



Improving Practice in Health & Social Care

Practical programmes to strengthen leadership, improve care and support lasting change

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For people requiring BSL, please text or email us and we will set up a video call with our in house BSL interpreter



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What you can expect to achieve



We work with health and social care teams to create practical, lasting improvements, not just training.

Our programmes support services to:

- Build confident managers who can lead effectively
- Strengthen consistency in day-to-day practice
- Improve safety and reduce risk
- Develop stronger communication across teams
- Increase staff confidence and retention
- Create sustainable improvements over time

About us



We support health and social care organisations to improve practice, reduce risk and build confident teams through practical, supported programmes.

With extensive experience across health, social care, advocacy and training, we understand the real challenges services face, from managing teams to maintaining quality and compliance.

Our approach is collaborative, practical, and grounded in real-world experience. We don't just deliver learning, we support teams to apply it, embed it and create meaningful change in everyday practice.



Our Programmes

Manager Performance & Confidence

We support managers to build confidence, strengthen decision-making and lead effectively in real-world settings.

What we focus on:

Practical leadership skills, effective supervision, communication, managing performance and conflict and supporting teams through equality, trauma-informed and neurodiverse approaches.

Outcomes:

- confident leadership
- improved supervision
- stronger team stability



Safe & High-Quality Care

We help teams improve consistency, reduce risk and strengthen care practice across their service.

What we focus on:

Safeguarding, duty of care, mental capacity, risk and decision-making, communication, and understanding behaviour to support safe, person-centred care.

Outcomes:

- improved safeguarding confidence
- more consistent care
- stronger compliance



Our Programmes

Workforce Stability & Team Culture

We support teams to work more effectively together, improving morale, communication, and overall stability.

What we focus on:

Team communication, wellbeing, understanding behaviour and trauma, defining roles and expectations and building a positive, reflective team culture.

Outcomes:

- improved morale and teamwork
- better communication across teams
- increased staff retention and stability

Focused Learning Sessions

We also offer focused learning sessions on specific topics, designed to support particular areas of practice within your service. These sessions can be delivered as standalone support or alongside our wider programmes, depending on your needs.

• We can cover areas such as:

- safeguarding
- Mental Capacity Act (MCA)
- strengths-based practice
- trauma-informed approaches
- communication and inclusion

All sessions are tailored to your organisation, ensuring they are relevant, practical, and directly applicable to your team. See our Knowledge Pulse for subject details.



Our Programmes

Communication Safety Champions Programme

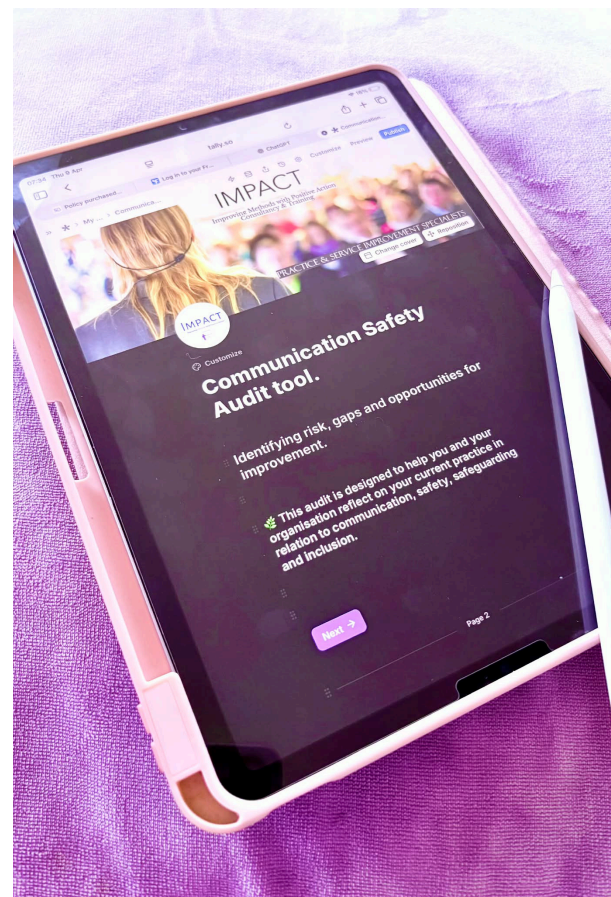
The Communication Safety Champions programme supports teams to recognise and respond to communication barriers that impact safety, engagement, and inclusion across services.

Delivered as either:

- a 2-day programme OR
- 2-hour sessions over 6 weeks, allowing time for real-world application and reflection between sessions.

Outcomes:

- Greater confidence in recognising and responding to communication barriers that impact safety, engagement, and inclusion
- Stronger understanding of communication as a patient/client safety and safeguarding issue
- Improved ability to make reasonable adjustments and support people to participate in decisions about their care
- More consistent, inclusive communication across teams and services



Ongoing Improvement & Support

We can support services beyond training to review progress, identify gaps, and continue improving over time.

