



# Our Culture

We're here to care and support people to flourish in a place they call home.



**Fieldbay**  
Part of the ivolve Group



# Welcome to Fieldbay.

**We're proud of our reputation for providing the highest levels of care and support delivered by our expert teams.**

Fieldbay is part of Ivolve Group, one of the largest adult social care providers in the UK today – and we plan to keep growing and benefiting more people.

It's the professional expertise and passion of our team that makes us different. We genuinely care and we love supporting people to live their best lives according to all abilities and where we can, help individuals to set and then reach their goals. Having a person led approach and involving people in choices is central to helping each person achieve their aims and goals.

**We believe that every person deserves the very best experience – every day.**



## Welcome to Fieldbay



**Paula Lewis,**  
Managing Director,  
Fieldbay part of the  
Ivolve Group



**Tim Davies,**  
Chief Executive Officer,  
Ivolve Group



## Our Purpose:

We're here to care and support people to flourish in a place they call home. People choose Fieldbay because of our reputation for high-quality care and support.



## Our Ambition:

We're on a mission to benefit more lives with our uncompromising quality of care and support. We will be a leading provider of adult specialist care.



## Our Values

Our values reflect us all. They set out our culture, the way we behave and the way we do things. There's something quite special about the people who work here. Together we create a fresh approach to care and support.



### We Are Passionate

We are enthusiastic about our work – giving others a boost with our energy. We are proactive, with person-led care and new opportunities. We are uncompromising in delivering high-quality and consistent care and support.

We never behave negatively, or in a controlling or intimidating way.



### We Are Kind

We always work in a kind, warm and professional way. We're an expert, confident and safe pair of hands. We take time to listen without judgement and communicate clearly.

We never accept poor practices or unkind behaviour.



### We Are Resilient

We show strength, courage and determination, even when times are tough. We rise to the challenge. We go above and beyond to get it done and recognise when we need to ask for help. We set high standards for ourselves and use feedback & reflection to improve.

We never walk past 'less than the best'.

# Our Legacy

The new Ivolve brand marks the launch of a new business and Fieldbay is proud to be part of this. We've started a new chapter for our organisation. The legacy we share sets our foundations, giving us a unique opportunity to take the best of what we had before and build on this for the future.

We have a proud history, we've grown and developed from smaller businesses into a stronger, large-scale provider of adult social care. We are stable and strong, giving us the platform to invest in our future.

Ivolve is much more than a logo or a name. It's about how we've evolved and how we're creating a new way forward together. It reflects the size of our business and the future we have. We are fresh, we are modern, and we are ambitious in our goal to enable flourishing lives.

This new way forward will set us apart.





# Our Organisation



# Our World

### Our business is all about relationships

We build and nourish relationships with the people we care and support, their families and friends, health and social care professionals, regulators and local communities.

We provide high-quality services for our Commissioning colleagues in the Local Health Boards and Local Authorities. Our track record shows we have high standards, and we create innovative models of care and support.

The size of our business means we can offer local delivery of robustly tested services.

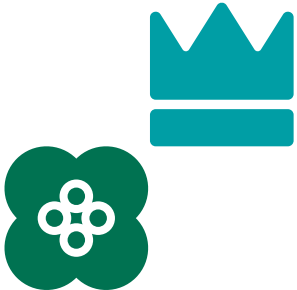
### Quality Matters

We set our own high standards to deliver consistent and reliable quality within our quality framework. We take great pride in being recognised by the Care Inspectorate Wales for our standards of care and support.

We're driven by getting it right for the people we care for and support. Everyone is empowered to speak out and challenge anything they wouldn't accept for themselves or a loved one: "The standard we walk past is the standard we are willing to accept."

### People First

Our leaders work hard to attract and retain the very best people because we know this creates the best experience for the people who call Fieldbay home.





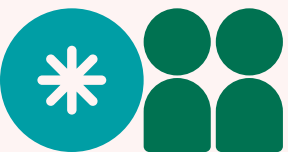
# The People We Care For And Support

**We offer care and support to people with complex healthcare needs, such as learning disabilities, neurological conditions, ABI and mental health.**

**Person-led Support:** We take time to get to know people and irrespective of ability or disability, we aim to empower individuals to be as involved as they can be and to be in control of their life. We support them to make important decisions about how they want to live and how their care and support should be delivered.

