

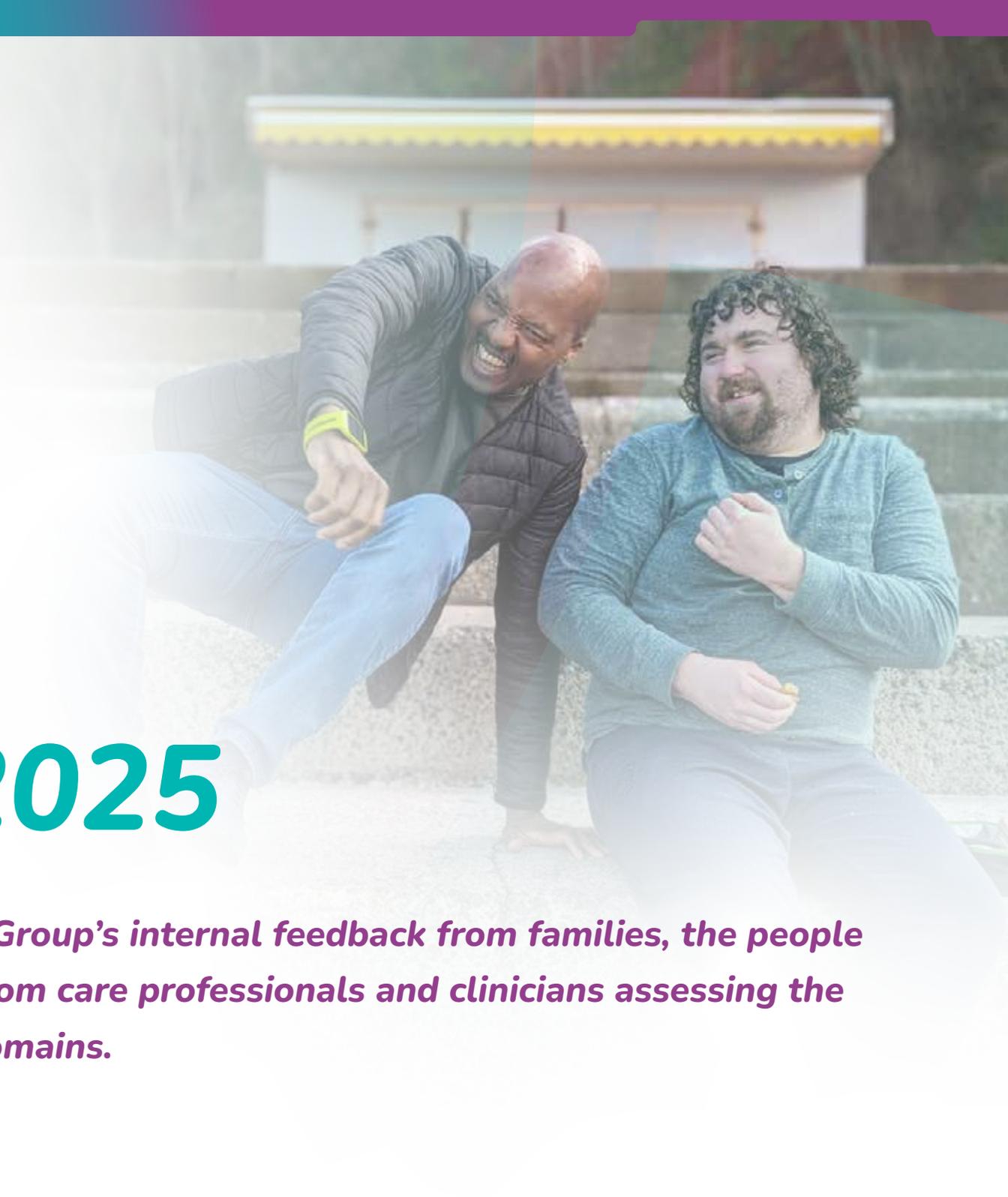


Catalyst Care Group

Humanising health and social care, one person at a time

Outcomes Report - 2025

A report based on Catalyst Care Group's internal feedback from families, the people we support, alongside insights from care professionals and clinicians assessing the quality of care across key CQC domains.





1. *Opening Statement: Louise Bray, Head of Complex Care and Continuous Improvement for Catalyst Care Group*
2. *About Catalyst Care Group*
 - Mission and Vision Towards Systemic Changes and Outcomes
3. *Our Model of Support*
 - Human-Centricity
 - PROACT-SCIPr-UK® Accredited Training Centre
 - Autism Accredited Care Providers by the NAS
 - Personalised Therapeutic Support
4. *Leaf Complex Care's Outcomes Data*
 - Family Satisfaction Survey
 - Care Professionals' Satisfaction Survey
5. *Unique Community Services' Outcomes Data*
 - Family Satisfaction Survey
6. *Nurseline Community Services' Outcomes Data*
 - Family Satisfaction Survey
 - Care Professionals' Satisfaction Survey
7. *Clinician Satisfaction Data Overview*
8. *Building Better Lives and Strengthening Communities*
 - Co-Production Highlights from Surveys
9. *Safeguarding*
 - Feedback and Continuous Improvement
10. *Care and Transition Journeys*
 - Meet Rylee
 - Meet Lisa
 - Meet William
11. *Connect With Us*

Opening Statement

Welcome to our first 2025 Annual Outcomes Report

This report brings together the voices of families, the people we support, and the professionals who deliver care across Catalyst Care Group. It is based on internal feedback and insights gathered through satisfaction surveys and clinician assessments, aligned with the Care Quality Commission (CQC) domains of **Safe, Effective, Caring, Responsive, and Well-Led**.

