Thinking outside the box

Your wellbeing really does matter

Our new learning and development guide has arrived

Do you miss being part of a nursing team?

Plus... Accolades  Good and outstanding care  Online learning for managers
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Follow us...

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In this issue we congratulate all the Skills for Care Accolades winners, recognising their commitment to investing in the skills and knowledge of their workforce. Attending these awards is the one of the highlights of my year as all the finalists have a chance to share what makes them special.

Entries for the Accolades 2019 open at the end of June, and I would urge every organisation to seriously think about entering as all the finalists say it has a positive impact on their team’s morale.

Every day our sector had 90,000 vacancies, so it’s great to hear from Merseyside based care provider, Expect, on pages 10/11 who set up a partnership with their local college to tackle their recruitment and retention challenges.

As I travel the country I’m humbled by the hard work everyone in our sector puts in. Registered managers are a key group of workers who set the tone and standards in any organisation, but it’s a tough, demanding job. That’s why we created ‘Wellbeing for registered managers – a practical survival guide’ and you can find out more on pages 12/13.

Once again Care is packed with lots of practical information and support to make sure our sector can continue to offer high quality support to the people we work with.

Sharon Allen
Chief Executive Officer, Skills for Care

Have you signed up for our enews?
Every fortnight we send out an e-bulletin with our latest news, tools and events.

Our enews is a great way to keep up to date with the work of Skills for Care. Register your details to subscribe and get the bulletin emailed straight to your inbox. Visit www.skillsforcare.org.uk/enews.
Congratulations to our Accolades winners

The Skills for Care Accolades reward adult social care organisations, services and individual employers in England who are committed to delivering high quality care by investing in the development of staff.

The 2018 winners were:

- Best employer of under 50 staff - Ebury Court Care Home
- Best employer of between 51 and 249 staff - Middleton Hall Retirement Village
- Best employer of over 250 staff – Augustinian Care
- Best employer support for your registered manager(s) - Care Management Group
- Best endorsed provider of learning and development - NAPA (National Activity Providers Association)
- Best individual who employs their own care and support staff - Christina Candey
- Best recruitment initiative - Love2Care and Wellbeing Teams
- Best social care apprentice employers - Anchor Trust
- Most effective approach to integrated new models of care - Stockton Integrated Discharge Team
- Most effective approach to leadership and management - Magdalen and Lasher Charity Old Hastings House

Skills for Care CEO Sharon Allen said:

My congratulations to all the winners who came through a rigorous judging process to win a highly coveted national award recognising outstanding work on developing the skills and knowledge of the adult social care workforce.

The Skills for Care Accolades are an opportunity to celebrate all that is great about how high quality care and support is provided by hard working, skilled and dedicated workers in our communities.

It was a pleasure to meet our finalists, who all demonstrated great innovation and commitment to leadership and workforce development, which they were keen to share with others on the night and afterwards.

This year’s awards open for entries on Thursday 28 June and close in September. Visit www.skillsforcare.org.uk/accolades for more information.

Thank you to our sponsors - the Accolades couldn’t take place without their support.
Help us to build a brand new online data system

The National Minimum Data Set for Social Care (NMDS-SC) is now 10 years old and was designed and built when technology and digital worlds were very different.

It’s an important part of our work at Skills for Care and the data held in this online system is relied on heavily by the Department for Health and Social Care (DHSC). Because of our expertise and experience, the DHSC has asked us to redesign a brand new NMDS-SC.

A lot of work has already been undertaken. We’ve done a survey, telephone interviews, observations in people’s workplaces, lab-based research and testing, and a ‘show and tell’ session.

We’re working in short bursts: building something, testing to see if it works, making changes and testing again, so we need a good supply of volunteers at very short notice.

This is where you can help. If you're interested in helping us please email nmdssconline@skillsforcare.org.uk

Join your local registered manager network today

Our networks for registered managers offer peer support and access to experts, best practice and information.

- 73% shared ideas and good practice with other managers.
- 74% felt more confident in their role.
- 74% agreed that they now have better knowledge of legislation and policy.