**Co-production:** We thrive on working with the people we support to shape and create the best experiences together.

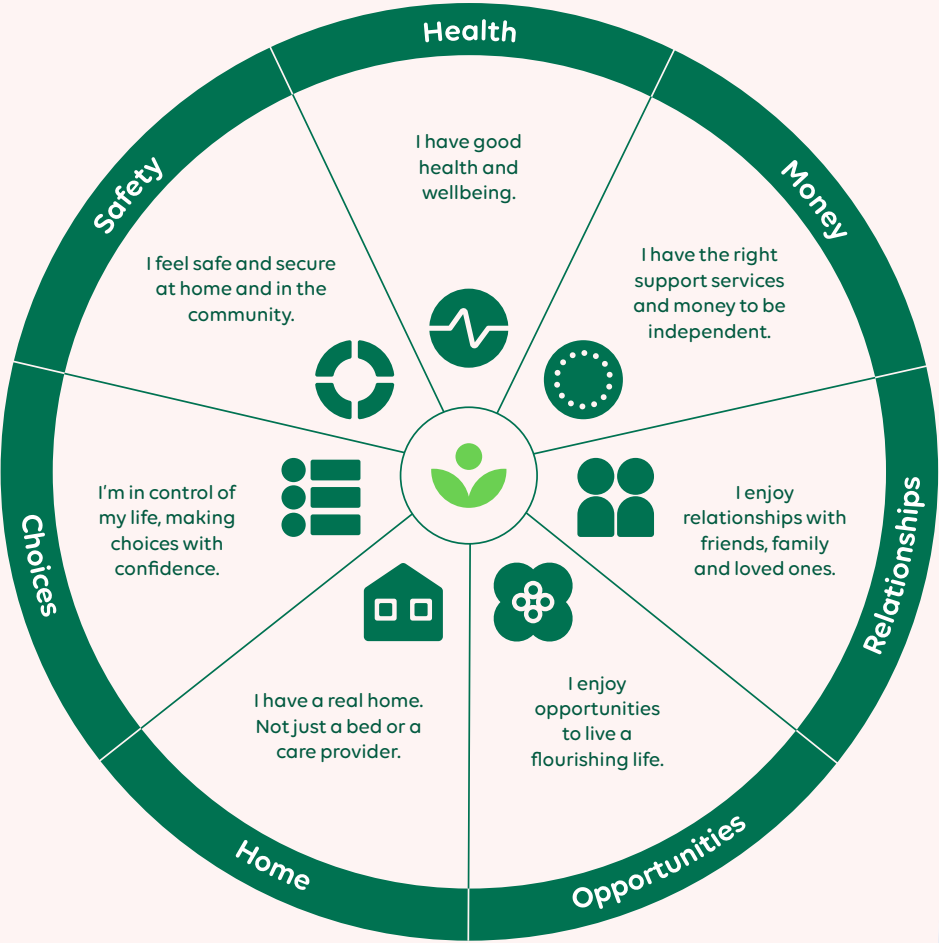
Families, friends and carers play a hugely important role in people's lives, so we involve them as much as possible in the care and support of their loved ones.





# Our Quality i Statements

We set our own high standards to deliver consistent and reliable quality within our quality framework.



# Our People

## **Our amazing colleagues make us the amazing organisation we are.**

Our people are pretty fabulous. We take pride and pleasure in supporting others to flourish. The people who are happiest working for us want to get stuck in and make things happen for a great purpose. They are up for a challenge and want a great team to work with.

## **We Enjoy Our Work!**

We want to attract and retain skilled people and keep them engaged and motivated. There's great energy across the business and a sense of teamwork.

## **We Have High Standards**

We have high expectations of each other and live up to the standards we've set. We strive to meet our professional standards every day.

## **We Collaborate**

Our number one commitment is to put the people we support at the heart of everything we do and their care and support. We work as a team. And we co-create and collaborate with the people we support.

## **We Are Flexible and Creative**

We're all about innovation and trying new ways to create experiences. We're really flexible and work together to make it happen.

## **We are Committed**

Our colleagues show huge levels of commitment every day of every week., 365 days a year. We are passionate about care and the people we support.

## **We are Authentic**

We're genuine and authentic in everything we do. We'll show you what our values and our business standards are with our actions and words. We set the right culture together.





