



# Eden Futures Quality Account

2024

**Sarah Frank**

Director of Quality & Governance





# Introduction

## Eden Futures Quality Account 2024

2024 was a busy year across all of Eden Futures with many projects and new developments coming to fruition in addition to continuing to offer excellent ongoing support to all the people that use Eden Futures' services.

Our staff have a passion for working with the people we support to enable them to achieve their own goals and aims. They take pride in the work they do and the difference that this work makes.

Throughout 2024 we have focused on both the people we support and

continuing to develop and enhance our People Strategy to support the development of Eden Employees and to ensure that their workplace is safe and supportive and that they work within an organisation that values them and the contribution that they make.

We have commenced the rollout of Nourish, a digital care records system which will support the work of our operational teams delivering care and support.

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# A quality message

From the CEO and Director of Quality & Governance

The quality of the services delivered and the experience of people we support remain at the heart of everything we do. We remain at 100% overall GOOD ratings for all of our CQC regulated services which have been inspected and rated by CQC.

During 2024 we utilised the services of an external mock CQC inspection consultant to conduct inspections in two registered locations. We did this because of delays in inspection from CQC and to benchmark our internal practice and audit as we moved into the actions required by the new regulatory framework, which came in during January 2024.

Our internal auditing process was updated to reflect the CQC audit changes and auditing against those new quality statements commenced in 2024, with all locations audited by the end of the year. Outcomes were positive with a focus on ensuring continuing excellence and learning from any areas of development identified.

We introduced a digital social care record – Nourish – during 2024 and this was an exciting development in ensuring

effective evidencing of support provided and enabling responsive oversight and clarity about actions taken by staff in services. This rollout continues in 2025.

We continue to see amazing examples of people supported transforming their lives with the dedicated support of our Eden team – we have highlighted some of those stories where people have grasped opportunities to live their best lives and these stories constantly remind us of the value that all social care staff provide to those they support and the positive changes that are achieved every day of every year.



**Helen Stokes**

Chief Executive Officer



**Sarah Frank**

Director of Quality & Governance

# Internal and external assurance



## Internal assurance

Each CQC registered location receives an annual quality audit based on the CQC Quality Statements. The year end score following completion of the audits for 2024 remains at 92%. This is a good score bearing in mind that a new process with an increased number of quality statements has been introduced and that CQC have included additional topic areas.

One Registered Manager has taken up a post in 2024. This was an internal promotion following the departure of the previous Registered Manager. This highlights the focus on growing our own talent whilst at the same time welcoming new ideas and skills as he has been replaced by an external candidate.

Compliance visits have continued during 2024 with support and guidance provided by Quality Business Partners to all operational teams.

## External assurance

During 2024 we were not inspected by CQC in any registered location. We are expecting this to change during 2025.

We have commissioned external “mock” CQC inspections for two registered locations from an external consultant. This has provided valuable external benchmarking of our processes and incorporated the new CQC quality statements.

We work in close collaboration with commissioners of services and many of them have visited services in 2024 to carry out audits. We see all of these visits as positive experiences and are pleased that so many commissioners have highlighted the excellent support provided. Areas of development are acknowledged and worked on promptly and shared with the wider organisation where relevant, to ensure a continued and consistent commitment to achieving best practice in all areas.

We completed the accreditation process for ISO:45001 (Health and Safety Management Systems) during 2024 and achieved this for all four provider companies.

Re-accreditation was received for all four companies for the ISO:9001 certification (Quality Management System)





# Our people strategy

## Our Purpose is Our People

Our People Strategy sets out the strategic direction for our staff in the coming year and sets out how we will enable the delivery of our vision and strategic aims, underpinned by our values of: Brave, Honest, Caring and Compassionate, Positive, Professional and Responsive.

Our intention is to continue to build a workforce that is happy, resilient and able to fulfil their potential as we develop and grow our services.

We aim to ensure that our staff experience is a positive one throughout the employee lifecycle to attract and retain the best people, being able to change and adapt to provide excellent care and support and meet the needs of our service users.

