



Empowering people on the
autism spectrum and with
learning disabilities.

Jakki Stevens

Head of Quality and Compliance

Aspens Charities

Single Assessment Framework

Workforce Wellbeing and Enablement

This guidance was updated by CQC in February 2024.

Full details can be found [here](#)



Workforce Wellbeing and Enablement is referred to in the following Regulated Activities Regulations 2014

[Regulation 9: Person-centre care](#)

[Regulation 12: Safe care and treatment](#)

[Regulation 17: Good governance](#)

[Regulation 18: Staffing](#)

These are covered in the new Single Assessment Framework



Under the Key Question **CARING**

CQC expect providers, commissioners and system leaders to live up and evidence the following quality statement:

QUALITY STATEMENT:

“We care about and promote the wellbeing of our staff, and we support and enable them to always deliver person centred care”

What does this statement mean to us as providers?

The statement is broken down into 6 key points:

**The provider recognises
and meets the wellbeing
needs of staff**

**Staff have regular
opportunities to provide
feedback**

**A culture of good
wellbeing**

**Staff are supported if they
are struggling at work**

**Staff have easy access to
personalised support**

**Staff feel valued by
leaders and their
colleagues**

CQC explains:

People receive safe, effective and person-centred care as the provider recognises and meets the wellbeing needs of staff. These include the necessary resource and facilities for safe working, such as regular breaks and rest areas.

The provider recognises and meets the wellbeing needs of staff

AS PROVIDERS WE CAN EVIDENCE THIS THROUGH?

- Empower staff to speak up when they need support
- Have policies and procedures in place to guide wellbeing, managing stress, taking breaks, booking leave and staff safety.
- Adopt a zero tolerance attitude to bullying and harassment
- Systems in place for ease of booking leave and authorisations
- Have robust support procedures for staff who work alone

5 Dimensions Of Employee Well-being



Physical



Mental



Emotional



Social



Financial

CQC explains:

People benefit from staff who have regular opportunities to provide feedback, raise concerns and suggest ways to improve the service or staff experiences. If necessary, leaders provide a timely and considered response.

Staff have regular opportunities to provide feedback

AS PROVIDERS WE CAN EVIDENCE THIS THROUGH

- Staff surveys
- Team feedback exercises through internal audits
- Pathways to propose ideas and receive feedback/ decisions
- Share survey responses and actions openly
- Open committee communications sent to all staff



CQC explains:

People's experience of a service is driven by a culture that normalises good wellbeing through inclusivity, active listening, and open conversations. This enables staff to do their job well and to be well.

AS PROVIDERS WE CAN EVIDENCE THIS THROUGH

- Responding to enquiries quickly by all leadership roles
- Sharing the “bigger picture” with staff
- Explaining decisions and changes in detail
- Accepting staff won't always agree with us
- Empowering staff to speak up if they do not agree
- Ask the questions despite the possible answers

A culture of good wellbeing



CQC explains:

Staff are supported if they are struggling at work. This has a positive impact on the care they deliver to people.

AS PROVIDERS WE CAN EVIDENCE THIS THROUGH

- Avoiding a rigid approach to support
- Empower staff to lead conversations about the support they need.
- Sourcing specialist support and training
- Having external support systems eg EAPs
- Talk openly about the difficult subjects eg suicide prevention

Staff are supported if they are struggling at work



CQC explains:

Staff have easy access to personalised support that recognises the diversity of a workforce with proactive and reactive measures.

AS PROVIDERS WE CAN EVIDENCE THIS THROUGH

- Provide a confidential support service to all staff
- Ensure all staff access 1:1 supervisions and are asked about their wellbeing during these
- Ask staff what support would be meet their needs individually
- Provide a diverse approach to training
- Avoid a one size fits all system of support
- Consider interviews and different ways to deliver these

Staff have easy access to personalised support



CQC explains:

People are supported by staff who feel valued by their leaders and their colleagues. They have a sense of belonging and the ability to contribute to decision making.

AS PROVIDERS WE CAN EVIDENCE THIS THROUGH

- Communicate and update
- Invite ideas and proposals
- Have means and systems to share and celebrate best practice
- Adopt “2 way” communications and engage staff in conversations
- Where you can invite frontline staff to be part of projects



Staff feel valued by
leaders and their
colleagues

During the 2024 audits in our Charity, staff have told my team:

**We like visits by
Leaders and
Trustees**

**We like it when
we are asked
for our opinions**

**We like to be part
of reviewing
policies we follow**

“I have an idea”

**We want to
understand
why things
change**

**We like it when our
work is celebrated
outside of our
team**

Something to consider:

We will always need to find ways to engage the more resistant staff members, the “corridor moans” which links very much to workplace culture. As I am sure you all know, a single positive person can impact a team, just as much as a single negative person can.

As leaders we must commit to our systems and make good on our promises, this will encourage, impact and bring confidence to the staff using them.



?

Questions