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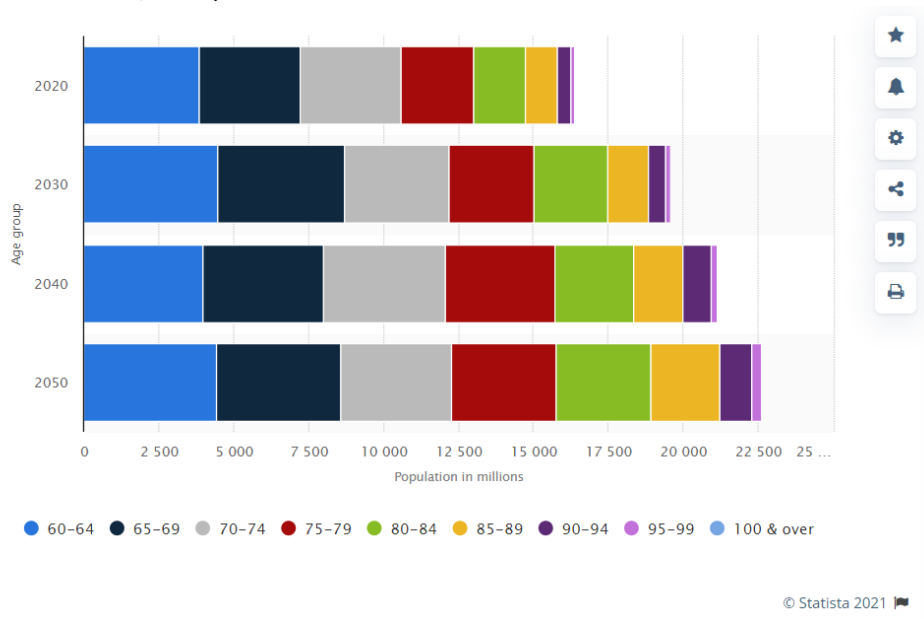
INTRODUCTION:

In this report I will be exploring how factors such as management, effective team work, barriers to team work and roles needed for teamwork can have an impact on the workplace for the management team at trinity social care to have areas identified in this study to improve or develop in order an effective care home to meet the demands and needs of both the staff, care home members and the care home itself. This report can help ameliorate the situation the organisation is having by providing the organisation with an improved reputation. This report aims to assist the care home in developing into an effective workspace.

HOW MANAGEMENT AT TRINITY SOCIAL CARE HOME CAN DEVELOP AN EFFECTIVE TEAM:

Management is vital in a social workspace in order to train the next line of social workers. Managers are also fundamental in administering support to the staff and providing them with leadership (Field, 2018), this will enable to workers to perform at their best in order to meet the demands of social care work at a high quality and with speed. Managers also have an influence in the attitude of the workforce and the work ethic of their employees. By the management team at trinity social care home focusing on these aspects of managements such as strong leadership and confidence, the influence on their team will be a positive one leading to patients at the care home receiving high standard care which will lead to the care homes reputation possibly being improved. The managers at trinity social care should work to instil a sense of openness for expression amongst the staff, managers can do this through having meetings in which team members discuss goals, this will help the team to agree on which goals are deemed acceptable leading to the team working collectively towards goals making them effective as they are working as a group and achieving together, which will also help more jobs to get done. Managers should also try to divert away from "blame culture" and rather try resolve situations, and fully investigate anyone that has been accused, this will in return create a culture of co-operation amongst the team which will allow the individuals to focus on their roles rather than focusing on what others are doing in order to benefit themselves, creating the team into an effective team and providing patients with better care within the care home (Randstad, 2019). To enable care home personnel to access training, managers must devote time and resources, which can be facilitated via learning contracts between managers and care staff. Furthermore, research on successful supervision in a range of settings reveals that supervision and organisational culture can both help improve practise. Nurses in care homes should be given the option to receive joint training with their NHS counterparts, as well as the ability to gain practise hours to validate specific training. GPs and other health-care experts can help with training and updating staff, and homes can also help with doctor and nursing staff training. (Social Care Institute

for Excellence, 2013)



This is a graph showing the resident population projection of people in the UK from 2020-2050 by age group (Statista, 2020), this highlights that people over the age group of 60 are on a steady increase managers need to overcome this obstacle by teaching care staff qualities which are critical in order to improve the quality of life of residents at trinity social care, qualities such as: Patience, tolerance, empathy, emotional intelligence, curiosity, resourcefulness, imagination, and adaptability are some of the character traits that enrich staff-resident relationships and improve residents' quality of life.

THE IMPACT EFFECTIVE TEAMWORKING CAN HAVE IN THE CARE HOME:

Effective cooperation amongst individuals within organisations is now widely regarded as a critical component in the development of a more efficient and patient-centred health and care delivery system. An effective team is a team where the individuals of that team, including the patients communicate with one another as well as converging observations that they have made. What makes an individual an effective and valuable member of the team is recognising the culture of the work environment and its impacts on the dynamics and purpose of the team. An effective team is essential for the safety of patients in a complicated health or social care setting as it reduces the risk of adverse occurrences caused by miscommunication between workers and misunderstanding of roles and responsibilities, Patients are undoubtedly concerned about their own treatment and must be included in the communication process; their early and ongoing participation has also been found to reduce errors and potential adverse occurrences (Babiker et al., 2014). Effective teamwork can have many benefits for the trinity social care home as it can minimise the time and costs of admission into the care home, allowing for more time for team members to focus on the patients increasing the standard of care that patients are receiving as the workers have more time for co-ordination, this will also lead to the team members being satisfied collectively as they are more likely to achieve their goals by being effective which can reduce the tensions between team members and