Find your local network at www.skillsforcare.org.uk/networks
Using technology in social care

Introducing technology into social care can sometimes be worrying for some people - about whether they’ll understand it or be able to use it, the cost of buying it, fear of getting it wrong - the list goes on.

There are many benefits of using technology and lots of great examples of care providers who do; which benefit the people who access the service as well as their families and care staff.

Carey Bloomer, Registered Manager and Nursing Director at The Uplands, Marches Care, comments:

One of our resident’s wife went on holiday for the first time in nine years because she could now sit on the beach and log onto our system and see that her husband has had his breakfast, had his tea and he was fine.

We visited three care organisations who’ve successfully invested in different technologies and created videos so they can share what they learnt.

You can view all the films at www.skillsforcare.org.uk/digitalleadership.

Online learning for managers in care

We’ve created a new digital learning tool to help frontline leaders and managers to develop their knowledge and skills.

There will be two modules available from the end of June. They’re mapped to the Manager Induction Standards and can help as evidence towards meeting standards 1 and 9.

Manage self
- looking at:
  ■ being self-aware
  ■ managing your behaviour
  ■ managing your workload
  ■ developing yourself
  ■ developing the vision of your organisation.

Leadership and management
- looking at:
  ■ the difference between leadership and management in adult social care
  ■ different styles and adapting them to different situations
  ■ leading and developing teams.

The topics are explored through real life case studies and scenarios. You can access the online tool at a time to suit you and save your progress and come back to it. Each module is just £15.

Set up an account at elearning.skillsforcare.org.uk.
Small changes that make a big difference to your recruitment

The Accord Group struggled to get the right calibre of candidates through the door, so their Head of Older People’s Services, Jan Paterson, came to our ‘Getting started with values-based recruitment’ workshop for help.

As a result of what she learned, they’ve made small, immediate changes which have increased the number of people turning up to interview by 30%.

She told us:

I believe recruitment is changing and I wanted to understand what methods were out there that we could utilise.

Jan came away from the workshop enthused about making positive changes to their recruitment process.

“We’ve set up a working group to review our workplace values, and our HR and quality team is reviewing our policies and procedures to ensure our values are embedded in them.”

Jan also came away with other ideas to improve recruitment.

“I realised that we didn’t sell ourselves very well in adverts, so we changed them to highlight what we could offer potential recruits and why they should come and work with us.

We’ve made the interview process more flexible so people can now choose a slot between 07.00 and 19.00 and a suitable location. We invite them to the care home where they’ll be working so they can get a feel for the place.”

And these small changes have had a big impact on The Accord Group’s recruitment.

These small changes have had a positive influence and our attendance rate for people turning up to interviews has increased from 60% to 90%.

Jan would highly recommend this workshop for anyone who’s looking for new ideas for their recruitment.

“I found it really informative with practical ideas and suggestions that could be implemented quickly – it motivated and inspired me to change things that weren’t working.”

To find out more about the workshop and to book your place, visit www.skillsforcare.org.uk/gettingstarted.
Celebrating good and outstanding care

The majority of adult social care providers are already delivering good and outstanding care, and there’s lots of learning that we can share to help others improve their service and their Care Quality Commission (CQC) rating.

We’ve spoken to providers who are already rated good and outstanding to find out what they’re doing.

Many of these services deliver high standards of care regardless of whether or not they’re inspected. But the opportunity to externally benchmark their service means that they’re well prepared for inspection and able to evidence what they’re doing.

Mike Bielanski from The London Care Partnership told us:

Living up to ‘outstanding’ is now our benchmark. We demand more of ourselves and support each other so that we can sustain the effort required to stay at the top of our game.

We continually review different approaches to see whether they could be adopted in our organisation, and we learn from our mistakes to ensure we are never complacent.

Any inspection can be daunting but we try not to think about it. By developing good habits and working together to achieve the best outcomes every day, inspections are not quite so scary. Having the right ethos and a clear sense of purpose allows all staff to deliver better care and support.

