



# Eden Futures Quality Account

2025

**Sarah Frank**

Director of Quality & Governance





# Introduction

## Eden Futures Quality Account 2025









2025 was a year of change at Eden Futures, most especially by welcoming Care Wish Ltd who joined the Eden Futures Group in February 2026. They now form part of our Central region and are integrated into the wider group.

We completed the rollout of the digital social care records system - Nourish. This is bringing many benefits to employees and service users and enables us to evidence the excellent support being delivered across the group.

SONA, our new rostering system, was introduced in early Autumn across all operational services, and we continue to work on other digital projects - currently the rollout of an e-mar system to further support service users.

We continued work on our People Strategy and were thrilled to be awarded Investors in People Platinum earlier in 2025. We know how hard it is to achieve this level and were delighted that our work and people have been recognised.

People we support continued to thrive in 2025 with many of them trying things for the first time – holidays abroad, voluntary work, paid employment or just getting the bus into their local town. Staff supported all of these choices positively and continued to encourage service users in all aspects of their lives.

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# A quality message

## From the CEO and Director of Quality & Governance

2025 was a very busy year for everyone at Eden Futures and we continue to offer personalised support to all those individuals with whom we work. We do that within an environment that promotes our values and ensures that their voices and opinions are listened to and acted upon.

During 2025 we have had two CQC inspections with one service location rated as Outstanding and the other as Good. All our locations remain rated at Good or above.

During 2025 we utilised the services of an external mock CQC consultant to conduct inspections in three registered locations. We took this step because of the long delays in CQC inspections and to benchmark our internal annual audit outcomes. This work will continue in 2026.

Our internal audit process has been updated to reflect the CQC Single Assessment Framework, and we await promised guidance from CQC which will give more detail about expectations and evidence within the Adult Social Care sector.

Our internal annual audit score improved for all services overall and our focus is on building upon this, ensuring development where required and enabling oversight and clarity of actions within services to support excellence. In 2026 this will include the feedback and themes identified from the external mock audit process.

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 within this report and they show where people have grasped opportunities to live their best lives and these stories remind us of the value that all social care staff provide to those they support and the positive changes that are achieved, both big and small, on a daily basis.



**Helen Stokes**

Chief Executive Officer



**Sarah Frank**

Director of Quality & Governance

# Internal and external assurance

## Internal assurance

Our year end internal score was at just under 94% which shows a consistent approach to meeting regulatory expectations and an ability to evidence the good quality care and support being provided.

A new Area Manager joined, and he is working within our specialist services. This followed an internal promotion for the previous post-holder. We are always pleased to welcome ideas and benefit from the experience of a person new to Eden and he has been joined across the group by several new service managers in addition to those promoted internally.

Internal oversight has continued in 2025 with the Quality and H&S Business Partners out and about in services conducting audits, working with teams to develop best practice and offering advice throughout the year.

In addition, a new Governance Strategy is due to launch in 2026 highlighting all the work done within Eden to provide assurance of good practice, management of risk, safe provision of support and how all the actions link with each other to demonstrate oversight of risks, opportunities, service delivery and organisational practice and to confirm that appropriate actions are taken at all levels of the organisation in a timely and appropriate way.

## External assurance

Two CQC inspections took place in 2025. Our Rotherham location was awarded an Outstanding rating with our Bradford location remaining as a Good location, with all areas rated Good.

We continue to commission external “mock” CQC inspections to provide current benchmarking against the CQC framework and themes for organisational actions.

Commissioners have continued to be very active in 2025 with many visits to services to audit and complete contract monitoring. These visits have been positive, and we work in a collaborative way with commissioners to maintain and exceed expected standards and to address issues positively, when they arise.

We re-accredited with ISO for the 9001 (Quality Management Systems) and 45001 (Health and Safety) for our provider companies. Care Wish Ltd joined the Eden Futures Group in February 2025 and has also been accredited to both.



# 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 were 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 1800+ strong workforce feel valued, engaged and equipped to succeed.



