



Sacha  
Wheatley  
Shared Lives  
**Greenwich  
Case Study**



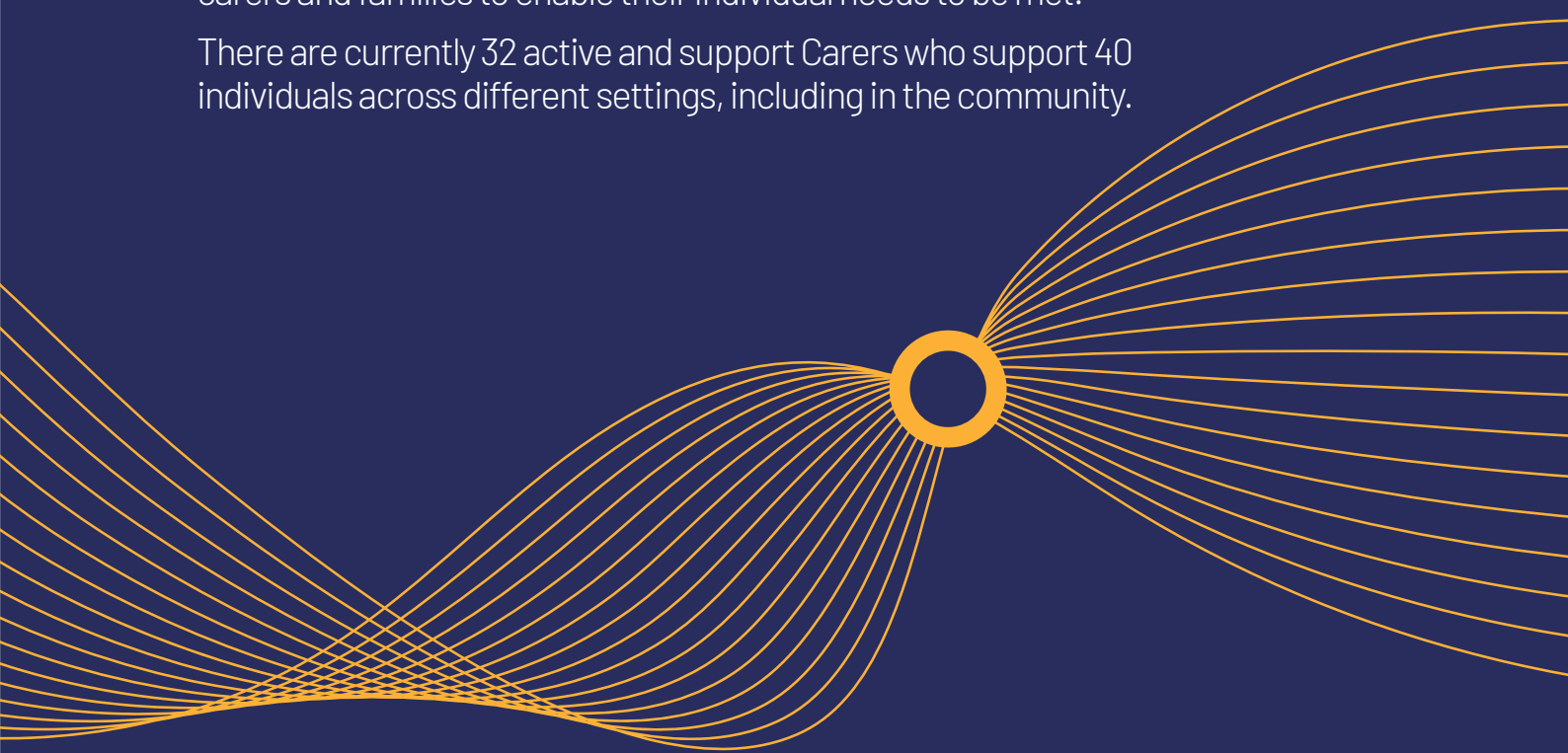


# Background

**Greenwich Council, Royal Greenwich Shared Lives are part of the 'Shared Lives Plus' national organisation. Shared Lives is an arrangement where individuals and families provide accommodation and support for people who need some help to live the lives they choose.**

A Care Quality Commission graded 'Good' provider, Greenwich Shared Lives offer a range of services including, long term, short term, respite, and Flexible support (day support). Individuals who are referred to the service under the scheme are carefully matched with carers and families to enable their individual needs to be met.

There are currently 32 active and support Carers who support 40 individuals across different settings, including in the community.



# The challenge

**Before working with Flourish, Greenwich Shared Lives main approach to training relied heavily on face-to-face training sessions, with limited e-learning options. Registered Manager, Sacha Wheatley pinpointed that this approach presented some challenges, particular for Carers who supported individuals at home.**

She said: "Some of our Carers are based further afield to Greenwich, which sometimes made it difficult to achieve full attendance at training. It was especially challenging for our Carers who support individuals at home.

Sacha noted that flexibility was one of the most attractive elements of Flourish's service offer. The easy-to-use nature of Flourish's Learning Management System (LMS) 'Click Learning', would enable them to provide multiple learning and development opportunities to all staff – regardless of their location.

Sacha said: "We were really keen to give our Carers a degree of flexibility and autonomy when completing training. Flourish were the obvious choice to help us deliver this."



# The **solution**

**In 2020, during the height of the COVID-19 pandemic, Greenwich Shared Lives began working with Flourish. Learning Disability Provision Service Manager Alison Cuffy supported the roll out of Flourish and was also impressed with the flexibility and accessibility of 'Click Community'.**

Sacha said: "I was pleasantly surprised with the sheer choice of courses available at the click of a button. Not only were our staff and carers able to complete their core training but pick up additional skills.