Documenting, reviewing and reporting should become part of any care worker’s DNA – not just to satisfy those who judge us.

There are some common themes amongst good and outstanding providers, including the importance of recruiting and retaining the right staff, providing learning and development opportunities and ensuring you have confident leaders.

If you work for a CQC regulated adult social care provider, take a look at the next page to see some of the practical ways we can to help you improve and prepare for your inspection.
Guide to help you provide good and outstanding care

We’ve updated our ‘Good and outstanding care’ guide which shares learning from CQC inspection reports and services that are already rated as good or outstanding.

The guide has lots of practical examples and tips from across the sector that reflect the changes to CQC inspections introduced in November 2017.

It can help you improve and prepare for your inspection. If you’re already rated good or outstanding, it will help you maintain or improve your rating. If your service requires improvement, it will help you avoid some of the common mistakes and take a proactive approach to improving standards.

Some of the things you can do are simple and effective, whilst others are innovative and transformational – and they can make a real difference, not only to the quality of care and support, but to your staff motivation and confidence too.

Download your free copy at www.skillsforcare.org.uk/GO.

Making your inspection count: a seminar for CQC regulated services

From 01 November 2017 the CQC changed the focus of its inspections. If you’re a regulated service this could impact you.

Our one-day seminar will help you prepare for these changes in your next inspection. We will review the changes with you and help you to understand and implement them. You’ll also have the chance to network with your peers and discuss your service’s specific challenges and issues. We’ll draw on the latest best practice across adult social care, so you can learn from others and effectively evidence your own successes.

Don’t miss out, book your place now at www.skillsforcare.org.uk/CQCseminars.
Thinking outside the box to improve your recruitment and retention

The competition for adult social care workers is increasing, so employers need to find innovative ways to recruit and retain their workforce.

Merseyside-based care provider, Expect, set up a partnership with their local college to tackle these challenges.

They offered work experience to students doing level 2 and 3 health and social care courses at the college. And in return the college delivered an Access to Higher Education diploma to one of their staff, as part of an internal scholarship.

The successful scholar could choose which diploma they wanted to do and get an additional 15 days of paid leave to complete their studies. Seeing the organisation invest in their workforce has really motivated other staff.

Their training manager, Chris, told us:

"Your frontline staff can visibly see and take advantage of the additional development opportunities, and this will encourage them to work hard to succeed in their role and career."
2016-17 scholarship winner, Adam, achieved an advanced health and social care qualification and is now studying mental health nursing with a registered manager’s status at university.

He said:
“I was delighted to learn that I’d been awarded the scholarship as I knew this was an opportunity to further develop myself. At first I was sceptical of the logistics of working full time whilst attending college. However, my manager assured me that the company would support me to work my hours around the course, and even acquired study hours for me which I could offset from my weekly working hours.”

Offering work experience has also been a great way to find new talent and increase Expect’s presence in the community. 23 students passed the work experience, some of whom applied for roles with the organisation. This has developed a new workforce supply stream of qualified students who already have experience working with Expect.

Chris concludes:
“These new recruitment streams have fully qualified staff that have already been observed by our managers, workers and people who use our services. They know you and you know them.”

We would encourage other organisations to think about setting up mutually beneficial schemes such as ours, especially where ‘out of the box’ thinking is required.

Work experience gives people the opportunity to make informed decisions about whether a career in social care is right for them. This can help you get the right people for your roles and reduce the number of ‘wrong choices’. Download our ‘Offering meaningful work experience’ guide at www.skillsforcare.org.uk/workexperience.

We also have lots of practical tips and resources to support your recruitment and retention at www.skillsforcare.org.uk/finderskeepers.
Your wellbeing really does matter
How often do we hear people say “I haven’t got time for all that wellbeing nonsense…I’m too busy caring for others to be worrying about myself”?

We’re challenging this perception through our new ‘Wellbeing for registered managers – a practical survival guide’ that supports managers to consider their own wellbeing and put it at the heart of their everyday lives.