Our programmes include tools to help practitioners apply what they've learned and review their own service or practice.

Other support may include:

- service reviews and audits
- policy and documentation review
- identifying improvement areas
- action planning
- follow-up sessions



Knowledge Pulse sessions

One or two hour focussed learning sessions

Short, flexible sessions designed to support specific learning needs or introduce key topics alongside our programmes.

We can cover subjects such as:

- Care Act - Rights. Areas of wellbeing, assessments , eligibility, strengths based practice.
- Person Centred Working
- Cultural Deafness and Compliance
- What is a Duty of Care?
- Understanding and managing Trauma (Trauma Informed Practice)
- Vicarious Trauma and resilience.
- Mental Capacity Act- terms and application
- Advocacy skills and practices
- Equality and Diversity
- Safeguarding duties briefings
- Supporting Self Advocacy
- Guide to Social Care meetings, assessments and jargon.
- Guide to Duty of Care for BSL Interpreters
- Reducing Risk Through Communication (Intro to Champions Programme_

These sessions can be offered lunchtimes, evenings and weekends. Certificates supplied so can be used for CPD.

They can also be offered as full day focussed sessions (face to face or delivered online)



Our Directors

“Together, we are committed to supporting services to move beyond training and achieve real, lasting improvements in practice.”

Lisa Bond

I have over 20 years of experience of consulting, running events and training, managing projects and frontline working within advocacy/self advocacy services. Trained and qualified in Counselling, Advocacy and the relating legislations, I have direct experience of legal practices, litigation friend and COP, non instructed advocacy and person centred practices. I also hold qualifications in Training, Learning and Development and mentoring. I have run consultations and co production projects for third sector organisations and local authorities, worked with commissioners of services and front line staff to improve services, practice and empower providers to be the best they can be.

I have worked for agencies such as Mencap facilitating person centred plans, reviews and training. I worked for a Self Advocacy Group for over 10 years running events, consultations and projects, working on co-production, brokerage and personalisation and supporting/empowering self advocates to engage, understand their rights and speak up for themselves. I have worked with several advocacy organisations, the NHS (where I worked for a Safeguarding team and delivered Training) and SCIE as a Practice Development Consultant/Trainer.

IMPACT is about making good quality training and consultation services that are fun and accessible to all who need them that will drive change and embed person centred values



Sue Gardam

With over 3 decades of experience as a qualified nurse, I've witnessed firsthand the importance of ongoing improvement to accessibility and empowerment within the healthcare sector.

Time spent working as a nurse both for the NHS and for the private sector combined with my experience of working in social care has seen me making a commitment to improving standards my priority. Working in a charity setting with focus on ensuring compliance led me to see the desperate need for good quality, meaningful training and support to update and improve understanding of responsibility.

Now an NRCPD registered BSL interpreter, and Lipspeaker, I am passionate about giving a voice to those who feel that they are not heard. The Deaf community in particular has been a massive focus for me of the last 10 years. I am committed to providing the understanding and cultural brokerage necessary to allow services to improve their standards for all BSL users. Shining a light on major barriers faced and how services can address this gap in understanding.

Through IMPACT, I strive to support professionals to elevate industry standards across all sectors by sharing how services can comply with current legislation, championing accessibility initiatives, promoting equal opportunities and equitable access.

Together, let's create a world where everyone's voice is heard and valued!





What people say about working with us

“Engaging and knowledgeable trainer. The session was enjoyable, kept us involved and the scenarios helped made legislation easy to understand and relate to how it translates to practice”

"Lisa's training session on improving care experiences for people with learning disabilities was transformative for our agency. She provided a comprehensive exploration of the impact of inequalities, highlighting the systemic barriers faced by individuals with learning disabilities. Her informative approach shed light on key themes and legislation, equipping us with the knowledge to translate theory into practice. We were particularly impressed by the practical steps Lisa outlined to improve care delivery. These actionable recommendations, along with her insightful exploration of person-centered working challenges, have directly influenced our day-to-day approaches. We have adopted several of Lisa's suggestions, which has sparked a positive culture shift within our agency. Thanks to Lisa's excellent training, we are now better equipped to provide equitable, person-centered care that respects the dignity and individuality of those we serve. We highly recommend Lisa's expertise to any organization seeking to enhance their understanding and practice in this important area." *Company Director*

“”The training was informative and useful. Good content and presentation. Very knowledgeable, approachable trainer who got the group involved, gave interesting examples- learned a lot”

“I just wanted to let you know how amazing the session was. I have learned so much in the hour. Thank you!”

“It gave food for thought”



Want to explore how we could support your service?

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