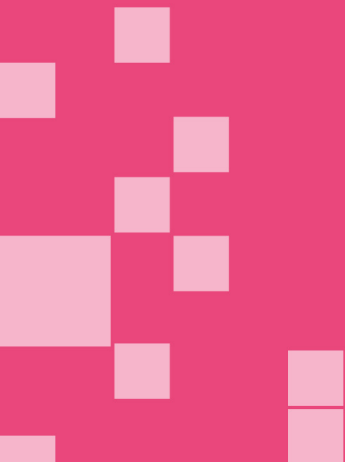
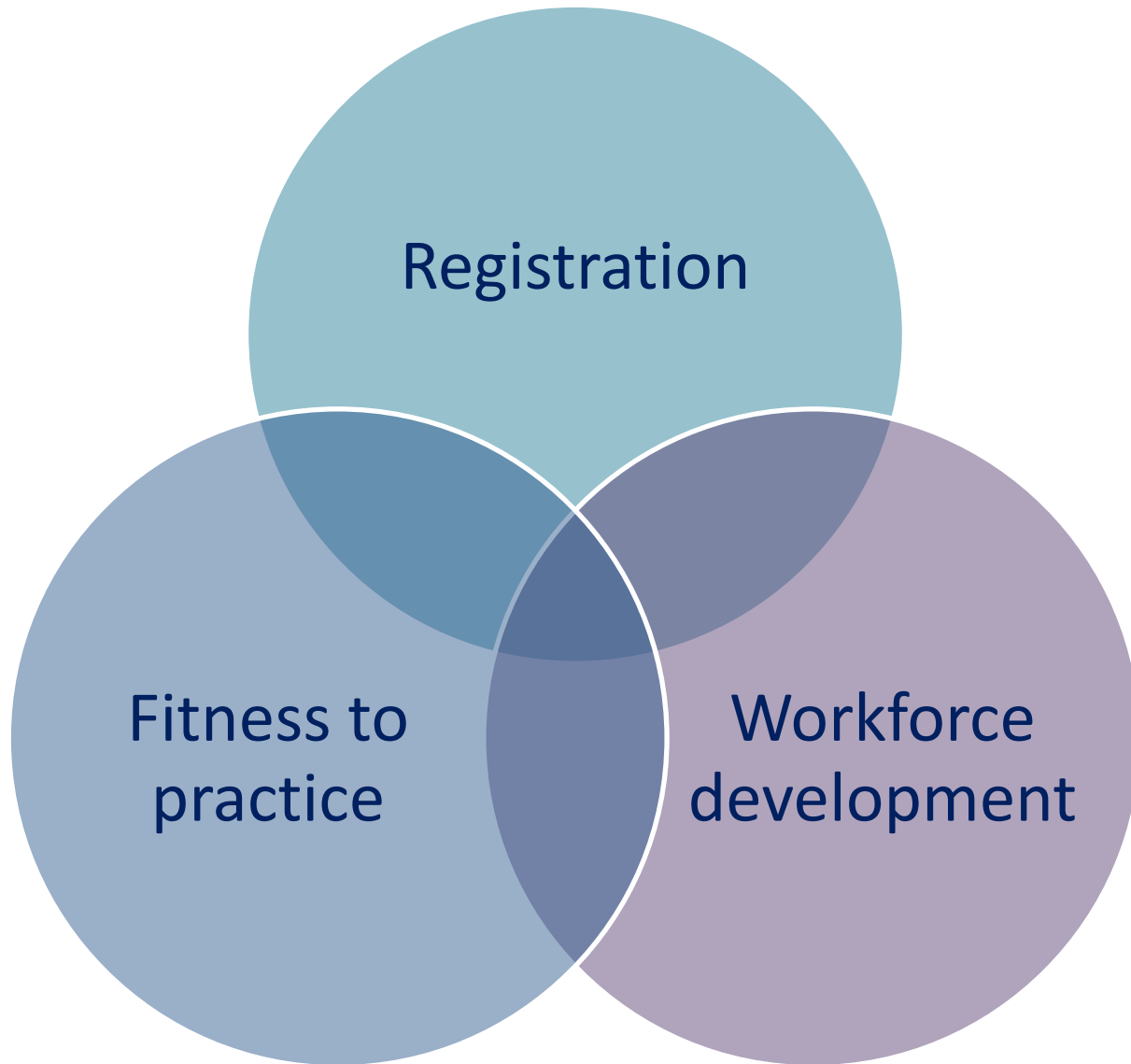


Quality Improvement

How do we keep this going?

