

Organisational Development

Enable East knows that the development of staff and the unique and invaluable skills they can bring to their organisation are just as important as ensuring the processes and services they provide run as efficiently as possible. We have a passion for bringing out the best in people both professionally and in areas they can use in their personal lives, focusing on communication, teamworking and personal well-being.

Preparing for Inspection

Preparing for an external inspection can be a daunting prospect and Enable East is proud to have helped a number of organisations get their staff ready to meet the challenges that a visit from an external agency can bring. We understand the need for commitment and buy-in from across all levels of staffing, ensuring a cohesive approach that can demonstrate the organisation's strengths and how it is responding proactively to challenges.

We have worked with several NHS Trusts to help prepare for external inspections, carrying out mini mock inspections, delivering staff preparation workshops and creating engaging and informative board presentations which outline the Trusts' vision, values and commitments to delivering the best possible care for their population. Mock inspections give frontline staff a chance to experience what it would be like to engage with inspectors and allow managers to identify potential issues early on.



Our bespoke staff preparation workshops provide a positive and humorous introduction to the key inspection themes that staff could expect to be asked about, and looked at how to manage the practical issues during the inspection itself. The training was met with extremely positive feedback with one manager telling us: "I've just met up with some staff and there was a very positive response from them about the preparation training run by Enable East yesterday. They found the training really helpful, in fact one said it's been the best training he's had in a very long time....Thanks for arranging this and well done, great training!".

As well as the practical support we offered, Enable East also provided the organisation's staff with a simple to use guide which contained an overview of the key inspection questions, how to manage practical aspects of the inspection process and a 'frequently asked questions' section.

Following the inspection, Enable East has supported Trusts to generate appropriate responses to their draft reports resulting in regrading of some ratings by inspectors. We have worked with their organisations to prepare materials for the quality summit with local stakeholders.

Project Management Training for Humana, California

In May 2012, Enable East delivered a three day training course commissioned by US healthcare giant Humana for their project managers working on the West Coast of the USA.

Enable East staff supported trainees to explore how they could enhance delivery of their healthcare projects by considering the strategic, political and human elements of their work. Feedback from participants was overwhelmingly positive: "This is one of the best project management training courses that I have participated in. Great job!"

Others said: "I absolutely loved learning from all three of you! Your approach and presentation and personality is so refreshing and makes everything excellent! So much fun!"

"This can make our jobs and my job so much easier and effective. I can already see me using these tools on my project next week."



Empowering the Female Workforce

Enable East has been delivering the innovative 'Her Invitation: Female Power and Influence' course over the last year; a programme which aims to enable women to have responsible, purposeful and positive influence over their own lives and those around them. Our facilitator is the only trainer within the NHS who delivers this course and her in-depth knowledge and experience of the health and social care industry allows her to understand the unique challenges that women within the health sector can face.

We've had some excellent feedback from the courses we have delivered, with 76% of participants feeling comfortable in describing themselves as 'powerful' at the end of one workshop we held. Many participants said they feel it has completely changed their outlook when it comes to their ability and role within the workplace.

HER INVITATION:
FEMALE POWER AND INFLUENCE COURSE
EMPOWERING WOMEN WITH THE CONFIDENCE TO SUCCEED



DID YOU KNOW?

- ONLY 39% OF NHS BOARD POSITIONS ARE HELD BY WOMEN
- THERE ARE MORE MEN CALLED JOHN RUNNING FTSE100 COMPANIES THAN WOMEN RUNNING FTSE100 COMPANIES

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This powerful programme addresses the factors that can hold women back from progressing within the workplace, consisting of two workshops held six weeks apart

WORKSHOP 1: POWER



76%

OF PARTICIPANTS FELT COMFORTABLE DESCRIBING THEMSELVES AS 'POWERFUL' AT THE END OF THE WORKSHOP



WORKSHOP FEEDBACK

- I found positives to take back control
- It reaffirmed that I've come a very long way
- I am already more powerful than I think
- I have qualities not to be embarrassed about
- Take yourself out of your comfort zone in order to grow
- I need to maintain my self belief

WORKSHOP 2: INFLUENCE

WHAT STRATEGIES WILL YOU EMPLOY TO INCREASE YOUR POWER & INFLUENCE AFTER TODAY?

(number of participants said)

- stop apologising 9 
- recognise strengths 4 
- negotiate 4 
- accept praise 3 
- change negative to positive thoughts 3 
- reflect 2 
- reduce 'little girl syndrome' 2 

Helping Lead the Way

An independent charity commissioned Enable East to provide an associate to fulfil a senior management level role during the implementation of a new service delivery plan. We were responsible for ensuring that the required outcomes were delivered, and that the staff could develop the skills and experience required to provide clients with the support that they needed.

During the time we worked with the charity, we oversaw the delivery of all client services, ensuring they were delivered safely and effectively and were compliant with all other legal and best practice requirements. We also developed networks with other local statutory and voluntary agencies to ensure the services added value to the outcomes achieved by the charity's clients.

The charity's CEO said: "The Associate provided by Enable East has demonstrated a level of commitment and senior management skill that I have so rarely come across in my entire career working at board level, it has been extraordinarily successful."

QIPP Proposals

In 2010, the White Paper 'Equity and excellence: Liberating the NHS' set out the government's vision for the future of the NHS and outlined their commitment to ensuring that QIPP (Quality, Innovation, Productivity and Prevention) would support the NHS to make efficiency savings that could be reinvested back into the service to continually improve quality of care.

Enable East was commissioned by a Foundation Trust to develop a set of service improvement proposals alongside its clinical team which had to be viable against the QIPP criteria, with the ultimate goal of turning them into business cases.

In a very tight timeframe, Enable East formulated a series of proposals which were developed into 20 robust business cases with an approximate funding level of £9 million. The Trust was very pleased with the service provided by the Enable East team.

