



Alyson Vale (She/Her)

I am a Business and Operations Director (Care Producer). As a 2nd generation care home provider, I am passionate about care and the family business. Driven by a passion for collaborative practice, relationships are at the heart of what I do - whether that be with staff, residents, relatives, or wider sector partners.

Having challenging conversations are vital if we want to continually improve our services to ensure they meet the needs of the individuals that we support. I believe in challenging ourselves to constantly be better and that we can learn what is important to others. Creating an environment for dialogue and constant channels of communication can help us to feel better and more satisfied in our work environments. *But how can we ensure that these conversations are useful? How can we help them go somewhere? What makes them challenging for us? How can we respond in an open way to encourage opportunities for development and growth? Is the most challenging notion the idea of inviting others to join the conversation?* We automatically challenge ourselves by bringing others into the conversation and allowing it to be a dialogue. We can only improve with feedback and improvement is a journey which is best when accompanied. We must utilise these moments as a way of increasing a shared vocabulary through engaging conversation.