**Launched in October 2022, our People Strategy has focused on 3 key overarching ambitions:**

- To attract and retain our people
- To make sure that their health and wellbeing is supported so that our people feel well at work
- To give our people the opportunity to learn, develop and progress

In 2025/2026, our People Strategy will continue to focus on these 3 key areas.

In April 2025, our HR functional objectives and focuses will be updated to reflect the outcomes of our Investors in People Assessment (March 2025), which includes feedback from the Employee Opinion Survey (February 2025). These insights will form the basis of our activities over the following 12 months.

We aim to further solidify our position as a provider and employer of choice and ensure our 1500+ strong workforce feel valued, engaged and equipped to succeed.



**Alex Pugh**

Head of HR

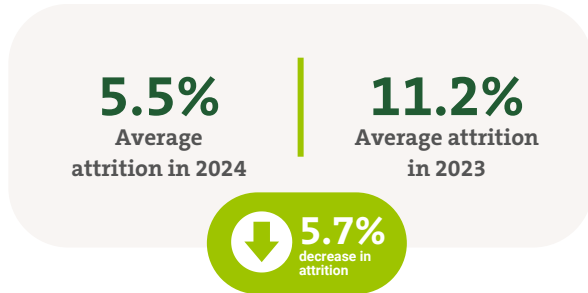


# People achievements

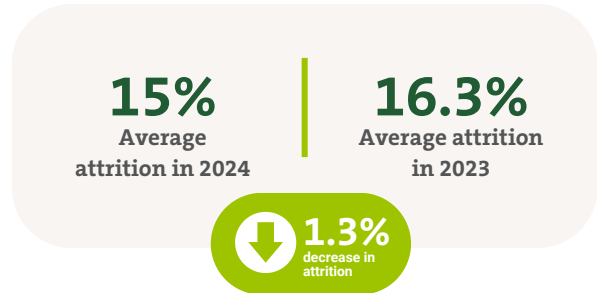


## Wins for 2024

### Attrition **in probation** (within 6 months service)



### Attrition **outside probation** (7 months+ service)

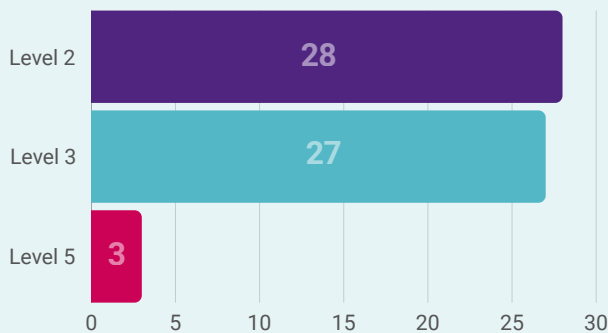


## L&D highlights:

**100%** All Service Managers have completed or are on programme to complete their Level 3 in Health and Social Care!

**100%** Support Workers joining us from September 2024 have undergone our new induction programme!

### Active Apprenticeship Learners:



### New resources launched in 2024:

- Updated HR Toolkit for managers
- New Wellbeing Policy and updated Wellbeing page
- New Menopause Policy and dedicated support

### Time to hire in 2024:

We reduced the time to hire by 8 days (on average) in 2024





# Positive outcomes for people we support

At the end of 2024, the operations team, led by our Group Operations Director, Clare Cott, were supporting 716 service users on a daily basis. We have over 1500 staff within the operations team supported by an additional 95 members of staff within our central support teams.

Three Operations Managers work across our regions and they oversee a number of CQC registered locations where an Area/Registered Manager leads the location based teams.

The operations team support individuals on a day to day basis in all aspects of their life – providing both physical and emotional support and enabling people to make valued daily choices and aim for long term goals.



**Clare Cott**

Group Operations Director

## Jane's story

Jane moved to a shared house, supported by Eden Futures, during the covid lockdown. She settled in well and made friends with others in the house.