"The extensive reporting metrics were beneficial. We were able to monitor progression and identify areas for improvement were needed. The platform took away all the fuss and was easy to use."

Peter Humphreys, Customer Engagement Manager at Flourish said:

"Unsurprisingly, many providers seek a degree of flexibility when it comes to training their staff and Click Community offers them the perfect balance between allowing staff to be autonomous and tailoring learning to fill knowledge gaps.

"Click's benefits go way beyond flexibility. Staff can take control of their progression and build on their skills and knowledge without providers having to make a big dent in their learning and development budgets."

Sacha noted that despite some staff hesitation during the early stages, colleagues have embraced the platform.



# The Result

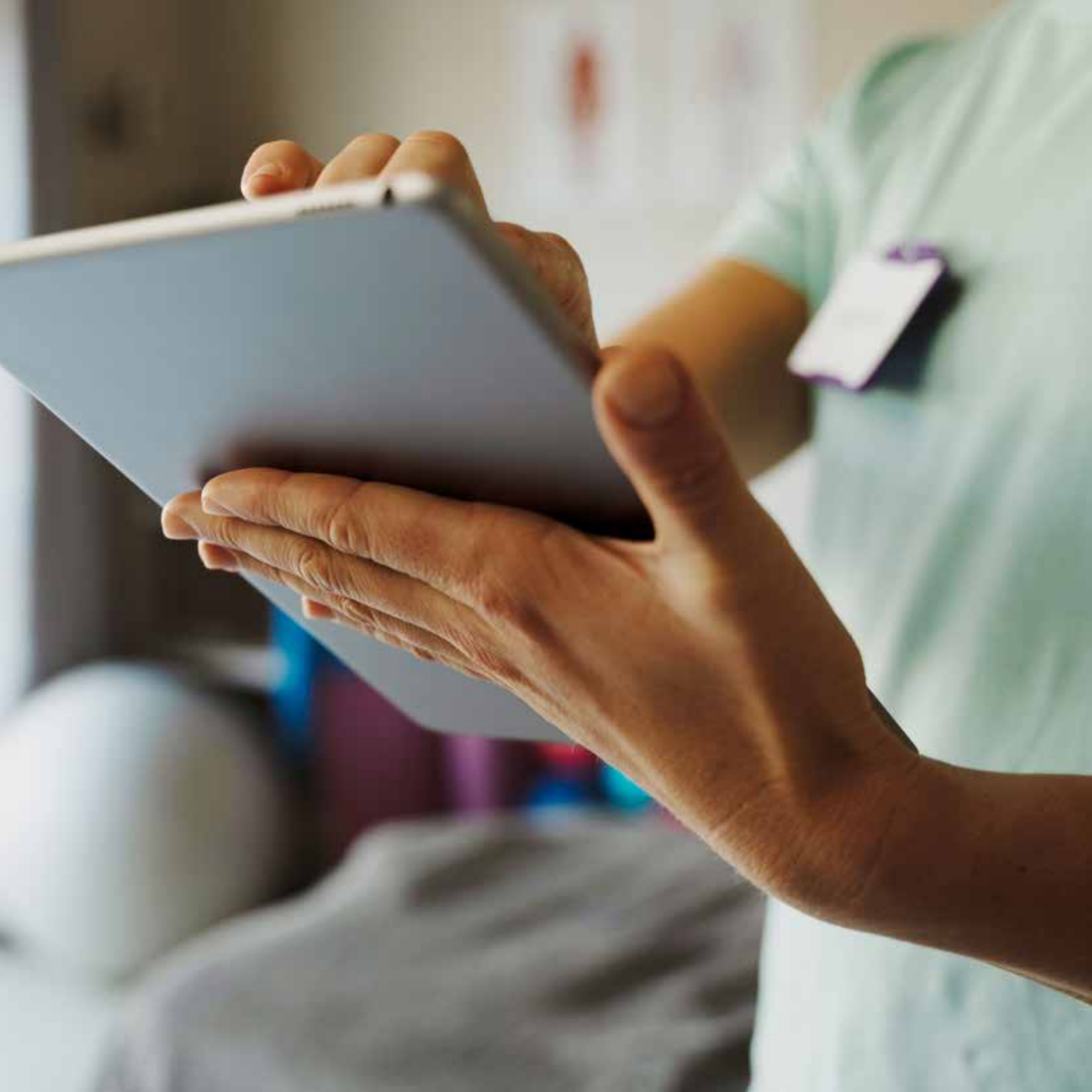
**Throughout the last two years, Sacha has noticed an improvement on the number of staff who are more engaged in their learning and development. She said: “Because of the flexible nature of the platform, our Carers are more willing and eager to complete training.**

Sacha went on to highlight that whilst flexibility is a main advantage, there is a wealth of benefits to Click: “The platform has helped boost our quality assurance through enabling us to identify knowledge gaps and tailor learning for staff. We have even been able to introduce the platform to our secondary (back up) carers, helping us add that extra layer of quality to our service.

“With Click we have seen significant cost and time savings across the learning and development areas of the service. Our induction process has become more streamlined by allowing carers to complete the training element of our induction where and when they wish. By the time the carers reach the induction sessions their training element is complete. We no longer need to rely just on scheduled training programmes. We can offer a rolling programme of training in essential subject areas all year long.

Overall, I am really pleased with the service delivered by Flourish. Their customer service support is outstanding and they are responsive to our needs. The service does what it says on the tin. I would recommend them to other providers.”







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