Bill Mumford, Skills for Care Fellow and contributor to the guide, said:

“There’s growing evidence that shows our ability to care for others is significantly reduced when we’re feeling out of sorts ourselves. In celebration and gratitude for the great work that registered managers do, this guide was written for leaders and managers in our sector: in the understanding that their job is tough, that they don’t have much time and that they would prefer to think of others before themselves.”

The guide invites registered managers to think about and assess their own wellbeing. By completing the ‘my wellbeing self-assessment’ exercises and wellbeing plan, managers can start to think about, implement and improve their approach to managing their own wellbeing.

It’s full of practical information, top tips, case studies, action plans and workbook exercises and includes examples from registered managers and other professionals talking about their own experiences of wellbeing.

Sharon Allen, CEO of Skills for Care, added:

“Registered manager members of Skills for Care are already on their wellbeing journey. They demonstrate that they not only care for others, but also about their own personal support network. Membership is an important tool that managers have to connect with their peers, and alongside other Skills for Care resources, this new guide will help them to take the next step.”

This new guide has been launched exclusively for registered manager members of Skills for Care when they renew their annual membership and to new members for only £20 through our bookshop.

Registered managers, and those in similar leadership positions, can join Skills for Care’s registered manager membership for only £35 for 12 months. Find out more at www.skillsforcare.org.uk/membership.
Identifying the learning and development needs of your organisation can be a daunting task...

**How do I decide what learning and development is needed?**
Should I look at apprenticeships or qualifications or is there something else instead?

**How do I choose the right approach?**

**How much is it all going to cost?**

**How do I know if it’s been successful?**

Investing in learning and development is important and has big benefits - your staff will feel valued and motivated, and most importantly, those receiving care will benefit from high quality care and support. Developed with managers in mind, we’ve created a new ‘Learning and development guide’. It provides a starting point in how to develop an effective and efficient learning and development strategy for your organisation.

The Care Quality Commission (CQC) recognises the relationship between good and outstanding care and the quality of staff development throughout their reports, handbooks and guidance.
Welmede Housing Association is a good example of an organisation that has achieved a number of good and outstanding CQC ratings and recognises the importance of investing in learning and development.

Cressida Rapela, Regional Operations Director at Welmede Housing Association, said:

As part of our staff’s continuous professional development we give them the opportunity to undertake vocational qualifications in Level 2 and 3 Diplomas in Health and Social Care, and for managers to undertake the level 4 and 5 diplomas.

Qualifications are one way to develop your workforce but there are lots of different ways to learn new things. Learning and development doesn’t have to be expensive. This interactive guide provides an introduction into the opportunities available, looking at small learning programmes, reciprocal activity in your community and digital methods. It’ll help to identify what’s best suited to your business needs and those of your workforce.

The guide’s full of hints and tips on how to choose the right approach and practical guidance in the delivery and assessment of learning. It also looks at how you can measure the success of your strategy.

We’re sure you’ll find it a useful tool - whether you’re developing a new strategy or simply looking for some advice on a certain aspect of learning and development.

Visit www.skillsforcare.org.uk/learninganddevelopmentguide to view the guide.
Do you miss being part of a nursing team?

If you used to work as a registered nurse, Skills for Care could help you return to a rewarding career in social care through a free Return to Practice course, combining university study with work placements across the East and West Midlands.

Louise Oldham is the deputy manager and clinical lead nurse at The Grand Care Centre in West Bridgford. She talks about her positive experience of returning to nursing.

Tell us about your return to practice journey

I returned to practice after taking a break from my career to raise my three children. I previously worked in medical rotation in the NHS and community nursing. What I enjoyed most about nursing was helping people and I knew that was what I wanted to get back to. I decided to return to nursing in social care as I’m able to work so autonomously and it feels like the next level for me.

Do you feel challenged?

I face challenges every single day and no two days are the same. I’m learning so much but at the same time I’m bringing my experience to the care home.

What would you say to someone who was thinking about returning to practice?

It’s so rewarding. Social care has changed so much over the last 20 years, it’s a different environment now. For anyone considering returning to practice, I’d say go for it!