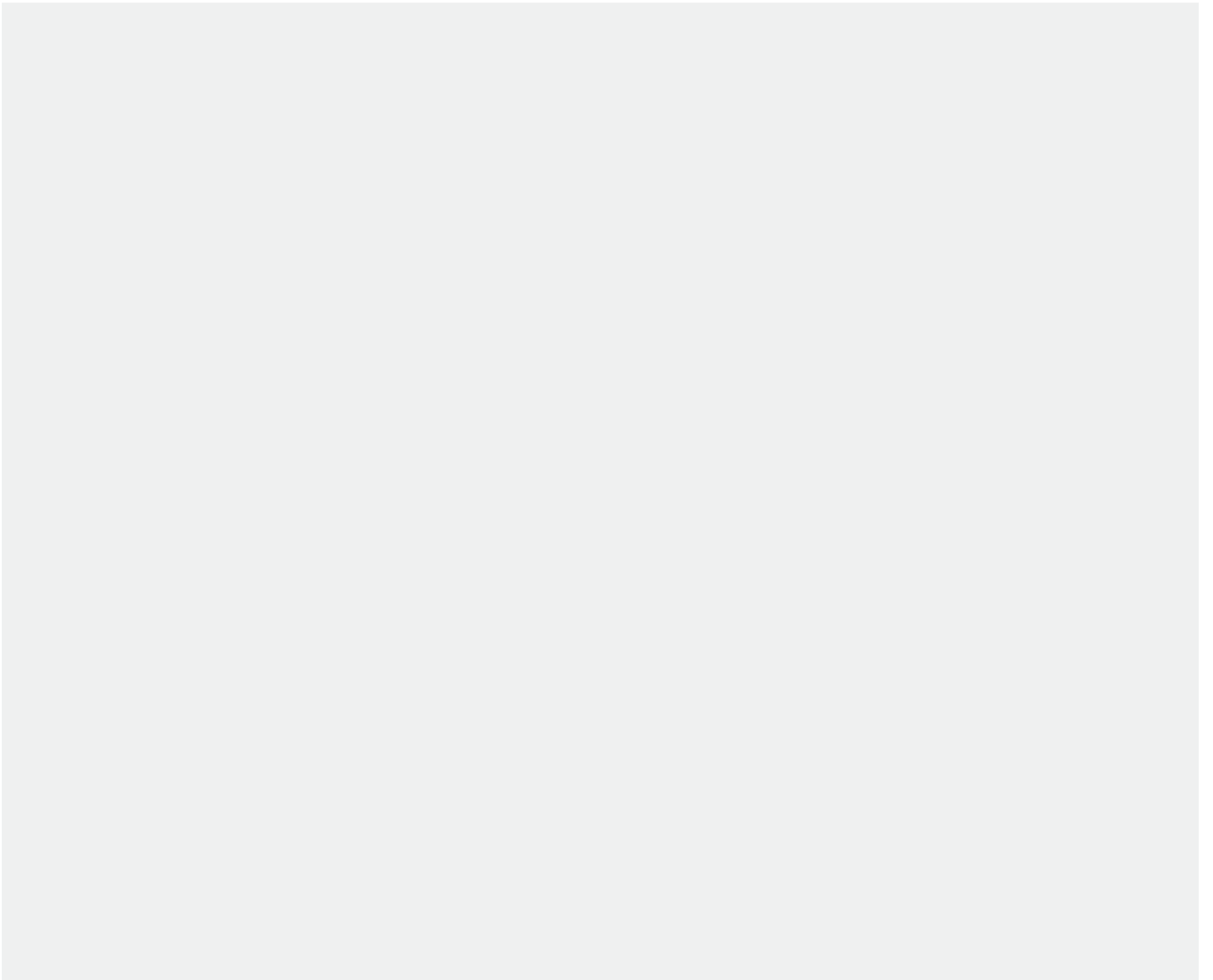


# Recruitment

Secrets of success



## Develop and keep your staff: what works well for employers

Well-trained and dedicated staff contribute to the delivery of high-quality, person-centred care and support. Once you've recruited the right people, you need to invest in retaining them.

### How can I identify development needs?

- Through the induction process.
- During regular supervision and performance appraisals.
- By devising individual performance development plans.
- By encouraging reflective practice.

### How can I develop talent and skills?

- Provide learning and qualifications to improve skills and knowledge.
- Establish a mentor or buddy programme.
- Facilitate group knowledge sharing sessions.
- Continuously model and check that the values and behaviours that are important to your organisation are embedded in your workplace.

### How can I keep the right people?

Embed the right values and behaviours

Involve staff in decision making

Encourage commitment and loyalty from your staff

Pay above minimum local wage rates

Invest in learning and development

Celebrate your achievements and show staff you value their contribution

## Recruitment and retention: links to quality

Research suggests that adult social care employers with a 'good' or 'outstanding' Care Quality Commission (CQC) rating had a lower staff turnover rate than those rated either requiring improvement or inadequate. Whilst staff turnover is only one of many factors that influences the quality of care, the data analysed did show that it was an influencing factor. The majority of employers who responded to this survey had been awarded a rating of 'good' across the five Key Lines of Enquiry.

## Resources to help

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