Our aim is simple yet profound: to understand what we are doing well, identify areas for improvement, and ensure that every individual receives care that is not only clinically sound but deeply human.

Catalyst Care Group exists to create systemic change in health and social care. Our mission and vision are centred on improving outcomes for individuals and families while strengthening communities. We believe that care should be collaborative, compassionate, and transformative. Our approach is **human-centric**, prioritising dignity, choice, and empowerment.

We are proud to be:

- A **PROACT-SCIPr-UK[®]** Accredited Training Centre, ensuring our teams are skilled in positive behaviour support.

- Providers of personalised therapeutic support, tailored to each person's unique needs and aspirations.

- Autism Accredited Care Providers by the National Autistic Society, reflecting our commitment to neurodiverse individuals.

Key Insights and Outcomes

This report shares data and stories from across our services:



- Leaf Complex Care: Family and care professional satisfaction surveys.



- Unique Community Services: Family satisfaction survey results.



- Nurseline Community Services: Feedback from families and care professionals.



- Clinician Satisfaction Overview: Insights into clinical quality and collaboration.

These findings highlight strong areas of performance and opportunities for continuous improvement, reinforcing our commitment to co-production and safeguarding.

Beyond numbers, this report celebrates the impact of co-production and collaboration. It includes real care and transition journeys, such as those of **Rylee, Lisa, and William**, which illustrate how personalised care transforms lives. Feedback is not just collected; it drives action. Our safeguarding practices and improvement initiatives ensure that care remains safe, responsive, and aligned with best practice.



”

*Why does this matter? Every insight shared here is a step toward our vision: **to build better lives and stronger communities through care that is compassionate, personalised, and effective.** We invite you to explore these findings and join us in shaping the future of care.”*

“

Louise Bray,
Head of Complex Care and Continuous Improvement For Catalyst Care Group

About Catalyst Care Group (CCG)



Catalyst Care Group is a family of organisations offering **24/7 community-based support that is safe and caring, with a focus on people’s lived experience and outcomes**. Our purpose is to support people in moving out of long-stay institutional care, reduce delayed discharges, prevent inpatient admissions, and end ‘out-of-area’ placements by providing support that brings people home, where they truly belong, with the people and things they love.

Through **short-term and lifelong support**, we actively support people with multiple needs in complex situations to make informed choices about the care they receive.

We Are a BILD-Certified **PROACT-SCIPr-UK®** Accredited Training Centre
 We provide a proactive, therapeutic training approach (**PROACT-SCIPr-UK®**) for professionals and carers supporting young people and adults with diverse care and support needs. Our structured certification program enables the development of tailored in-house training courses that uphold the highest standards of care.

We train care teams to focus on early support, build trust and understanding, and reduce the need for crisis intervention.

How Can We Support You?

As a family of organisations, we provide **community-based, clinical, transitional, and therapeutic support by highly trained care specialists with extensive professional backgrounds**.

We offer:

- 1 CQC-Regulated Community Support and Community Transition Services
- 2 Autism Support, Learning Disabilities Support, Mental Health Support, Supported Living, Urgent Crisis Response, Private Care and Staffing Solutions
- 3 Transition Homes
- 4 Tailored Therapeutic Support (in collaboration with the Restrain Reduction Network and the Loddon School)
- 5 Urgent Crisis Response
- 6 Carefully matched clinical teams and highly trained support workers

Across our organisations - **Leaf Complex Care**, **Nurseline Community Services**, and **Unique Community Services**, the care teams’ support is grounded in:

- Trauma-informed care
- Autism-informed care
- PROACT-SCIPr-UK®
- Positive Behaviour Support (PBS)
- PERMA Model of Well-Being

Mission and Vision Towards Systemic Changes and Outcomes

When people are placed far from their homes, surrounded by unfamiliar faces, and have no choice over the care they receive, the outcomes reflect a lack of opportunities for a decent life. **Such an impact has a human cost**. To reduce feelings of isolation and the need to start over in building new connections, **people must receive support in the place that brings most comfort – their own home**.

For autistic people, people living with a learning disability, and/or mental health needs, **holistic care at home should always be the first choice**.



And **only 20%** of people/families receive complex care at home.

To make a shift, we ask questions and seek answers on how we can better serve people. Based on our 2023 and 2024 white paper publications,



60% of people were admitted to hospitals without being informed about the admissions process,



and **around 60%** felt less involved in care decisions. Only **33,3%** reported that their cultural, ethnic, and racial needs were considered when developing a care plan.

Our mission is to move towards better care through more humanised approaches. The core purpose is to support people in achieving outcomes that matter to them, involving their families, care professionals, and most importantly themselves.

The more we ground in the values of **Compassion, Impact and Community**, the more we turn awareness into delivery. Implementing the Transforming Care programme enables us to create community support grounded in a people-oriented culture, so we can continue to keep people safe in their own homes, with the right support close by, living joyous and fulfilling lives where they can make meaningful contributions to their communities.

* You can download the newest **white paper publication 2025** here.



MODELS OF SUPPORT

Human-Centric Practices

In a sector where systems can often feel overwhelming, we ask: **What does it truly mean to put people first in care?** For us, it means recognising each person as a whole human being with aspirations, preferences, needs, and relationships.