During this time, Jane met her partner and started building a relationship with him. In 2022 Jane spoke with the service manager and said that she didn't want to live in a shared house. She had found a job working as a steward at concerts and football matches and wanted to move forward with greater independence.

Jane moved into a flat with support provided by Eden staff. She was thrilled to have this opportunity and the greater

level of independence it offered, as well as having a home of her own. She and her partner went on holiday to Africa, having saved up, but also visited local schools whilst there and gifted them things she had collected such as books and toiletries.

Recently, Jane secured a full-time job working as a support worker. She and her partner, now her fiancé, had been saving for a new home and they recently moved in together with full independence.

We are so pleased for Jane and proud to have played a part in supporting her to move forward with her life so successfully.



## Greg's story

Greg moved from a hospital placement into an apartment, supported by Eden Futures, six years ago. He has complex challenges and extensive communication needs, and a detailed transition process took place including the recruitment of a dedicated team specifically to support Greg. The Specialist Support Team at Eden Futures supported both the transition and ongoing training and support for the team.

If we move forward six years, Greg is settled in his apartment and is visited by his family several times a week, including occasional sleepovers with him in his home. He enjoys varied activities both at home and externally and his team work with him to plan those events. The need for physical restraint has reduced from 2-3 times a week to less than 5 times a year. Greg's staffing has reduced as all these positive changes have impacted his life. Progress has been slow but consistent.

Last year Greg went on a holiday to London, participating in many tourist experiences which he really enjoyed. His parents had not thought a holiday would ever be possible with his previous holiday being in childhood and were so happy to see the progress Greg had made and the opportunity this was bringing him.

The Area Manager sums up the progress Greg has made as follows:

**“Greg's story exemplifies how well-co-ordinated, person-centred care can enable individuals with complex needs to thrive in the community. The dedication of people at Eden Futures, external professionals and Greg's family have turned his life around leading to substantial improvements in the quality of his life, independence and personal fulfilment”**





# Feedback

During 2024, we appointed to a new post of Engagement Officer. They have spent time getting to know service users in many locations, following up on their concerns and undertaking an annual survey using a different approach in order to benchmark responses and consider new approaches for 2025 to enable meaningful engagement with people supported.

The Engagement Officer has also worked with our Expert Partners to understand their needs in working with different aspects of the organisation.

“I like the Area Manager and I have a coffee with her when she is here. I can speak to her if I am unhappy about anything”

- Hull

“I feel that I have developed a lot of confidence with support from staff and I am really good in the kitchen with cooking now”

- Lincoln

## Annual survey

The annual survey was updated in 2024 and a new approach to questions was introduced. We trialled the use of QR codes in addition to providing an electronic link or a paper survey.

It was disappointing that engagement with the survey was lower than the previous year. However, it was structured to capture information in a much more detailed way and that information will enable a plan to be made to tailor approaches in different areas in 2025.

The survey had two parts in 2024:

**Section 1:** About where the person lived and what sort of accommodation in addition to whether they worked (paid or voluntary) or attended college.

**Section 2:** About the person’s day to day experience of support.

We received responses from 26.4% of people we support, with our West region having the highest number of responses, at 37%.





## Survey results:

### **17% of respondents told us that they had paid or voluntary work with another 8% attending college.**

13% said that they would like to either work or go to college. That means that nearly 40% of those who responded were keen to have a daily occupation of some kind.

### **89% of respondents told us that they felt heard**

This meant that they could speak up about the things that mattered to them and received good information from staff to support them to make decisions. People felt that they were believed when they spoke to staff. Importantly, people felt that they had options if they wanted to talk to someone different.

**92% of respondents told us that they felt safe in their home.**

### **89% of people felt well supported by their staff team**

This included getting help with daily living, being able to access support if feeling mentally or physically unwell and being supported if they had issues with others that they lived with.

### **85% of respondents said that they were involved in planning their support**

This included working with staff to write and review plans and getting information from staff to support this. They liked that family could be involved if they wanted them to be.