# Our Leaders

In addition to our people traits, our leaders set the tone and standard for everyone. Whether they're leading a team or a project, our leaders will:

**Inspire & Motivate**  
We're approachable, have high energy and inspire people to be the best they can be. We find opportunities to listen and collaborate. We attract and retain the best talent.

**Be Accountable**  
We set, and operate by, the highest standards every day. We're accountable and hold people to account for their responsibilities.

**Provide direction and clarity**  
We'll be clear about what we want to achieve and the direction we want to go in. We focus on communication and talk regularly to our teams. We set the pace.

**Innovate**  
We maximise efficiency without compromising the quality of care. We create new services, initiatives and business models that make us operate successfully.

**Act and think for the whole business**  
We use our collective strength to think about the whole business when we make decisions and changes.

**Lead change**  
We make change happen – by taking people with us. We embrace technology and use data to make decisions.

**We leave our egos at the door! If there's something difficult to say we tackle this straight away by talking, and we don't overuse email.**

**The most important people in our organisation are the people we support and the colleagues who work directly with them every day, 365 days a year.**





# Our Plan

**We're taking the best things from our history and building on this for the future. We will be sharper, more determined and all working towards one plan.**

Achieving our ambition is going to take all of us. We need everyone to see how the job that they do, and the experiences they create, are all critical to our success.

**Our plan describes our aspirations and goals and how we're evolving the business to get there:**



1

### Amazing Place to Work

We feel valued, supported and proud to be part of our diverse and inclusive team.

2

### Uncompromising Quality

We deliver consistent and reliable person-led care of the highest quality to the people we support.

3

### One lvolve

We do things in a simple, standard way. We improve processes. We're united by one shared culture.

4

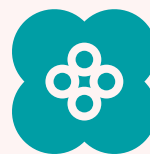
### Digitally Enabled

We're improving our digital capability to make it easier for you to be effective and efficient for the people we support.

5

### Benefit More People

We'll grow the business by looking for more amazing companies to join us. We're developing what we offer too.





# Valuing Diversity and Dignity at Work

**We believe that colleagues from all backgrounds bring fresh ideas, thinking and approaches to help us to improve how we do things.**

We care for and support people in their communities, and we know that our team's diversity and our different life experiences will enrich and enable people's lives.

Creating and promoting a diverse environment and diverse thinking is vital for our long-term success. We define "diversity" as all the unique characteristics that make up each of us: personalities, lifestyles, thought processes, work experiences, ethnicity, race, religion, gender, gender identity, sexual orientation, marital status, age, national origin, disability.

Together we represent many ideas, experiences and backgrounds. We strive to attract, develop, and retain a team that is as diverse as the people and families we care for and support, and to ensure an inclusive work environment that embraces the strength of our differences.

We take action to create an environment of equal opportunities and insist everyone who works for us (and with us) does the same.

It goes without saying that we will not tolerate anything less than the highest standards of inclusivity. From recruitment to everyday work, you'll see that we value everyone and what they do.





# Supporting You: Your Benefits

**We go beyond expectations for our colleagues as well as the people we support. Our reward package includes much more than pay, 5.6 weeks annual leave, flexible working hours and pension.**

You can work part-time, full-time or with even more flexible options. And there is a £300 refer a friend scheme too.



## Training and development

- Learning journey that grows with you to reach Care worker standards.
- Specialist skills training including Autism, Dementia and Mental Health.
- Career pathways that include flexible apprenticeships and nationally recognised qualifications.
- Cover the cost of relevant professional memberships.



## Industry Leading Recognition

- Colleague Lotto – giving everyone the opportunity to win great cash prizes.
- Prize winning scratchcards - aligned with values in action!
- We recognise our colleagues who go above and beyond – our 'Heroes' are nominated by colleagues for quarterly and annual awards.
- Loyalty Scheme recognising colleagues at work anniversaries.



## Emotional Wellbeing

- Free confidential Employee Assistance programme with qualified counsellors.
- Free wellbeing App.
- Practical advice covering things like consumer rights, anxiety, childcare and more.



## Financial Wellbeing

- Discounts include high street, supermarkets, flash sales, gym memberships and more.
- Blue Light discount programme, funded by us.
- Salary Finance scheme for lower cost loans and to save for special occasions or rainy days.
- Government mileage rates if you need to travel.



## Social Wellbeing

- Award-winning App for news and info.
- Internal social media.
- Team communities.



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