Our model encourages our specialists and support workers to practice **relational, compassionate care**. This supports consistent, attuned relationships, which are the greatest predictor of positive outcomes. Whether enabling someone to return home after years in restrictive settings or supporting a family to rebuild confidence after a crisis, we prioritise **choice, connection, and dignity**. If care is not enabling people to feel safe, known, and valued, can we truly call it support?

Personalised Therapeutic Support

With extensive professional backgrounds from organisations such as the NHS and the National Autistic Society, our **therapy team** is dedicated to supporting people to achieve their best possible outcomes, embrace their strengths, and live fulfilling lives.

Our Specialists:



Community Psychiatric Nurses



Positive Behaviour Support practitioners



Occupational therapists



Multimedia practitioners

Autism Accredited Care Providers by the National Autistic Society



Leaf Complex Care, part of the Catalyst Care Group, has earned the **Autism Specialist Award for its services in the Midlands and Somerset**. The care teams embed an autism-focused expertise, build deeply personalised support plans, and promote an environment where autistic people feel genuinely respected, understood, and supported.

PEOPLE'S EXPERIENCE THROUGH CQC'S KLOE (Key Lines of Enquiry)

All families currently supported by our care providers were invited to complete a 12-question survey. The survey included a mix of multiple-choice and open-ended questions, allowing families and care professionals working with us to provide both structured and detailed feedback. It aimed to evaluate the quality of our service, helping us identify best practices to replicate across all support and highlight areas for improvement.

40+ families and care professionals took part in the Surveys, helping us create an annual outcomes data report based on our response model, team principles, and lived outcomes. We hope it gives you **the confidence to choose a partner who prioritises people's lives and outcomes without losing the human touch.**

When reviewing our care services, we asked supported people/families and care professionals five key questions. Is the care we provide...



The survey allowed people to leave their names or remain anonymous. For safety reasons, we won't use any names, and wherever a supported person is mentioned, we will use a different name.

Leaf Complex Care's Data



Bristol, South East, the Midlands, and Somerset Services

The data demonstrates consistently high levels of satisfaction across safety, involvement, communication, and well-being. Families highlighted staff compassion, strong relationships, and noticeable improvements in quality of life. **Areas scoring "most of the time" rather than "all of the time"** suggest opportunities to refine consistency and enhance communication, all of which are already being addressed through ongoing service development.

Family Satisfaction Survey Results

1. "My family member is safe at the service."



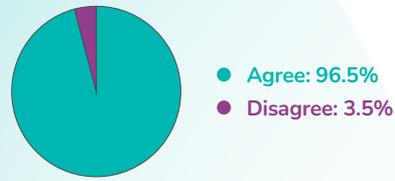
Families report a very high level of confidence in safety, with no concerns about unsafe care

2. "Where possible, my family member is supported to make decisions and choices about their support."



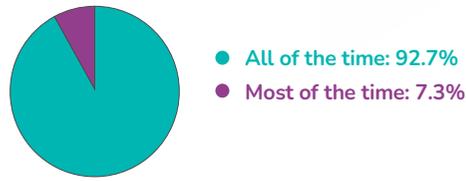
Nearly all families reported consistent support for choice and decision-making.

3. "The team are experienced and competent in the care they provide."



The vast majority of families recognise the team's competence and expertise.

4. "Leadership ensures that my family member has the correct staffing and consistency."



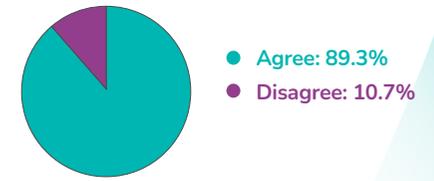
Strong confidence in staffing levels and stability across services.

8. "If my family member or I had a concern, we would be able to raise it."



All families felt confident raising concerns, reflecting strong communication pathways and trust in the service.

9. "I receive regular updates on progress and outcomes of any investigation or complaint."



We remain committed to enhancing clarity and frequency of updates to ensure complete transparency.

5. "My family member is treated with dignity and respect."



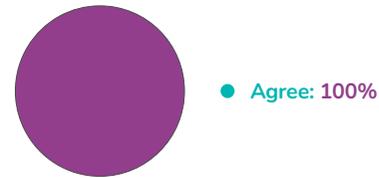
Families consistently observe respectful and dignified care.

6. "The clinician team listens and values my family member's opinion."



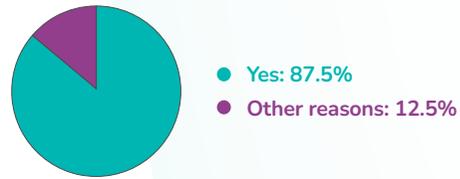
High levels of trust in clinical teams, with minor variability suggesting opportunities to strengthen consistency.

10. "My family member's health and well-being have improved since joining the service."



All families reported clear improvements in health and well-being.

7. "My family member has seen and been involved in their care plan and risk management."



Families consistently observe respectful and dignified care.

Responses in the 'other reasons' category reflected individual circumstances, such as ongoing involvement due to recent transitions or the person's own preferences about what they wished to share. We continue to work closely with all families to ensure accessible and timely opportunities to participate in planning.

* When people are unable to be involved, we involve families and other key members of their circle of support and collaborate with MDTs. Care plans are constantly evolving and are live documents, and we always look to co-produce where possible.

"The service provided met all promised expectations."

Families shared a range of positive reflections:



"Leaf Bristol are a huge improvement and have raised our expectations levels."
"M. expressed happiness when asked this question."

"I have been extremely happy with Leaf over the years, there has been a couple of things which I wasn't 100% happy about, that said I am able to discuss these things with the whole team and come to resolutions for both me, my brother and us as a team."