Paula Quinn
Scottish Social Services Council





The social services workforce in Scotland

- 206,000 workers
- More than 160,000 are registered with the SSSC
- More than 2,500 employers
- 12,500 services
- Statutory, voluntary, private sectors
- Supporting adults, children and families in a range of services
- 78% of employers have less than 50 staff
- Work collaboratively with other sectors



Quality Improvement – your next steps



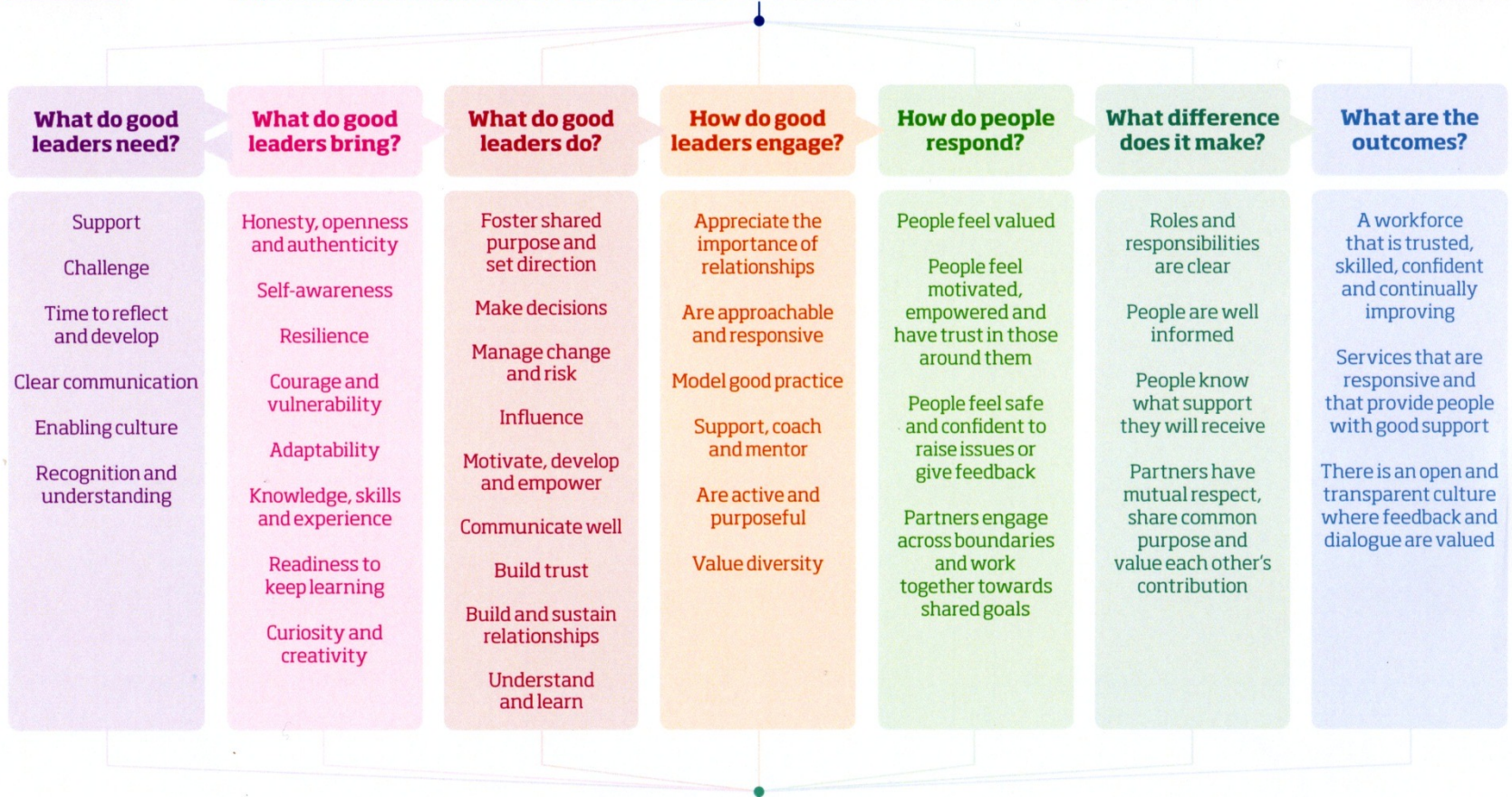
- Reflect on your learning from the Near Me work
- Involve others
- Share experiences and network
- Good ideas can come from anywhere
- Recognise & develop skills
- Evidence the improvements you make
- Embrace that it's ok when things don't work (in fact it's great learning)

Logic model



Enablers of good leadership

Strategic vision and expectations are clear and communicated well; people feel supported, valued and respected; atmosphere of openness, trust and good relationships; work and achievements are acknowledged; levels of pay are sufficient to recruit and retain good staff; people have a voice and are treated fairly; responsibility is shared; people are self-aware and there is a culture of reflection, learning and development.



