supporting our Workforce and Improving Staff Engagement

- To be visible and responsive to support your service(s) at the level they need.
- To promote and adhere to the West House Communication Charter.
- To support and prepare your team(s) to deliver an excellent service whilst considering people's work life balance.
- Create a culture where everyone can achieve their best and actively recognise good performance.

Improving Quality and Practice

- Ensure supervision and appraisal happens when it should and is focussed on improvement.
- Facilitate your team(s) development using a range of methods and opportunities.
- Constructively challenge – at the time – all of the time.

Improving the Customer Journey

- To ensure you've got the right staff, in the right place at the right time.
- To constantly be focussed on improving the quality of people's lives.
- To create an open and positive culture that overcomes the barriers to improving people's lives.

Improving our Financial Performance

- Be aware of the challenges and take ownership for using all resources effectively.
- To ensure all parts of the organisation receives information from you when it is needed so everyone can manage effectively and efficiently.
- Be creative and find innovative solutions to improve our financial performance.

West House Communication Charter

EVERYONE IS ACCOUNTABLE TO THIS CHARTER

We acknowledge that communication is difficult - when problems occure, we work together to change things for the future, turning the negative into a positive.

"Everyone has a voice and that should be heard" - *Claire Moore*

So we all need to support and encourage each other to do this and work to overcome barriers.

We all commit to using our initiative.
The organisation commits to providing people with the right tools and policies to support this. Every service must have a working tablet for communication, photos, policies, email and intranet.

Everyone has to take responsibility for communications.

Individuals commit to using the tools that are provided and flagging up if there are any issues.

Every service must have a representative at the Support Worker Forum.

Every service needs to contribute to project groups in some way, ie health and wellbeing, recruitment and communication.

Everyone should RSVP to events and invites from colleagues or people we support at West House and be proactive in promoting events.

We all commit to attending and making team meetings happen.

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West House Our Values

Our standards for supporting people are based on our core values of being:

Person centred

Inclusive

Positive

How we will behave:

- **Value everyone** and recognise and **treat people as individuals**.
- Be **caring and empathetic**, and treat people with **dignity and respect**.
- Be **open, honest, transparent and fair**, and value **equality and diversity**.
- Include people in their care and support by asking for their opinions, listening to their answers and **empowering them to have choices and make decisions**.
- **Work together** as a team.
- Recognise and offer **praise to our peers** for good performance.
- **Work proactively** with others, including people's families and carers and other organisations.
- **Communicate** well.
- Create a culture where everyone can **achieve their best**.
- Encourage people to be **innovative**, have ideas and make decisions, and support positive risk taking.
- Always look to **improve** and be committed to our own development.
- **Be reliable** and always maintain our standards.
- To always **act in the best interest** of the people we support and always report poor practice.
- Recognising that the people we support are our customers who expect a **good quality service**.
- Follow West House **policies and procedures**.
- Promote **health and well-being**.
- Practice **safe** ways of working.

West House