"Leaf Care have met every promised expectation. They are absolutely phenomenal with my brother and respect and value everything he needs. They have very high, clear expectations, and they are always met."

"It is never going to be perfect, but the consistency of staffing is much better, and my son has a very good quality of life."

"The caregivers are excellent! Compassionate, professional, and truly dedicated to supporting my family member's well-being."

"Our son is happy and has made progress with his dependency on dad."



Family Feedback: Is there anything about the service that you would like to highlight or that you would like changed?

Highlights

“We would like to praise Jade (care coordinator) to the heavens. She is superb, she listens, and acts upon our concerns and worries. She has made a huge, huge difference to A.’s life. Since Jade came, she has worked so hard to get the right staff for him and make his life so much better, we have never seen him so happy since he was living at home. She is a lovely person who totally understands us as parents.”

“I get to live the life I want, not what you guys want.” – Rylee

“I am able to discuss concerns with the whole team and come to resolutions.”

“We couldn’t be more grateful for having those carers who support us and who are really helping B. in every aspect of his daily activities, and first time after years and years, someone is trying to understand him and his needs. Many thanks to Olalekan, Bonaventure, Philip, Fisayo and Dele (support workers) for their support and efforts.”

“More staff, at least one female, so she can help me do some stuff like cooking and stuff. I would love to attend more activities farther away. Me and R. made a bucket list of things we’d like to do.”

“Leaf have been absolutely phenomenal since day one of my brother’s care. They have provided very high standards of care and give him the best in life. Leaf have taken time to get to know our family and have welcomed not only my brother by ourselves too. If there is a times we are unsure on something they are always at the end of the phone. My brother had come such a long way at since being cared for by Leaf!”

Suggestions for Development

- Requests for additional community activities and opportunities to travel further afield.
- Additional staffing options in some cases.
- Families expressed interest in more varied activity planning, including previously enjoyed long-distance trips.

Service Response and Quality Improvement Actions

Some families selected “most of the time” rather than “all of the time” when asked about being listened to, involved in decision-making, and treated with dignity and respect, indicating an opportunity to improve consistency across the service.

✔ **Action Taken:** Provide clear expectations for family updates and designated consistent points of contact for each family.

Families also requested a greater variety of community activities, including options such as swimming and travel further afield. Several aspirations were shared through a “bucket list,” which included long-distance trips similar to past positive experiences.

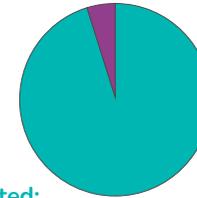
✔ **Action Taken:** Revisit individual care plans to align activities with personal goals and preferences.

Opportunities remain to further strengthen decision-making support, which continues to be addressed through ongoing team development and direct engagement with families and the people we support.

Care Professionals' Satisfaction Survey Data

All professionals currently collaborating with Leaf Bristol were invited to complete a five-question survey. The combination of closed and open-ended questions enabled respondents to provide clear, structured, and detailed feedback on their experience of working with the service.

1. Does the service update on all concerns, incidents or mistakes that may have occurred?

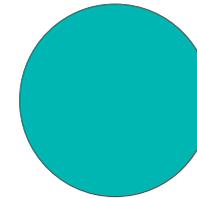


● 95% responded positively

One professional noted:

“Yes and usually promptly. I have been impressed with their transparency when mistakes occur supporting complex people. Although it’s important to note that often these can be very small events that demonstrate the complexity of the people they support. It can be very difficult for anyone to always get things 100% right.”

2. Do the service work collaboratively with the key professionals involved in supported persons care?



● 100% agreed that Leaf’s care teams work collaboratively with other professionals.

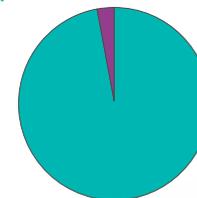
Comments included:

“I have been very impressed with Leaf managers and staff, on a particular complex case they have worked jointly with our organisation and others to reduce risk and prevent a hospital admission for the person. This joint approach is really refreshing to be a part of and helps achieve positive outcomes.”

“Yes, we have had positive collaboration with management, and sporadic input from carers.”

“Yes, I have been invited to many professional multi-agency meetings to discuss L.’s support needs.”

3. Does the service respond well to feedback and make necessary amendments?

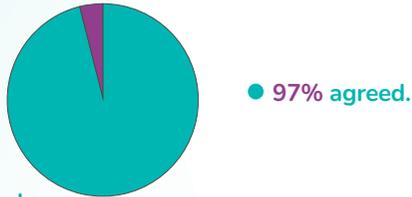


● 96% agreed that the service is responsive and adaptable.

One respondent shared:

“Yes - the service is approachable and responsive to feedback we may need to provide. All are aware that often we all need to adapt delivery of care interventions to meet the needs of the person. This can only be achieved by good MDT working.”

4. Does the service meet expectations and outcomes as per contractual agreement?



Professionals commented:

“Yes - the service works hard to meet expectations and also involve the person, their carers and advocates.”
 “The service meets my expectations in the way they care for L. by offering her many opportunities to expand her lived experiences and provide as much access into the community as possible.”

5. Is there anything about the service that you would like to highlight or that you would like changed?

Professionals shared a range of reflections, including:

“To be honest, my recent experiences of working with Leaf has been very positive. I would like them to maintain their excellent levels of engagement with our service.”
 “I believe that it would be beneficial to share even more information about high-level incidents involving clients with their care manager.”
 “No, I don't think so.”
 “I would like to have more direct interaction with the care team.”