**Alex Pugh**

Head of HR

# People achievements



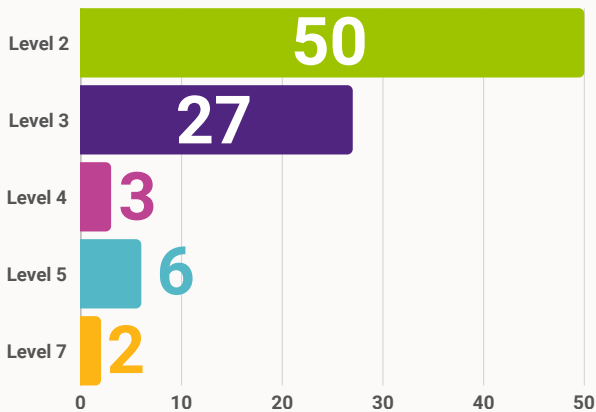
## Wins for 2026

### L&D highlights:

100%

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

### Active apprenticeship learners:



### New policies launched in 2025:

Relationships at Work Policy

Dignity at Work Policy

Equality, Diversity & Inclusion Policy

Supervision & Appraisal Policy

Time & Attendance Policy

### Recruitment highlights:

15,745.5 | Support Workers hours recruited

467 | Support Workers onboarded!

21,015 | Total applications in 2025

We did it  
*We're Platinum!*



INVESTORS IN PEOPLE®  
We invest in people Platinum



# Positive outcomes for people we support

At the end of 2025, 745 serviceusers were supported by 1709 operational staff. 82 staff formed our central support team, providing key support to operations and our wider business functions.

Our Group Operations Director, Clare Cott, continues to lead the operations team and in addition to her normal work, had a busy year leading the integration of the Care Wish team into the wider Eden Futures group. In this, she was supported by the Integrations Manager which was a new post in 2025. An internal candidate was successful in his application, and the role is to support new organisations that join Eden Futures

Three Operations Manager oversee our regions, each having several CQC locations and managers in their region.

The operations team support individuals in all aspects of their daily lives, providing physical and emotional support and encouraging and enabling people to make valued daily choices as they aim for short and long-term goals and outcomes.

Two examples of individuals being supported by our staff teams to make the most of the choices and opportunities that they have are shown on the following pages.



**Clare Cott**

Group Operations Director

# Peter's story

Peter and his house mate Mike set off on their first-ever holiday abroad together in October 2025, a special trip to celebrate Peter's birthday. For Peter, this was far more than just a holiday, it was a milestone no one ever believed possible. Because of his complex needs it was always assumed that Peter would need two staff on holiday and going abroad would be very difficult. Last year, Peter proved everyone wrong.

Through consistent encouragement, patient support, and plenty of positive risk-taking on a daily basis, Peter began overcoming some of his biggest fears. He has always feared heights and previously refused to climb any stairs at all. Knowing this, the manager and team spent weeks planning every risk and preparing strategies to support Peter when boarding the plane, especially because he had to climb steep steps to get on board.

To everyone's amazement, Peter walked straight up the steps and onto the plane without a single issue. It was a powerful reminder of just how far he had come, and how deeply he trusted the staff who worked alongside him every day.

The holiday itself was filled with sunshine, excitement, and new experiences. Peter was able to visit the cockpit and have his photo taken with the pilot. A birthday surprise he absolutely loved.

Meanwhile, Mike enjoyed the full range of foods available, trying new dishes at every opportunity, and both enjoyed a mix of activities including boat trips, relaxing days on the beach, and lively evenings spent dancing at the nightly entertainment.

Another huge achievement came when Peter and Mike needed to walk down a floating jetty to board a boat. The platform moved with the tide and waves, and staff anticipated this could be a major challenge, especially as Peter sometimes became unsteady when unsure of his footing. But once again, Peter surprised everyone by confidently walking across, excited for the adventure ahead.

The trip was filled with laughter, smiles, and unforgettable moments. One of the biggest positives was the friendships Peter and Mike made along the way, joining in activities and enjoying time with new people.

The local area manager said:

**“Overall, this holiday wasn't just a birthday celebration, it was a remarkable journey of independence, trust, courage, and growth. Peter showed everyone what's possible when the right support meets determination and belief”**



## Mary's story

Mary's journey with us began back in 2021, when she was living in a local house and receiving outreach support. Life wasn't easy for her at that time. Mary's weight had increased to over 20 stone, and this was having serious consequences in terms of skin integrity resulting in hospital visits to support this. It was clear that something needed to change.