In addition to the survey, we have had many face to face conversations with people supported during 2024 and here is some of the feedback they have given us:

**“I’m really happy living here and staff support me with things that I want to do”**  
- Yorkshire

**“I feel that the staff here ‘get’ me and I am now getting more exercise and have been eating better meals and have lost weight as a result”**  
- Hull

**“I feel that I have developed a lot of confidence with support from staff”**  
- Lincoln

**“I am proud of my home and have been supported to buy a new carpet and have my home re-decorated”**  
- Nottinghamshire



# Summer roadshows

We held three busy summer roadshows for service managers with the theme of “Professional Development”. Topics included: Digital records rollout; Identification and management of risks from physical health conditions; Financial governance when supporting service users and a review of Eden Futures from 2023 and planned projects and developments for 2024.

The roadshows were very well-received by managers and some of the comments made were as follows:

**“It was wonderful being part of the roadshow and seeing colleagues from throughout the organisation. I learnt more about the company and enjoyed the variety of topics covered – with information I have taken back to my team.”**

**Service Manager**

**“Helen shared a vision for the company that was inspiring and made me feel proud to be part of it.”**

**Area Manager**

**“Sarah and Clare have a lot of knowledge. I always leave their roadshows with a lot of answers to my questions and able to implement changes into my services. It gives me the opportunity to reflect as a manager and think about how I can improve.”**

**Service Manager**





# Complex service delivery

Providing support to individuals that have complex needs

Lorna Durrant leads the Specialist Support Team in delivering excellent support to those we support who show distress through communication and behaviour. In addition she leads on autism practice within the organisation and also supports the work of our Expert Partners, assisted by our Engagement Officer.

The SST comprises of Positive Behaviour Support Practitioners and a Mental Health Lead. The SST supports operational colleagues to explore strategies that reduce risks for individuals who communicate distress in risky ways. In doing this, the team increase positive quality of life outcomes for individuals.

Following a review of the team and actions in late 2024, which included asking operational managers to complete a survey, the team has reviewed their overall strategy to ensure that information and support is available to as many people as possible and we are looking forward to seeing the positive outcomes from this in 2025. This strategy includes the launch of drop-in sessions from February 2025 which enable managers to book appointments to discuss specific concerns or questions with two members of the team.



**Lorna Durrant**

Head of Specialist  
Strategies & Outcomes



# Hester's story

Hester is a young autistic lady also diagnosed with a learning disability and who doesn't communicate using the spoken word. Hester has sensory differences and relies on specific objects to help her regulate.

Hester was referred to Eden Futures after a significant safeguarding event with another provider that resulted in her experiencing physical injuries and emotional trauma. Understandably, the move was particularly difficult for her. The sharing of information and the development of a solid transition plan had not come to fruition despite our best efforts meaning many of the staff were an 'unknown' to her and the environment unfamiliar.

The Specialist Support Team conducted a functional behaviour assessment to inform a positive behaviour support plan and worked with the operational team in the development of an autism and sensory profile alongside other documents to increase knowledge and understanding and strategies the team could use to reduce Hester's distress and support the development of therapeutic relationships.

As part of this work, a bespoke communication strategy was developed to ensure that staff always worked in a way that Heather preferred. Some specific

actions which were part of the communication strategy were:

- Different coloured plates for meals at different times of the day to enable predictability.
- A now and next board to support current actions and to enable Hester to understand what was happening next.
- Red and green cards to show Hester that something was starting and something was stopping.
- An inventory of Hester's favourite toys and a picture file, to enable Hester to more easily show the team what she was looking for and reducing frustration and anxiety.

All of this work provided reassurance for Hester in addition to working with the team to improve their skills and confidence and work with Maybo on bespoke strategies to support Heather.

The specialist Support Team continued to map her distress communication data, correlating it with sleep and menstrual cycle data which identified some themes which allowed the introduction of other strategies.