Service Response and Quality Improvement Actions

We remain deeply committed to transparency and ongoing improvement. The honest feedback shared by care professionals has directly shaped the following actions:

- We have invested in an incident analysis software that supports services and the therapy team to run detailed reports, helping to keep care teams and MDTs more informed. MDTs and families also have access to our electronic care records, where agreed and consent has been given, allowing for real-time updates.
- We prepare monthly MDT reports.
- We ensure incident reporting protocols are followed consistently across all teams and families.
- We improve direct communication with care managers around serious or high-risk incidents.
- We facilitate regular, direct communication between external professionals and care staff to enhance collaboration and insight into day-to-day support.

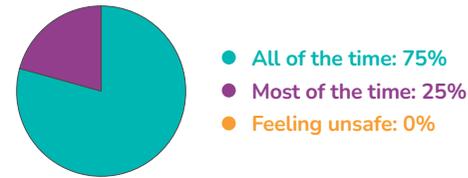
Unique Community Services' Data



Manchester and Leeds Services

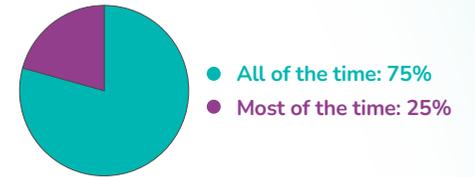
All families currently receiving support from Unique Community Services were invited to complete a mixed-format survey designed to capture both measurable outcomes and qualitative reflections.

1. “My family member is safe at the service.”



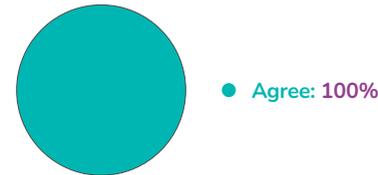
Families expressed strong confidence in safety across both locations.

2. “Where possible, my family member is supported to make decisions and choices about their support.”



Feedback indicates consistent support for autonomy and decision-making, and space for additional improvement.

3. “The team are experienced and competent in the care they provide.”



All families recognised the team's competence and skill.

4. “Leadership ensures that my family member has the correct amount of staff and consistency to support their needs.”



Families reported full confidence in staffing levels and stability.

5. “My family member is treated with dignity and respect.”



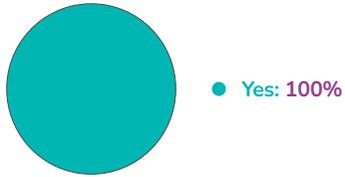
A clear strength area, reinforcing the team's compassionate and person-centred approach.

6. “The clinician team listens and values my family member's opinion.”



High levels of trust in clinical input, with minor variability presenting an opportunity for enhanced consistency.

7. “My family member has seen and been involved in their care plan and risk management.”



All families reported involvement in planning and risk management, which is an important indicator of transparency and person-centred practice.

8. “If my family member or I had a concern, we would be able to raise it.”



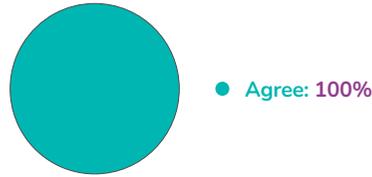
Families feel fully confident and supported to raise concerns. The service continues to maintain strong communication pathways and an open-door approach.

9. “I receive regular updates on the progress and outcome of any investigations or complaints.”



Families reported clear, timely communication around investigations.

10. “My family member’s health and well-being have improved since joining the service.”



All families identified tangible improvements in health, confidence, stability, and daily quality of life.

11. “The service provided met all promised expectations.”
Families provided exceptionally positive feedback, including:

- “100% and more in the space of 6 months, caring for my son. UCS has turned his life around. He’s happy living his best life and, most of all, free, knowing all his needs are met. No restrictions on him through the good days and not so good days. Staff team are all for my son caring compassionate kind and always putting him first.”
- “Both my wife and I are very pleased with the support that is being provided. The team are proactive and have implemented sensible changes. The outcomes are positive.”
- “Yes, the service provider did a great job.”



12. Family Feedback: Is there anything about the service that you would like to highlight or that you would like changed?

- “How amazing you all are. You’ve all took a lot of pressure off me. I’m not worried as much about him. Carol, Darren, Dorcus, Mable and Aimee, everyone goes the extra mile. Nothing is a problem to them. It’s the best decision we made as a family to go with UCS. Especially for my son.”
- “Not at the moment.”
- “Thank you all for your support.”
- “We are so very happy with the services.”

Across all responses, families emphasised compassionate staff, reduced family stress, improved well-being, and strong trust in the service.

Service Response and Quality Improvement Actions

While the results are overwhelmingly positive, selecting “most of the time” in some areas, such as **clinical communication and involvement**, highlights opportunities to strengthen and maintain consistency.

✔ **Action Taken:** Continue nurturing strong communication between clinicians and families. Hold reflective sessions with clinical staff to share this feedback and encourage even more active listening, especially in areas where "most of the time" was selected.

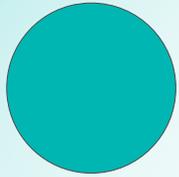
✔ **Action Taken:** We have embedded a coaching model where families are spending more time on site with the clinicians and people we support, reflecting practice leadership, real-time feedback and coaching opportunities. This has provided some valuable learning opportunities.

Nurseline Community Services’ Data



The following section combines feedback from families supported by Nurseline Community Services across the Bristol and Gloucester teams. Percentages below reflect combined responses, just as in the previous Surveys.