Mary was given the opportunity when a ground floor flat with a wet room became available locally and staff supported her by advocating for Mary's choices to the local authority. Mary was able to move in towards the end of 2021.

The first year wasn't smooth sailing. Mary struggled with routines and motivating herself to follow good hygiene actions, but consistent support continued to enable slow progress.

In 2023, concerns about Mary's weight and skin remained in addition to concerns about forming unhealthy relationships. A risk-enablement plan was put in place and a women's charity became involved. They worked with Mary on understanding healthy relationships and this supported a significant transformation in Mary who learnt to value herself more and make safer choices in this area.

Mary was referred to a personal trainer who delivered eight sessions focusing on healthy eating and exercise. Together they created meal plans and food diaries. Mary was motivated and wanted change very much.

Some old habits crept back but the seeds of change had been planted, and they didn't go to waste.

A Dermatology appointment was made to support Mary with skin breakdown, and the doctors were very direct with Mary about the chances of her skin ever healing. Mary heard this message and with staff encouragement and support, started making some small changes and built a workable routine that focused on good skin care. Mary's weight was still very high and one day she asked her staff to help her with it.

A healthy meal planner was created and changes to Mary's shopping routine introduced. Something clicked with Mary this time – she had been involved and owned her plan. She wanted to try cooking and introduced new foods into her routines. The weight started to come off slowly.

As Mary lost more weight, her mobility improved dramatically. She started walking more - something she had really struggled with before - and everystep helped her lose even more weight. Every single pound lost was celebrated with staff, and the results just kept coming. Her skin, once a constant source of pain and infection, improved beyond anything we had seen before. As of early 2026, she has gone nearly four months without any skin breakdown at all - a milestone she would never have imagined a year ago.

And the biggest victory of all? Mary has lost an incredible 6 stone up to February 2026.

She feels healthier, happier, and more confident than ever. She's getting out more, enjoying life, and even treating herself to new clothes because, in her own fabulous words: **"I'm a skinny queen now!"**

The area manager said:

**"Mary's transformation over the last 14 months has been extraordinary. She has worked incredibly hard, overcome challenges that once felt impossible, and embraced support every step of the way. The progress she has made - physically, emotionally, and mentally is a credit to her determination and strength. Mary truly is doing amazingly, and she should be so proud of how far she has come."**





# Complex service delivery

**Compassion-led, coordinated support: Walking alongside individuals who face multiple challenges, ensuring they feel heard and valued.**

The Specialist Support Team, guided in practice by Lorna Durrant, provides compassionate and reflective practices, ensuring that individuals who express their distress in ways that may pose risk to themselves or others receive thoughtful, evidence-based support. Their approach centres on dignity, understanding and the belief that all behaviour is a form of communication.

Lorna also helps shape the organisation's autism practice, championing inclusive, strengths-based approaches and working alongside our Expert Partners and Engagement Officer to ensure lived experience meaningfully informs our work.

The Specialist Support Team brings together Positive Behaviour Support Practitioners, an Engagement Officer and a Mental Health Lead, integrating evidence-based approaches with deeply held values of compassion, dignity, and

person-centred care. Working in close partnership with operational colleagues, the team engages in reflective practice to understand everyone's unique experiences and explore what their expressions of distress may be communicating. Together, they co-create compassionate, supportive strategies that reduce risk in ways that remain respectful, least-restrictive, and aligned with each person's needs and preferences.

Through this collaborative, relationship-centred approach, the team supports colleagues to enhance quality-of-life outcomes, nurture emotional wellbeing, and help create environments where people feel safe, understood, and empowered to thrive.



**Lorna Durrant**

Head of Specialist  
Strategies & Outcomes

## Primrose's story

Primrose is a capable, insightful 25-year-old woman living in supported living. She has experienced significant trauma in her life and continues to navigate the ongoing impact on her emotional wellbeing. At times, when she feels overwhelmed, Primrose may express her distress using self-harm. Throughout this journey, she has shown remarkable resilience, self-awareness, and a strong desire to direct her own life.



When her wider MDT initially suggested a highly restrictive approach intended to keep her safe, Primrose expressed clearly that these measures did not feel respectful or supportive of her autonomy. This affected her relationships with the team and highlighted the need for a more collaborative, person-centred way forward.

