



Catalyst Leadership and Best Practice Summit 2025

THEME:

Good to Great 2.0:
Celebrating Progress

Gather for a day of celebrating progress, deepening our Good to Great practices, and aligning for the upcoming financial year 2025/2026.



Date:
26th February 2025



Location:
Aztec Hotel & Spa, Bristol, UK

AGENDA



08:30 – 09:00

Registration

Start the day by checking in, with an opportunity to network with colleagues before the start of the sessions.



09:00 – 09:10

Opening Ceremony

- Welcome address
- Introduction to the 2025 Catalyst Leadership and Best Practice Summit theme and objectives



09:10 – 09:40

View from the CEO: Our Good to Great journey and the 2025/2026 Theme - Push and Collaborate

● Moderator:



Sophie
Charman

● Speaker:



Trevor
Mapondera

- Q&A session with the audience



The Hedgehog Concept: Celebrating Our Progress

Join us as Group CEO, Mentor and Chairman, Trevor Mapondera revisit our Why and invite panelists to share their experience and progress in aligning passion with excellence and sustainability.

09:40 – 10:25

Commissioner Centricity:
Building Trusted Partnerships

Exploring how we strengthen commissioner relationships, anticipate needs, and position ourselves as a trusted long-term partner.

- Moderator:



Trevor
Mapondera

- Panelists:



Mable
Mtambo



Dale
Vickery



Kutie
Ngundu



Sarah
Smith



Goran
Ilikj



Michelle
Ward

- Q&A session with the audience



10:25 – 10:40

Coffee break





10:40 – 11:25

Clinician Centricity: Owning the Clinician Experience

A discussion on how we empower clinicians with clarity, tools, and the right environment to enhance care and professional growth.

- Moderator:



Trevor
Mapondera

- Panelists:



Mable
Mtambo



Dale
Vickery



Kutie
Ngundu



Sarah
Smith



Goran
Ilikj



Michelle
Ward

- Q&A session with the audience



11:25 – 12:10

Bespoke Complex Care at Home: The Future of Compassionate Care

Highlighting innovations in home-based care and how we deliver personalized, high-quality support that sets new industry standards.

- Moderator:



Trevor
Mapondera



- Panelists:



Sarah Clifford



Chloe Cummings



Carol Taylor



Sally Lockyer



Dolapo Jokosenumi



Aziza Shamte



Jacqueline Cumberlidge



Chantelle Lawton



Tee Ngundu

- Q&A session with the audience



12:10 – 13:00

Lunch break



13:00 – 13:30

Our Values Launch Session: Compassion, Impact and Community

This session will introduce the why behind our newly evolved values, reinforcing their significance in shaping our culture, decisions, and impact. Through discussion and reflection, we will align on how these values drive us forward on our journey from Good to Great.

- Speakers:



Trevor Mapondera



Hollie Abdulgader



Deanna Osborne

- Q&A session with the audience



13:30 – 14:15

Our Clinicians Panel:

Walking in the Shoes of Our Clinicians

Join Group CEO, Mentor and Chairman, Trevor Mapondera as he leads a Q&A session with our clinicians, delving into their day-to-day experiences. This interactive panel is an opportunity to gain valuable insights, understand their challenges, and celebrate their contributions to delivering exceptional care.

● Moderator:



Trevor
Mapondera

● Panelists:



Joyce Tendai
Chimkupete



Ishola Patrick
Adewale



Denis
Nsbuga

● Q&A session with the audience



14:15 – 14:30

Coffee break



14:30 – 15:00

Our New MDT – Beyond QA:

Demonstrating Value to Commissioners

Facilitated by Group CEO, Mentor and Chairman, Trevor Mapondera, this panel features representatives from our CPN and Therapy Team. The session will explore how our multidisciplinary approach enhances collaboration, improves care delivery, and demonstrates measurable value to commissioners through impactful outcomes.



- Moderator:



Trevor
Mapondera

- Panelists:



Amy
Butler



Georgina
Rickard



Lesley
Robins



Chiedza
Musadaidzwa

- Q&A session with the audience

15:00 – 15:45

Confronting the Brutal Facts (A Good to Great principle): Navigating a Constantly Evolving Sector

Facilitated by Trevor Mapondera, this panel features the Senior Leadership Team as they tackle the challenges of operating in an ever-changing sector. Through candid insights, and confronting brutal facts, they will confront industry realities and share their personal journeys toward embodying Level 5 Leadership.

- Moderator:



Trevor
Mapondera

- Panelists:



Sophie
Charman



Louise
Bray



Ivana
Vasilevska



Antoaneta
Krstevska



Sacha
Frost



Snezhana
Mihajlov



Hollie
Abdulgader



Deanna
Osborne

15:45 – 16:15

Catalyst Foundation:

Removing the barriers and inspiring change

Facilitated by CEO and Co-Founder of Catalyst Foundation, Mayda Mapondera, this panel features She Camp participants as they discuss how their involvement in the program has made a significant difference in their lives and the lives of young individuals. They will share their unique journeys of becoming sponsors, extending their empowerment to a new generation of girls.

● Moderator:



Mayda
Mapondera

● Panelists:



Jo
Andrews



Sarah
Smith



Tracey
Prewett

16:15 – 16:30

Closing session

In reflecting on our journey from Good to Great, Group CEO, Mentor and Chairman, Trevor Mapondera will offer a comprehensive recap of our company's progress, celebrating our achievements and learning experiences.

Join us in this final gathering as we unify our efforts and prepare to embark on the next phase of our journey together and aligning our objectives, strategies, and practices for the upcoming financial year 2025/2026.