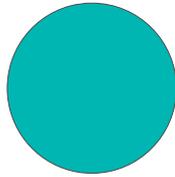
1. "My family member is safe at the service."



● All of the time: 100%

100% of families reported that their loved one is safe **all of the time**, with no instances of reduced confidence in safety.

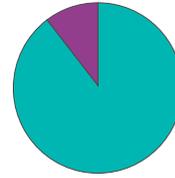
2. "Where possible, my family member is supported to make decisions and choices about their support."



● All of the time: 100%

Across both services, 100% of families agreed their loved one is consistently supported to make decisions and choices most or **all of the time**.

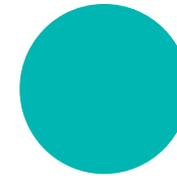
7. "My family member has seen and been involved in their care plan and risk management."



- 90% agreed their family member has been involved.
- 10% selected "Other", reflecting **early-stage care where involvement was still in progress**.

No responses indicated disagreement or concerns about exclusion.

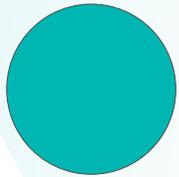
8. "If my family member or I had a concern, we would be able to raise it."



● All families, 100%, stated they feel able to raise concerns at any time.

Families also reaffirmed that communication remains open, timely, and transparent.

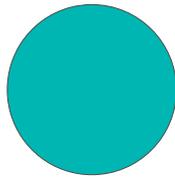
3. "The team are experienced and competent in the care they provide."



● Agree: 100%

All families (100%) agreed that the team is experienced and competent.

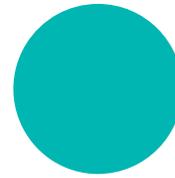
4. "Leadership ensures that my family member has the correct amount of staff and consistency to support their needs."



● All of the time: 100%

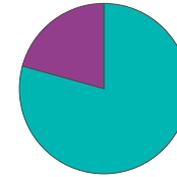
100% agreed this is achieved **all of the time**.

9. "I receive regular updates on progress and outcome of any investigations or complaints."



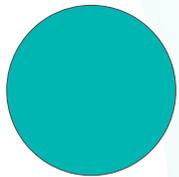
● 100% of families agreed they are kept updated.

10. "My family member's health and well-being have improved since joining the service."



- Agreed: 75%
- 25% selected "Other", again due to the **early point in the person's journey**, where outcomes had not yet stabilised, or a whole routine was not yet in place.

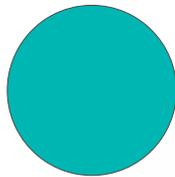
5. "My family member is treated with dignity and respect."



● Agree: 100%

Families were unanimous (100%) in confirming that their loved one is always treated with dignity and respect.

6. "The clinician team listens to and values my family member's opinion."



● All of the time: 100%

Responses showed that families felt consistently heard, with 100% selecting "most of the time" or "all of the time".



11. "The service provided met all promised expectations"

Families highlighted positive experiences, noting the support has made a meaningful difference:

- "My family member felt very supported by Nurseline, and it made a real difference during a difficult time. It also gave me peace of mind as a parent."
- "Yes, they did, and even more."
- "It is still early to give a conclusive answer to this question; however, that will become clear when J. moves to a new property, and he has a structured day and a routine of activities arranged."

When asked if anything should be highlighted or changed, almost all families responded similarly:

- "No, not at all."
- "No, all great, thanks."

Service Response and Quality Improvement Actions

The feedback we have received reflects a consistently positive experience across core areas of **safety, respect, communication, and staffing**. The only areas showing variation were linked to the early stages of support, where one family selected “Other” regarding involvement in care planning and health-and-well-being outcomes.

These findings emphasise **the importance of sustaining early engagement, particularly during periods of transition, and ensuring every family has the same level of visibility and participation as support becomes established.**

✓ Action Taken:

- CPNs are leading on what has been suggested and spend a considerable amount of time with the people we support, clinicians and families, as well as MDT meetings.
- Encouraged regular care plan reviews with supported people and families to increase visibility and involvement from the earliest stages.
- Enhanced reflective practice and clinical discussions to support consistent shared decision-making.
- Reinforced communication expectations during early-stage care, ensuring families understand what to expect as routines, MDT input, and outcomes develop.

Over the years, we have continued to strengthen our communication pathways and the trust families place in our teams. We have invested significant effort in maintaining an open-door approach, where concerns are welcomed, addressed promptly, and recognised as an essential element of continuous improvement. We remain committed to this high level of transparency, ensuring every family feels heard, respected, and confident to speak up whenever they need to.

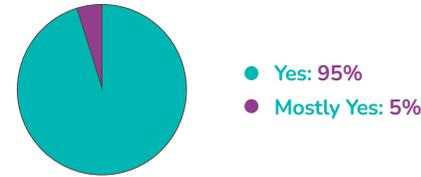
Clinician Satisfaction Data Overview



Overview

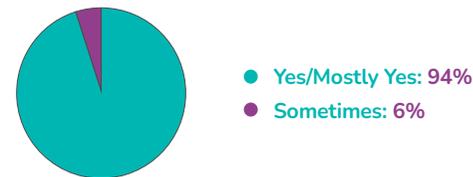
A total of **85 clinicians across our organisations completed the Clinician Satisfaction Survey**. The survey included both closed and open-ended questions, enabling them to share direct feedback alongside quantitative ratings.

