



Dumfries homes stay at the top

The CIC community from across Dumfries and Galloway got together in July to attend a special outdoor celebration at CIC's stately residential home Carlingwalk, in the beautiful countryside of Buchan. The sun shone down as residents, colleagues and guests made a toast to CIC's seven Scottish residential homes for maintaining their Investors in People (IIP) status.

"Maintaining our IIP status again has given both residents and colleagues a boost of recognition and achievement!" explains CIC Director of Partnerships, Robert Black. "All seven CIC older persons and specialist services in Dumfries and Galloway have received top results once more and we are delighted."

Residents, colleagues and friends from the other six Scottish homes; Briery Park, Charnwood Lodge, Cornwall Park, Merse House, Munches Park and Thorneycroft share in the success. Also attending were representatives and partners from across Scotland's voluntary sector.

To mark the achievement special guest, Lord Lieutenant Sir Malcolm Ross made individual presentations to all seven home

managers. "I am delighted to be making these presentations here today" said Sir Malcolm "everyone should be proud that their hard work and commitment has been recognised and rewarded in this way."

The successful 36 month review followed an exhaustive and complex assessment by the IIP Assessment board. Helen Rose is home manager at Carlingwalk House. "We are all really pleased to have achieved this award again as everyone has been working really hard" says Helen. "All our CIC homes in Dumfries and Galloway have great relationships and we are delighted to be celebrating our group success together."

Helen Cruickshanks is home manager at Merse House, she

agrees. "The day is the perfect excuse to get residents and colleagues from across all CIC homes together. It's rare that we get the chance to do this, so we are delighted."

As a thank you for being the master of ceremonies on the day, Carlingwalk Resident Kenneth Apps presented Sir Malcolm with a bottle of whisky and gave flowers to his wife Lady Susan Ross. Later residents, colleagues and guests tucked into a huge buffet and sat in the sunshine, enjoying the host of entertainment taking place around the venue.

"The day has been a huge success" says CIC Chief Executive Charles Eggleston. "Since attaining the IIP award three years ago, we have consistently improved and benchmarked areas for maintaining our status as a leading not for profit service provider. We are proud of our colleagues in Dumfries and Galloway and delighted to be celebrating with them here today."

What the Assessor said:

The IIP praised CIC saying: "Staff morale is high and employees are positive about CIC, maintaining that the organisation is a good employer and presents opportunities for the advancement of people."

The Assessor also commented that :

Effective communications within environments that promote open door cultures mean that people receive regular feedback, they believe that they contribute to the success of their homes and feel valued for their work.

People have a sense of ownership in what they do and are very alert to the responsibilities that fall to them on a day to day basis.

Training featured positively in the report and the Executive Summary pointed to the "learning and development culture" in CIC. "Learning and development is made available to all personnel.

From induction for new starts and new managers people acquire a range of skills and knowledge in various areas. The results of training are that people's performance improves, allowing them to give better care and contribute more to their teams and the homes."

The report found that CIC has:

- a clear purpose and vision supported by core values
- a commitment to 'empowering individuals to meet their needs and goals through a person-centred approach increased opportunities for all colleagues to input and influence business objectives
- a policy of feeding back compliments to employee at time of achievement, thereby helping them to understand fully how they have contributed to CIC
- an open culture where people have the freedom to approach managers and senior staff at any reasonable time
- policy of equality opportunity to learning and development which is consistently applied across the organisation
- introduced opportunities to allow people to request training at any time that they feel is relevant to their needs
- development linked to relevant qualifications and standards wherever appropriate
- a management development strategy which takes account of succession planning.

The report concluded that "CIC has benefited from its recognised status through having the badge of a National Standard that is consistent with quality. CIC has become more business focused and by delegating responsibility for planning to local managers is creating more opportunities to address the needs of the local population. Learning and development is at the heart of CIC's culture and by pursuing the IIP framework, training is geared towards meeting the needs of the business."

