



# Local Cornerstone Newsletter

## October 2017

### European Health Forum, Alpbach, Austria August 20<sup>th</sup>-22<sup>nd</sup>, 2017

Cornerstone was extremely privileged to be invited to speak at the prestigious annual European Health Forum, which was this year held in the beautiful Austrian mountains in Alpbach, Tyrol.

Edel Harris, Chief Executive and Mairi Martin, Leader (Strategy Implementation) joined hundreds of other delegates from across the world, including China, Japan, Taiwan, Switzerland, Germany, England, Canada, USA, Italy and of course Austria, at the Forum, the theme of which was conflict and collaboration.

The Forum, which looks at comparisons in health and care systems globally, states "that no other sector of society is as highly contested by varying interests and needs as healthcare. At the heart of this contestation lies the question of how to ensure healthy people remain healthy, how to help ill people become healthy again, and how to obtain the best possible care for all".

Cornerstone was invited to attend in light of its recent launch of the pioneering Local Cornerstone initiative, and the journey on which the organisation has embarked in trying to do something different to address a range of issues currently affecting the health and care industry, not just in this country but across the globe.

Over the course of the three days in Alpbach, Edel and Mairi attended various seminars and workshops on different topics from storytelling, communication, new culture of leadership and co-operation to integrating health care structures



Andy Lippock, Edel Harris, Jos De Blok & Mairi Martin

in interdisciplinary teams as well as learning about the art of hosting. Each one provided ideas on how to further improve things at Cornerstone.

The main event for Cornerstone, however, was a session during which Edel took to the stage to talk about the journey Cornerstone is on and what we are hoping to achieve:

- to continue to put the people we support at the heart of everything we do to assist them to live the life they choose
- to do more than we are contractually obliged to do
- to demonstrate that we genuinely value social care as a profession
- to use our charitable income to do some amazing things that help all the people we support to live a valued life.

Edel's presentation highlighted the difficulties in care, how organisations have the power to do something different and why conference delegates

should come to the Cornerstone session to learn more about the new model. You can imagine their delight when more chairs had to be added to Cornerstone's breakout session, which was attended by a group of professionals who were hugely interested in Cornerstone's story and hearing about the next steps in the implementation of the three-year strategic plan. Edel and Mairi were inundated with questions at the end of the session, as delegates kept asking for more information on Local Cornerstone - we found it hugely reassuring and satisfying that so much interest was shown.

The inspiration behind Local Cornerstone is the Buurtzorg model, which Cornerstone first came across during a study visit to Holland in May 2016. During the conference, Edel and Mairi took the opportunity to catch up with their friend and Buurtzorg's Founder, Jos De Blok, as well as Andy

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*continued from page 1*

Lippok who was the person who suggested Cornerstone to the conference organisers as a potential key note presenter.

Edel and Mairi left Austria feeling proud to have attended the event, and to have represented Cornerstone and all their fantastic colleagues and the people we support. There was so much interest in Local Cornerstone that they ran out of business cards over the course of the three days - it was certainly recognised as a model worth adopting and Cornerstone an organisation that is leading the way.



## Inspiring Future Excellence

One of the biggest challenges faced by organisations across the social care sector is attracting and recruiting staff. Cornerstone is committed to tackling this issue and, as part of this our Training Academy and recruitment team at Cornerstone Central have been working hard to develop new ideas and ways of working.

Our Training Academy has developed a fantastic new programme called Inspiring Future Excellence, which has been created with the intention of attracting new colleagues to a career in care by first giving them the chance to experience a role working in social care.

Last month, we held our first Inspiring Future Excellence selection day in the Aberdeen office, which was run by Brian O'Hara, Training Academy Facilitator; Katherine Clayfield, Training Academy Co-ordinator and Kerri Bellingham, Recruitment Co-ordinator.

Throughout the event, participants completed a variety of activities to help them learn about Cornerstone and explore their motivations to work in social care. Every participant was great, each demonstrating their individual potential to be a valuable addition to the Cornerstone team. Some of those taking part described the event as "really enjoyable" and the **"best experience they'd had at an interview or selection event"**.

Brian said: **"All of the participants brought a wide range of experience and skills but, most importantly, a real desire to work in care. It was rewarding to be able to offer them this opportunity and we're all really looking forward to supporting them through their journey."**

Kerry said **"We hope that these types of initiatives will have a positive impact on recruitment at Cornerstone and across the social care sector. Cornerstone has a key role to play in attracting and upskilling great people to work in the care sector."**