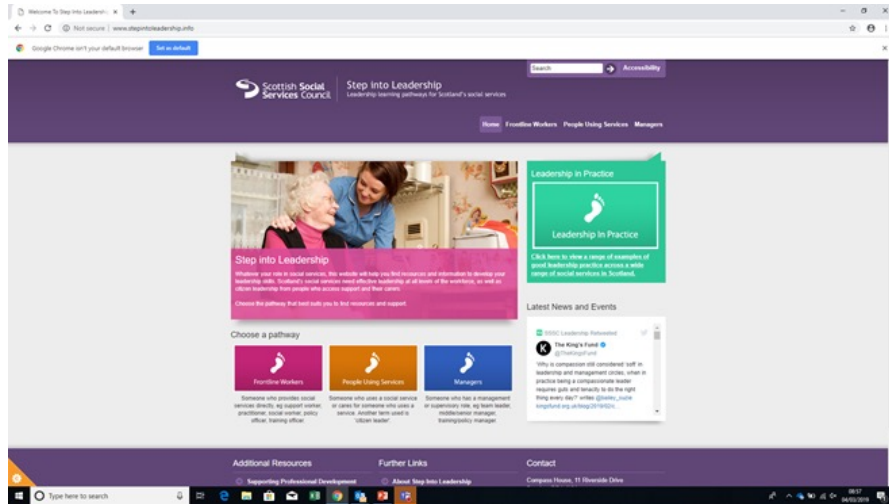
Risks or barriers to good leadership

Lack of time for reflection and development; lack of parity and fair terms and conditions; excessive workloads; change fatigue; poor communication; negative or 'blame' cultures; micro management; poor systems and processes; social care devalued in society; lack of vision and direction.

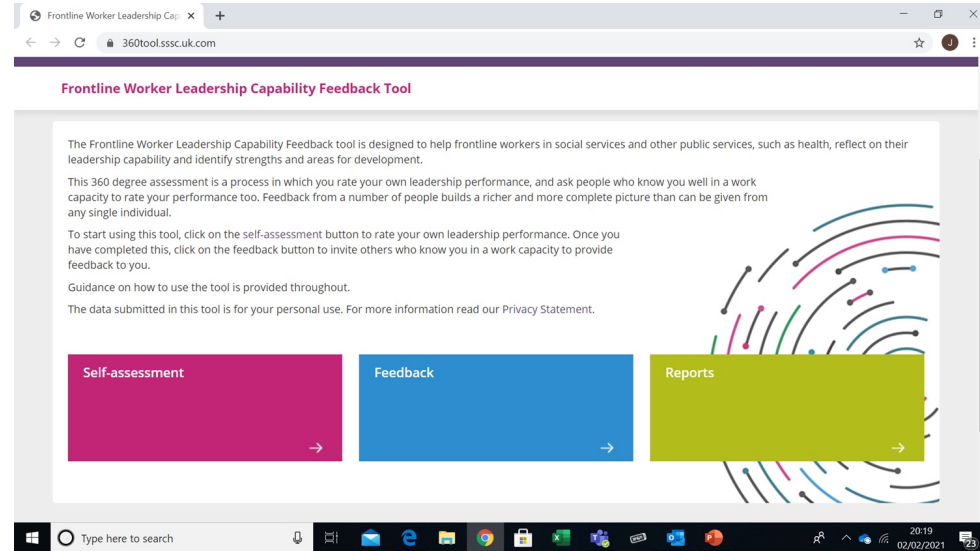


Leadership Resources

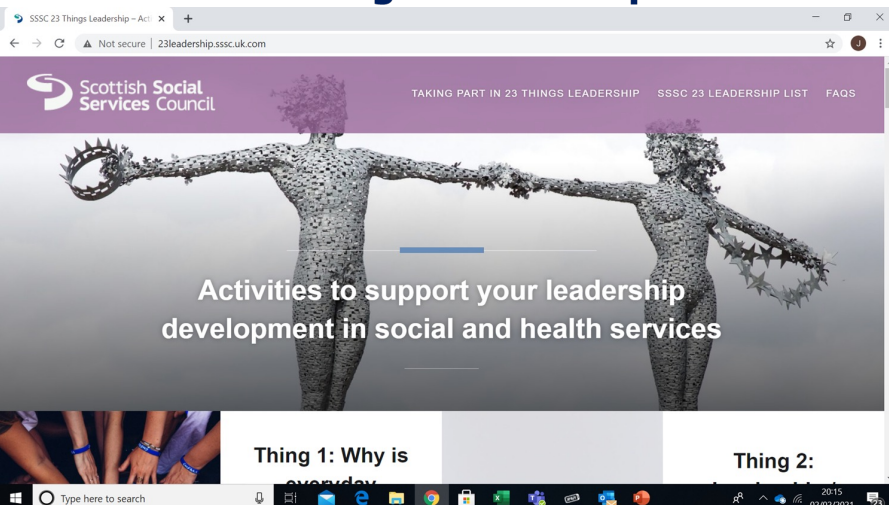
Step into Leadership



Leadership Capability Feedback Tool



23 Things Leadership





Formal and Informal Learning

- NHS Education for Scotland
SIFS, SCLIP, SCiL
- The ihub (Healthcare Improvement Scotland)
- Local Training
- Sharing experiences
- Find others locally & join or set up a Network
- National Forums
- Twitter



THANK YOU

To link with the SSSC on QI Networking and Learning please email:
paula.quinn@sssc.uk.com

Follow us on Twitter at www.twitter.com/SSSCLeadership