This methodology has seen an 83% reduction in the use of [approved] hands-on physical interventions.



# Nourish

The digital care records platform that supports our personalised approach

After a process of reviewing available systems that met with the government assurance requirements we identified Nourish as a system to rollout for digital social care records.

This process was led by the Director of Quality and she ran a pilot which commenced in February 2024 in CQC locations in Worksop and Derbyshire. This took place over a three-month period and including training and support for those areas to enable all the system benefits to be achieved.

Services in those areas went live on the system during May and a full rollout was planned, led by the Group Operations Director and supported by the Director of Quality. This commenced in July 2024 and is ongoing with more than 40% of people supported live on the system at the end of 2024.

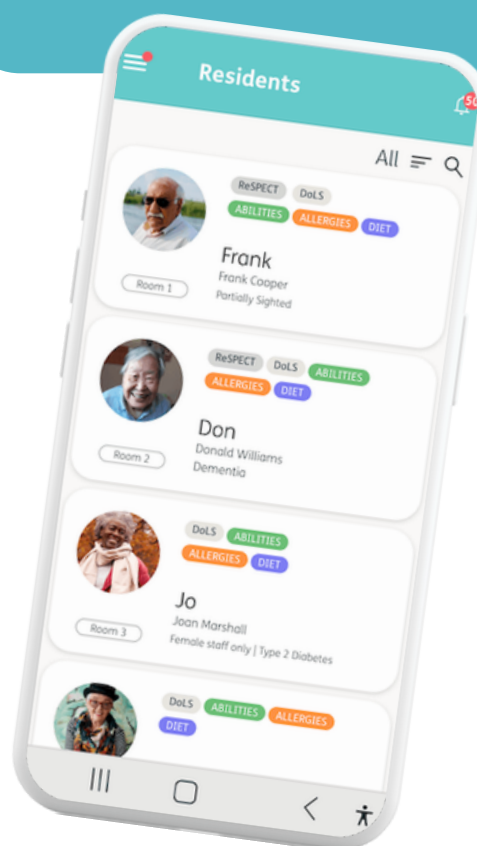
We are seeing many benefits in the areas where the system is live with detailed records being completed on the system, excellent oversight of actions and evidence able to be provided to commissioners of care in addition to external auditors and regulators on request.

We anticipate completing this rollout by August 2025 and will review additional functionality for the system at that point.

Over time we expect to see savings both environmentally and financially from reductions in printing and physical archiving costs.

## The benefits of Nourish include:

- Record, plan and coordinate care in real-time on the go
- Secure and accurate notes for better decision making
- Personalise care for everyone we support
- Save time on administration and collaborate more effectively





# Looking forward to 2025

We are anticipating another busy year in 2025. In addition to ensuring an excellent quality of support delivery to all service users, we have the following projects identified:

- Completion of Nourish rollout and identification of additional functionality on both a day to day basis and with additional software such as an e-MAR system to bring medication administration into the digital records system. Pilot planned for October 2025.
- The introduction of the SONA system for rota planning and payroll, to enable full visibility of all support delivered and streamline functionality in this area. Proposed live date of June 2025.
- The set up of an IT project group to ensure that all IT systems and projects support key organisational objectives and enable all departments to work more effectively.
- Further development of our understanding of CQC quality statements which will be informed by the anticipated in-person inspections by CQC in 2025 in addition to our continued work in this area.
- Summer roadshows for all managers to include topics of key importance to service delivery and identified best practice.



We are focused on ensuring consistent quality in our existing systems and processes in order to provide a responsive and focused approach to enable our operational teams to continue to support people and maintain their excellent standards. There is a wider commitment to developing innovation and ensuring that all systems meet organisational objectives.



Harlaxton House, Unit 3, Long Bennington Business Park,  
Main Road, Long Bennington, NG23 5JR

T: 03300 240 039 E: [info@edenfutures.org](mailto:info@edenfutures.org) [www.edenfutures.org](http://www.edenfutures.org)