prevent any possible obstacles to the teams goals. Effective teamwork also enables for the organisations services to be better for patients and more accessible as there is a culture of aggrandized communication and professional diversity this will lead to patients receiving better care and reduce errors which will ensure the safety of patients (Babiker et al., 2014). By having an effective team, the trinity social care will enable the team to work together in order to provide the patients with an augmented standard of care as the team will be less troubled by the conflicts allowing for them to have more time to provide better services to patients and thus in time leading to the organisation's reputation to be improved. So therefore the impact of having an effective team is a positive impact on the team and on the organisation as a whole, workers at Trinity social care should try and adopt characteristics of effective teamworking such as such as good relationships, mutual respect, members collectively having a common purpose, measurable goals and effective leadership as all these will lead to many benefits for the care home and its employees.

BARRIERS TO EFFECTIVE TEAMWORK:

There are many barriers to effective teamwork and these barriers can be at an organisational level, at team level and also at an individual level, all these barriers can hinder the progress of both the team and the organisation, as the organisation (the care home) is heavily dependent on the standard that the team (the employees) are working at. Examples of organisational barriers are financial and regulatory constraints and lack of knowledge or appreciation of other workers within the organization, both these factors can lead to others within the organisation feeling devalued as they are not receiving the resources that they require in order for them to provide the patients within the care home with professional service, they may also feel devalued if they do not feel respected by individuals within the organisation which may lead to them not feeling the need to perform to their best level with their line of work (RW, LJ and California Primary Care Consortium Committee, 2010). In research involving 800 managers and employees in 17 different industries a group of people who had experienced disrespect were asked of the impact that disrespect they had experienced impacted their work, 78 percent said that their commitment to their job had decreased and workers were less likely to collaborate with other co-workers, this highlights that disrespect within organisation will result in an obstruction towards the achievement of effective teamwork (Wroblewski, 2011). Lack of alliance within a team can also lead to the hinderance of effective teamwork, being a barrier to effective teamwork, as "97% of employees and executives believe lack of alignment within a team impacts the outcome of a task or project" (Editorial Team, 2018) this statistic suggests that individuals within the team will not be able to be effective with each other if they do not feel that they match with each other this could be that they do not "align" with each other in terms of characteristics, determination and mindset when it comes to their jobs, and by the team members feeling like this they will not be able to co operate well with another leading to the patients at Trinity social care not receiving the nest performance from the staff and further decreasing their reputation. Therefore when Trinity social care are recruiting staff they should try and avoid employing people that will not align with current staff and they should also try to avoid many other factors as an organisation such as lack of training, inadequate decision making and the team not having a common goal as these factors can all be detrimental towards the progress of the team.

TYPES OF ROLES THAT ARE NEEDED TO CREATE A COHESIVE AND EFFECTIVE TEAM:

In order for a team to be cohesive and effective the team members need to understand how important it is for them to work within the boundaries of their job role, as there are multiple job roles within a health and social care work environment that are made up of different tasks and activities. In order for team members to understand their role they must read their job description which includes factors such as: the responsibilities of that job role, who will be working alongside you, who you will be reporting to, any employees that may be reporting to you, your hourly wage and the hours that you will work. In order for the team to be cohesive and effective each team member should also be aware of the activities that they must not do, this could include the following: activities for which you have not yet been trained; activities for which you are not capable, for example, due to your health status or a lack of seniority or experience; or activities for which your age, gender, or understanding prevent you from participating, such as assisting someone of the opposite gender with personal care needs. By each team member understanding their roles and the boundaries of their roles they will be able to be cohesive as they have knowledge of the dynamics of the organisation enabling them to be effective. Job roles can also aid in measuring the standard as to which the team members are performing at as organisations can observe whether or not individuals are meeting team objectives allowing for them to give constructive criticism to certain individuals allowing for those individuals to improve and the organisation as a whole to improve. Supervision within trinity social care home can allow for understanding regarding the breadth of staffs employment position. Staff should be able to come away with a clear understanding of the extent of their task role. Team members should have a clear awareness of what they can and cannot do, a better comprehension of their work activities and how to improve their performance, and a current professional development plan. Grasp of what individuals are capable of and what they're not, better knowledge of what staff do at work as well as suggestions for how you might enhance their performance, as well as a constantly updated professional development (Hodder education, 2015).



Figure 21.2 Examples of HSC organisational charts



Figure 21.3 Formal supervision

These are diagrams from (Hodder education, 2015), summarising the roles that are needed in order to create a cohesive and effective team within a social and healthcare workspaces, Trinity social care as an organisation must adapt to these roles in order for their staff to be co operative and cohesive in order for patients to receive the care that they require and for the care homes reputation to not be on the decline.

CONCLUSION:

In conclusion there are many areas in which the care home can improve that have been explained throughout this report. The care home must improve as whole in order to enhance its provision of care for patients, these improvements must be done at every level of the care home no matter which position the individual is within the hierarchy of the care home, the management team must give better training to staff and employers should try to employ people who have similar goals and aspirations in order to create an effective team, there must also be strong leadership and a good model of hard work for staff to observe and learn from. Individuals may face prejudice due to their race, gender or class and these are the types of factors the care home should be looking out for as these could be detrimental towards the achievement of a good reputation for the care home.

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