# Introducing Wellbeing Teams

Hi, this is Helen Sanderson from the UK. And this short film is one of a series of three for the NDIS sector development project for the NDS. Why Wellbeing Teams? Well, a few years ago, I read a book that changed how I worked and what I wanted to do. And the book was called Reinventing Organisations by Frédéric Laloux. It introduced me to Teal organisations and these organisations have three things in common - bringing your whole self to work, a focus on purpose and self-management. And I was so inspired that I wanted to change how we work together in HSA and invited my colleagues to read the book with me and together we decided to become a self-managed team. So, that meant that I gave up the role of CEO and took other roles within the team. And two years later, we decided to create Wellbeing Teams. We wanted a way, well of really getting skin in the game is the phrase but of demonstrating the different person-centred approaches that we have been training and developing and seeing if we could actually demonstrate them in practice and not only that, could we do it in a self-managed way.

This is Jos de Blok from the infamous Buutrzorg and he's described and the organisation is described in the book Reinventing Organisations. And I couldn't believe that an organisation could work this way. It is such an inspiring story. But then I also knew is you can't just transfer one way of working to a different culture and in different environments.

And here in the UK, we have a particular context that any innovation like Buutrzorg would need to adapt to. So, the first thing is our policy driver of personalisation, which means our focus of people having greater choice and control of their lives, both for disabled people and for older people. And that's enshrined in The Care Act of 2014 which also introduces ‘the Wellbeing principle’ and requires a focus on aspirations and outcomes, not just needs. One way of delivering that is through personal budgets. Either people taking the cash themselves as a direct payment or as an individual service fund where the money goes to a provider who spends it on behalf of the person with their choice and control in time. So, these are the questions we asked ourselves. Could we work in ways that give people choice and control and improve their health and wellbeing? Could we create effective self-managed teams? Could we focus on outcomes and not hours? And could we make this work for people who are funding their own care called self funders or for people funded through personal budgets or individual service funds? So, what's different? How is support organised through Wellbeing Teams? Well, first of all, as I said the teams are self managing, which means there's no manager and the roles that the manager would have taken are shared amongst the team, and teams are supported by a wellbeing leader. We think about how to bring a whole person to work and to do that means we have heavily invested in value-based recruitment and that means we recruit people for their values and we don't look for prior experience in health and care because we believe we can teach people the skills that they need.

And finally, we work in a really tight neighborhood, a small area and so that we can get to know people and the area and the community very well. So, we have been operating for about 18 months now and you can follow our discussion about how it's going both on Twitter, and or you can email me at helen@wellbeingteams.org, or follow our journey at <helensanderson.net> where I am blogging, or come and find me on LinkedIn, where I do two-minute film every week. Thank you.

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