

INVESTORS IN PEOPLE®

We invest in people



Feedback

April Care Solutions Ltd

Project number: WAL-24-00106

Practitioner: Jackie Lewis

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Investors in People

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You did it!

INVESTORS IN PEOPLE[®]
We invest in people Standard

You're at the standard level of our We invest in people accreditation.

At a glance

You are clearly driving improvements across all aspects of April Care, taking ideas from your own team and through your involvement with external groups, this has brought increased success for the business, and you are building a strong brand with your external stakeholders. Your ambition is to continue to grow and provide excellent services to those you provide support to and to continue to improve your teams experience. You have revisited your values that are compassion, respect, excellence, inclusive, professional and person centre care, and it was evident that your people align with these on a personal level and understand how they should behave in their day-to-day work.

You are developing a positive culture where people feel supported, listened to, encouraged and appreciated, you have a passionate team who care about providing the best service to the people they support. You clearly understand the importance of attracting and retaining good people who share your values, and the challenges that exist throughout the UK in relation to health and social care and the need to encourage people into the caring profession. Your move to start your own apprenticeship scheme to bring new people into the sector is proving to be successful.

You have developed a management team that is trusted and respected, all your people talked positively about the impact, and it was evident that people are being promoted internally and supported through development and mentoring, many were able to talk about the impact of this on them individually.

There have been some changes since your last assessment with a new manager and a senior care coordinator, importantly many of your people related processes

have been developed and enhanced. Many of the practices now in place are considerably developed from your last assessment.

Your survey scores have improved considerably, with your scores being above the IIP and industry average. In the vast majority of organisations across industry sectors 'Rewarding and recognising your people' is the lowest scoring indicator at April Care you are a +1.0 above the IIP average which is a strong performing result.

The passion with which your people talk about their approach to providing support and care to your clients is something to be proud of.

You clearly demonstrated that you meet the Investors in People Standard again.

Thank you

Thank you to everyone who supported the assessment, through completing a survey, to being interviewed, preparation for the onsite day with Sarah and being looked after so well. It was a really positive experience being at April Care and meeting many of your people.

What to be proud of

There are so many things that could be highlighted here, some of the most mentioned ones are listed below:

- Your high scoring within the survey is well above benchmark for your industry and Investors in People.
- Your people are passionate and committed to the support and care they provide to your clients; they are clearly going above and beyond in many circumstances from baking cakes to ensure that additional requirements are being met.
- Your people love working in the team, and genuinely want to do the work they are doing and feel they make a difference.
- Your people have a high level of trust for managers and speak positively about the direction, support, development and empowerment they have. People talked positively about the impact in and outside of work.
- Your recognition processes are having a significant impact, and everyone interviewed felt appreciated and valued as a result.
- Your ambition to continually improve your services, building a positive brand and to enhance the experience of the team is to your credit.
- There is a genuine focus on people from your team to the people you support, the development of new approaches, processes and systems is ongoing, and people love working together supporting and helping each other, there is strong teamwork and collaboration.
- Your commitment as a whole team to supporting charities such as Macmillan and Maggie's to name a few is something to be proud of.