1. Training: “Have you received adequate training to support people safely and manage risk?”



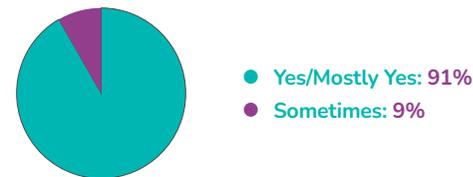
All clinicians reported feeling confident, well-trained, and supported to manage risk safely.

2. Support & Safety: Do you feel supported when raising concerns about safety?



The majority of clinicians reported feeling safe to speak up, valued by management, and supported when concerns arise. The feedback has been incredible, with comments such as:

3. Care Plans: Are the care plans clear, up to date, and easy to follow?



Most clinicians find care plans clear and helpful. The minority reporting concerns primarily cited delays in updates or system usability.

“Somerset keep up to date with training and make sure staff have the correct training.”

“Yes, the training was clear and helpful. It gave me the skills to support people safely and manage risk.”

“Yes, I’ve received core training... but I’d love more in-depth PBS training to manage behaviours and sensory needs proactively.”

“Yes, I have all the support needed to fulfill my role.”

“Yes, I feel safe to speak up. The team listens and takes action.”

“Without a doubt - extremely supportive line management.”

“Yes, I do feel supported. There’s space for honest conversations, and I’ve always felt listened to when I’ve needed to raise something. That level of support gives me confidence and helps build trust within the team.”

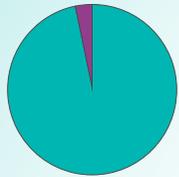
This feedback highlights excellent strengths in some teams, while indicating opportunities to build consistency across all services.

“Care plans are easy to follow and up to date.”

“Yes, very detailed and support is very accessible to management if needed.”

“Yes, they’re clear and easy to follow. They really help guide consistent care. I do feel small updates could be made more frequently when changes happen, especially around behaviours or new routines, to keep them truly reflective of day-to-day needs.”

4. Person-Centred Practice: Are the individual needs, preferences, and choices of the person you support taken into account?



- Yes/Always: 93%
- Most of the time: 7%

The vast majority reported strong person-centred practice, with clinicians describing detailed choice-making, engagement in decisions, and respect for communication styles. A small number highlighted challenges relating to more complex situations.

”Yes. Staff always offer choices during mealtime, choosing what to wear, researching where to go in order to access the community, what they prefer to do, whether to go for a walk or visit the beach, or their own preferred, independence and respect are always promoted.”

”Yes, based on the care plan and risk management plan.”

”Absolutely. With D., we always try to respect her rhythms, preferences, and communication style, even in the little things. We adapt to what works for her, and her needs are clearly at the centre of the support provided.”

”The young person I support is in a very complex situation, so her choices are supported collaboratively, with the team on the ground working hand in hand with our coordinators.”

““

”

”Yes, and the procedure is very clear, and the line management are always happy to help if they can/send to the right people when appropriate.”

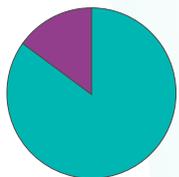
”Always addressed immediately and professionally by management and staff.”

”Concerns from staff about some staff have recently been taken on board. A positive move.”

”Yes, from what I’ve seen, concerns are taken seriously. There’s usually a timely response and follow-up. It helps maintain a culture of accountability and care.”

““

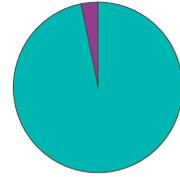
5. Responsiveness: Are concerns or complaints from supported people or staff taken seriously and acted upon?



- Yes/Mostly Yes: 88%
- Sometimes: 12%

Most clinicians reported that concerns are taken seriously and acted upon, with timely follow-ups and supportive processes.

6. Feeling Valued: “Do you feel valued and supported by your line manager?”



- Yes/Mostly Yes: 93%
- Sometimes: 7%

The majority of clinicians report feeling valued, supported, and appreciated by their line managers. They describe accessible leadership, open communication, and a culture that recognises contributions. A smaller proportion highlighted inconsistent experiences, often related to variations between teams.

Feedback has been incredibly positive, with comments such as:

”Yes, I do. I know the management is both accessible and always available and willing to support me if needed. Management here is so professional in addressing issues and has set communication channels, such as supervision, where, if in doubt, I can ask questions to support me in doing my job with confidence and knowledge.”

”They work tirelessly to ensure we feel included, valued in making decisions around care plans.”

”My manager gives timely feedback and provides detailed minutes to our meetings for the benefit of the team. So, yes I do.”

““



Key Insights Across All Questions

Each service brings its own strengths in building foundations of safety, compassion, and person-centred practice. The clinician's feedback provided a detailed picture of strong performance and development opportunities across our organisations. At the same time, clinicians reflected openly on the real-world complexities of delivering care across multiple teams, properties, and regions.

A clear theme throughout the survey is the strong confidence clinicians have in the training they receive, with most reporting they feel skilled, prepared, and able to support people safely. Many also described feeling listened to, valued, and empowered, with a substantial majority reporting supportive relationships with their line managers, indicating that the culture of openness and collaboration we strive for is clearly present across large parts of the organisation.

At the same time, the responses also reveal the layers beneath the headlines: moments when staff experience variation in communication, differences in how feedback is handled, or inconsistencies in how quickly care plans are updated after changes. These nuances reflect the natural challenges of a dynamic care environment, where services expand, packages change rapidly, and often working across diverse contexts.

Importantly, clinicians have openly expressed these views, demonstrating psychological safety in itself. Our people clearly feel able to raise both praise and critique, giving an honest and balanced perspective on their experience.

