



**Black Country
Housing Group**

Care Strategy





2030 Vision

BCHG has an expanded its community impact with outstanding care and support services including dementia care and supported living. BCHG care services will be of high quality and recognised as outstanding in the region.

Output Measure

CQC rating of 'Good' or higher for both of our services.

Perception Measure

Residents' satisfaction with care received.

Resident Commitments

Our care service is more than providing care – it's about providing a safe, happy home where residents are supported and enabled to achieve their own goals and outcomes.

Our residents come first – we will always deliver outstanding, compassionate person-centred care and support to meet every resident's individual needs and choices.

Our colleagues will be trained, supported and motivated to keep our residents safe and deliver the best care and support possible.

We will look for opportunities to expand our supported living service, providing more much needed homes and support for vulnerable adults living in the Black Country.

Equality and Diversity Commitments

Equality, diversity and inclusion are at the heart of what we do. We believe that everyone deserves to feel valued, understood and respected. We know that every resident has their own unique needs, and our approach to care is built around compassion, dignity and choice.

We will create welcoming, safe and supportive environments where residents can be themselves, maintain independence and feel a strong sense of belonging. We are committed to responding sensitively to cultural, faith, physical, sensory and cognitive needs, ensuring care is delivered in ways that are personal, inclusive and meaningful.

Living our values, our colleagues feel supported and empowered to deliver care that is fair, respectful and kind. Through listening carefully to residents, families and professionals, we will continually learn and improve, shaping services around what matters most to our residents.

Value for Money Commitments

We will use our resources effectively to achieve positive outcomes for our residents, ensuring we focus on what matters most to residents' safety, wellbeing and independence across our residential care home and supported living services.

We make informed decisions based on performance, feedback and need, and we regularly review our care and support services to ensure they remain efficient and high quality. Where appropriate, we will work collaboratively with partners across the Black Country to share learning, reduce duplication and strengthen local support networks.

We will ensure income is maximised to sustain high-quality care by setting and reviewing fees that reflect the support provided and securing appropriate funding from commissioners and partners. Our approach will be fair and transparent, supporting the organisation's financial resilience while continuing to meet residents' needs.

Strategy Pillar 1

Providing outstanding person centred care and support



Goal

We will continue to provide safe, person centred care and support, meeting all regulatory requirements, whilst enabling residents to live as independently as possible.

Measurable Outcomes

CQC rating of good or outstanding for both services.

Rating of good or outstanding in all mock inspections / commissioning inspections.

Year on year increase in residents’ satisfaction with care provided.

Year on year increase in satisfaction with service from families and professionals.

Strategy Pillar 2

Expansion of our supported living service across the Black Country



Goal

We will increase our provision of supported living accommodation across the region to meet unmet need. We will work closely with our local authority commissioners and partners to ensure we deliver the right homes and support for our residents.

Measurable Outcomes

Increase of at least 10 units of supported living accommodation across the Black Country.



Strategy Pillar 3

Investment in our colleagues



Goal

We will continue to invest in our colleagues, ensuring they're well trained, supported and motivated to provide high quality care.

We will attract, recruit and retain the best colleagues who want to work with us and live our values.

Measurable Outcomes

Reduction in use of agency hours / overtime.

Compliance with training requirements.

Strategy Pillar 4

Increased use of digital applications



Goal

We will increase the use of digital applications across our care and support services to improve care quality, efficiency, governance and communication.

Measurable Outcomes

100% of records held digitally via PCS.

Residents and families able to access data digitally where possible.

Governance reporting

Updates on strategy delivery will be made to BCHG Board twice per year.

The Audit and Risk Assurance Committee will receive a report at each meeting in relation to care quality and our compliance with all regulatory and legislative requirements.

www.bchg.co.uk

info@bchg.co.uk

0121 561 1969

134 High Street
Blackheath
West Midlands
B65 0EE



**Black Country
Housing Group**