## Highlights and Milestones

- Following negotiations with UNISON, all frontline colleagues who volunteer to become a Self-Organised Team Member will be paid £10.00 per hour from the date they become a Self-Organised Team Member. This is a great milestone as we increase the hourly rate to frontline care colleagues.
- After successfully winning the Scottish EY Entrepreneur of the Year Award back in July, Cornerstone Chief Executive Edel Harris attended EY Entrepreneur of the Year in London on October 11th. Edel's nomination stems from the transformational nature of Local Cornerstone and the wider influence Cornerstone hopes to have on the sector as a whole. Despite not winning in London, we're very proud of her being nominated for this prestigious national award.
- Visit from Irish Wheelchair Association to meet with Mairi Martin, Cornerstone's Leader of Exceptional Service (Strategy Implementation), and members of our Technology Working Group to learn more about the technology, (and in particular the software we will be implementing from Access) as part of our strategic plan.
- Vikki Hawthorne, Project Manager and Yvonne Kelly, Coach gave a presentation on our technology at a CCPS event at the end of September at Norton Park Conference Centre in Edinburgh. They presented the technology which will assist staff who become part of a self-organised team.
- Edel Harris, Chief Executive represented Cornerstone at a recent meeting hosted by the Care Inspectorate. The meeting included a small number of representatives from bodies such as CCPS, Scottish Care and COSLA who are all assisting the Care Inspectorate with their new approach to scrutiny and inspection.
- 16 staff members attended Microsoft Teams training at QA office in Glasgow on October 10th. Microsoft Teams is the new internal communications tool which is a key part of Local Cornerstone.
- As part of rolling out our new technology we have gone live with our Client Relationship Management (CRM), and ThankQ (fundraising) databases. Both solutions will save time and money when managing relationships with key stakeholders and fundraisers.
- We have produced a short video of two team members from our first self-organised teams discussing the benefits and challenges working in a SOT. You can view it [here](#).
- Our team from Moss Cottage in West Dunbartonshire, who are one of our first self-organised teams, recently took part in a Peer Appraisal meeting. This was the first time peer appraisals had been tried in the organisation which is part of the Local Cornerstone model. All present agreed that this was an interesting experience and there was a genuine feeling of empowerment. This session was supported by the team's Coach.

## Cornerstone Discovers Its True Colours

Cornerstone is currently working with Dundee-based Company Insights, to help support colleagues on their journey to becoming a member of a self-organised team.

Insights Discovery is a tool based on the psychology of Carl Jung, and has been designed to help individuals understand themselves, understand others and make the most of the relationships they have at work. It uses a simple and memorable four colour model to help people understand their style, their strengths and the value they bring to the team. The colours help to identify and determine how and why people behave the way they do.

As we continue with the implementation of Local Cornerstone, all colleagues will be invited to complete an Insights Discovery profile. We have had some positive feedback so far and look forward to rolling this out across the whole organisation very soon.

Sheila Gordon, Training Academy Lead said *“Insights has added value to our journey of embedding a culture of trust, empowerment and decision making.*

*“Insights is a tool all colleagues can use to aid their own personal development and build strong team dynamics. We also use Insights in our recruitment process and it has certainly helped us recruit and select high quality colleagues.”*

Find out more about Insights [here](#).



## Tech on Tour

A series of sessions aimed at introducing our new technology and software to all colleagues has resulted in some very positive feedback.

The Tech on Tour sessions were a precursor to face-to-face training on the new tablets, which will play a key role in helping individuals work within their self-organised teams as part of Local Cornerstone.

A number of concerns were also raised during the sessions, and these have been noted and will be addressed.

In the sessions, attendees were asked to complete a short

survey to highlight their level of confidence in the technology both before and after the sessions. We used the information to gauge the level of support colleagues required. Most people who expressed reservations about using the tablet and software at the beginning of the session were more confident after having had an opportunity to use the mobile device and software. As a result, we have since arranged further sessions with smaller groups so that attendees have more opportunities to use the tablet and try out the Apps.

There will also be classroom training sessions on PeoplePlanner and Mobizio for colleagues currently preparing rotas.

## Glasgow CS Make Flying Start

Claire from Glasgow CS was excited to share feedback from one of her first experiences of working within a self-organised team. On August 30, she went along to her first referral with Team Leader Natalie to learn how the referral process works.

They met with Rosemary to talk about her son Jamie, and Claire had the opportunity to tell her about Local Cornerstone and explain how the team is now working together as a self-organised team. She explained how they now do their own rotas, reviews and referrals, and that the team communicates very well with each other.

Claire also explained that, as a team, they arrange between themselves the best ways to support people like her son Jamie.

With the information she was given about Jamie by his family, Claire was able to find the best ways in which she and the team can support him; for example, Claire explained that she could take pictures of the staff for a story board to make life easier for Jamie. Rosemary expressed a keen interest in bringing Jamie to one of Claire's next staff meetings. It is this

type of collaboration between colleagues like Claire and the people we support and their families that will help the successful growth and development of self-organised teams.

Claire said: *“After this meeting, I now feel that I would be confident to go out and do a referral myself. This was a great first experience and I think we could do a lot to support Jamie, helping to develop his skills and find new activities for him to attend.*

*“I also think we can help Rosemary by providing her with some respite, safe in the knowledge that Jamie is being well cared for. At the end of the meeting, Rosemary said she didn't think she would ever see the light at the end of the tunnel. My reply was, ‘we are the light.’”*