Taken together, the findings provided us with a balanced, honest perspective: teams that are deeply committed and skilled, alongside areas where greater consistency, clearer structures, and strengthened managerial oversight will create even stronger foundations for safe and responsive care.

Service Response and Improvement Actions

In response to clinician feedback, we are taking the following actions to strengthen consistency, reinforce positive culture, and address development areas identified across services:



- We are **expanding access to enhanced PBS training** to support proactive strategies around communication, behaviours, and sensory needs.
- **Strengthening expectations across all teams to ensure updates occur promptly following any change in routines, behaviours, or assessed needs.**
- We are **reinforcing a consistent speak-up culture across all services**, including clearer escalation routes and reflective sessions to support accountability and safety.
- **Themes from this survey are being shared with leadership and clinical teams to ensure transparency, celebrate good practice, and drive continuous improvement.**
- We are **strengthening visibility and clarity around line management structures**. This includes ensuring that clinicians working across multiple branches always know who their primary point of contact is and can access timely support and feedback when needed.



Building Better Lives and Strengthening Communities

Historically, people with disabilities, mental health needs, or complex care requirements were often excluded from decisions about their own lives. Today, the principle we bear is clear: no decisions should be made about a person’s life, care, or future without their full involvement, input, and consent, to the greatest extent possible.

When our care teams develop support plans, risk assessments, transition plans, and daily routines, **the care planning is done with the person**. Each practice is rooted in human rights, ensuring people are **active partners in shaping their own care**. Even when someone requires a high level of support or lacks capacity in specific areas, the principles of [the Mental Capacity Act](#) still apply:



● Presume capacity



● Support the person to make decisions



● Involve the person as much as possible in best-interest decisions

We have consistently witnessed positive outcomes when people are genuinely involved in their care. Supported people have strengthened their trust, experienced reduced behavioural distress, and risk-decrease. At the same time, well-being and independence have improved and drastically grown.

Co-Production Highlights

Supported Decision-Making:

● 70–75% of families reported that their family member is supported all of the time to make decisions and choices about their support.

● Nearly all families observed consistent involvement in care planning and risk management (87–100% across services).

Communication and Feedback:

● 100% of families felt they could raise concerns.

● High levels of trust in clinical teams listening to their opinions (85–100%).

Personalised, Collaborative Experiences:

- Families highlighted individual staff efforts in understanding and responding to the supported person's preferences (e.g., "I am able to discuss concerns with the whole team and come to resolutions").
- Families noted active involvement in creating "bucket lists" or personalised activity goals.

Multi-Agency Collaboration:

- 100% of care professionals agreed that our organisations work collaboratively with external professionals.
- Examples included joint interventions preventing hospital admissions and shared risk management.

Responsiveness to Feedback:

- 96% of professionals agreed that the service responds well to feedback, adjusting care plans collaboratively
- Professionals valued being invited to multi-agency meetings and actively contributing to decision-making.

Continuous Improvement:

- Feedback from professionals directly influenced actions, e.g., clarifying incident reporting protocols, improving communication with care managers, and enhancing collaboration.

Shared Decision-Making:

- 93% of the clinicians across services reported always incorporating the individual's needs, preferences, and choices.
- Clinicians described actively promoting choice in daily routines, outings, and life decisions.
- Training, reflective sessions, and supervision support co-production by enabling clinicians to act collaboratively.

Safeguarding

At our services, safeguarding is central to everything we do. Over the past year, our systems and processes have enabled us to proactively identify areas for learning and improvement, ensuring the people we support remain safe and well cared for.

Continuous Improvement and Responsiveness

Throughout the year, our teams responded to a range of situations with diligence and care. Of the safeguarding matters recorded, **76% were successfully resolved** within the reporting period. A focused approach to monitoring trends, such as the most common safeguarding themes, has allowed services to adapt and refine practices, enhancing overall safety and well-being.

Positive Outcomes and Closure Rates

Our record demonstrates strong outcomes in care and monitoring processes:

- **CQC notifications:** 100% of medication-related matters were closed within the year, with 67% of safeguarding notifications also resolved promptly.
- **Incidents and events:** Across all services, closure rates were consistently high, demonstrating thorough follow-up and resolution of situations.

Learning and Preventive Action

Our services continually use insights from reporting to prevent future challenges. For example:

- **Near-miss reporting and trends are shared across services to strengthen staff awareness and proactive care.**
- **Data-driven spot checks and family visits ensure that learning is applied to enhance daily practice and strengthen partnerships with families.**

Tracking Progress

The data this year reflects a remarkable trajectory of improvement. From a peak of **70 incidents recorded in April 2024**, the number of incidents dropped to just **21 by April 2025**, representing a **70% reduction**. Even during the highest month in 2025 (July), incidents were **45.7% lower than the previous year**, demonstrating sustained positive outcomes.



Commitment to Excellence

Through ongoing monitoring, professional vigilance, and a culture of learning, our services have ensured that every safeguarding opportunity contributes to safer, more responsive care. This proactive, reflective approach continues to underpin our commitment to the people we support and their families.

Care and Transition Journeys

Meet Rylee



Meet Lisa



Meet William



Connect With Us

Our team of experts are always here to help, and we welcome the opportunity to work with you. If you have any questions or feedback, we are available to support you.

Thank you for choosing Catalyst Care Group.



+44 03458942264



admin@catalystgrp.co.uk



2510 Aztec West,
Bristol, BS32 4AQ