A review of incident data was shared with the MDT, illustrating that restrictive responses were unintentionally increasing distress rather than reducing it. This created a valuable opportunity to offer and embrace an alternative, strengths-focused model of support—one that centred Primrose’s voice, preferences, and goals.

Around this time, Primrose began a new relationship and expressed her wish to take a holiday with her partner—an exciting milestone and something she had never been able to experience before. Her team recognised the significance of this and worked alongside her to make it possible in a way that honoured both her independence and her wellbeing.

The holiday was a wonderful success. Primrose and her partner enjoyed their time away, made new memories, and returned feeling proud and energised. The experience strengthened her confidence, her relationship, and her sense of autonomy. She is now excitedly planning more trips for the year ahead.

### Collaborative work included:

- Planning together: Staff supported Primrose to explore all aspects of the trip—destination, duration, travel options, accommodation, budgeting, meals, and understanding how her prescribed medication might be impacted by alcohol.
- Building confidence: Graded exposure was used thoughtfully to help Primrose increase her skills and comfort with public transport and other aspects of travel that she had previously found overwhelming.
- Gentle, nearby support: Primrose chose to have staff accompany her on the holiday by staying in a separate apartment within the same building—close enough for reassurance, but far enough to support her independence.
- Healthy communication: A dedicated phone allowed Primrose and staff to check in at agreed times while still giving Primrose the freedom she wanted, with the option of additional support if she needed it.
- Practical preparation: Primrose arranged for her medication to be in blister packs and organised a small travel first-aid kit. She also prepared contact details for local services, ensuring she felt informed and confident.





# Feedback

Our Engagement Officer has been working on a number of ways to involve service users, receive feedback and understand their experience.

The Engagement Officer has been working with Expert Partners on a new “Listening and Involving People” plan which will be launched in 2026 and this will continue to highlight the many ways in which the voices of those we support can be heard. Our Expert Partners continue to work within the organisation, supporting with audits and interviews.

“My staff are fun and I like them!”

“The team help me to feel liked.”

“Daily check in’s, even if I don’t answer, it’s appreciated.”

“They cheer me up when i feel low in my mental health.”

“I feel cared about!”

## Annual survey

Our annual survey took place later in 2025 and people we support told us that they valued the support we provided.

“They encourage me to pick up old hobbies and support me to do them.”





# Summer roadshows

2025's roadshows were held in July in Leeds and Chesterfield and were attended by more than 100 managers. Our theme was "Eden Futures, Building on Success" and topics included CQC themes; Environmental Safety; Closed Cultures and Leadership and Culture.

Our CEO gave a well-received presentation on the successes from the previous year and plans for the rest of 2025 and into 2026. Feedback from this was very positive. Our managers said:

**"The HR session was really good, and I was able to understand steps I could take when I go back to my service that would let me resolve some things that I have been aware of."**

**Service Manager**

**David's interactive H&S session was really good - I felt that there were things I could take from this and using Taskmaster as a basis for the group work was inspired and several of my managers commented about this to me."**

**Area Manager**

**"I really enjoy and value seeing all the other managers at the roadshow and being able catch up with the organisation. Helen's presentation was informative - I like knowing the direction of Eden and about new services opening."**

**Service Manager**

**"I thought there was good variety in the sessions this year and they were the right length to keep my attention. Closed cultures gave me things to think about and that linked quite well to the HR session on leadership and culture. Since the roadshow I have tried to implement some of the things we talked about and feel more confident in my role as manager."**

**Service Manager**

# Looking forward to 2026

We expect 2026 to be very busy. Our focus will, as always, be on ensuring that excellent support is provided to all individuals and enabling staff to do this by providing good, relevant training and support from focused and committed managers who lead by example.

## Also in 2026:

- Development of the e-mar project into a wider rollout to further enable staff in service to work effectively and responsively.
- Review the Nourish platform and ensure that wider functionality is utilised and shared with all staff.
- Accreditation to Cyber Essentials Plus to support our growing digital platforms and evidence additional focus on the key area of cyber security.
- Continued focus on organic growth with services opening in Hull, Rochdale and Alfreton as well as considering targeted acquisitions where opportunities arise.





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