Registered Manager Advice line – FAQs

Last updated 6 August 2020

Since the pandemic began, we have received a wide range of questions from registered managers related to COVID-19.

Included below are answers that we hope can help if you are not able to contact us directly. This list will be updated regularly so we recommend always referring to the online version.

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About the Registered Manager Advice Line

Who can use this service?

The service is for registered managers, frontline managers, deputy managers, nominated individuals and others leading and managing adult social care services across England.

Who can you help with?

The Registered Manager Advice Line provides information and advice to help regulated services respond to the COVID-19 emergency.

We have looked at what are our best products and services best placed to help those managing adult social care service respond to Covid19. This includes a combination of tried and tested Skills for Care resources and new products we are introducing in response to the emergency.

We are also regularly reviewing Government guidance and help emerging from other organisations. The majority of this relates to our key focus on support adult social care employers to recruit, develop and lead but we may be able to signpost for help on other issues too.

What is your response time to new enquiries?

We will aim to respond to all new incoming enquiries within one working day. If your enquiry is complicated and we need to investigate further, we will confirm receipt and let you know of progress. For those submitting enquiries on evenings or weekends, we will prioritise responding to these when we reopen.

What if I need help when you are not open?
In addition to these FAQs, there following options can help you to access information and support from your peers.

- Skills for Care's COVID-19 website resources – our website homepage provides easy access to our key information and resources including; support for registered managers, essential training, safe and rapid recruitment, etc.
- Registered Manager Facebook Group - Over 2200 frontline manager across England connect with each other using this online group; asking questions, sharing ideas and good practice
- Registered Manager Networks – further peer support and advice is available through these local groups of managers, many of whom are currently communicating on a daily basis via WhatsApp group
- CARE App – the Department of Health and Social Care have launched this new resource to act as a single digital hub for relevant updates, guidance and

support. The app is available for download from on Apple and Android supported smartphones, or can be accessed by browsers on any device.

How do I keep informed on the latest guidance and advice?

Skills for Care is regularly updating our [COVID-19 website section](#). Our fortnightly e-news signposts employer to the latest guidance and advice. If you do not currently receive, sign up [here](#).

Infection and control / Personal Protective Equipment (PPE)

What is the latest infection and control advice?

Since the outbreak of COVID-19, there has been a range of national guidance and supporting resources covering infection and control for health and social care providers including;

- [Public Health England - Guidance for stepdown of infection control precautions and discharging COVID-19 patients](#)
- [Public Health England - Coronavirus: infection prevention and control in domiciliary care webinar](#)
- [Public Health England - Infection prevention and control in care homes webinar](#) and [FAQ webinar](#)
- [NICE - Helping to prevent infection - A quick guide for managers and staff in care homes](#)

What training is recommended for infection and control?

There are a wide range of options available to providers when considering what infection and control training to deliver.

For inducting staff for the first time, the [Care Certificate](#) process (including the free to use [Care Certificate Workbook](#) and [e-learning for health course](#) can help cover some of the basics.

During the COVID-19 emergency response, Skills for Care is promoting some [Essential Training](#) opportunities from a limited number of our endorsed learning providers. This includes free virtual learning related to infection and control aimed at new staff, volunteers and those refreshing their learning.

For those wishing to deepen their infection and control expertise, our endorsed providers also offer a number of more specialist courses (see list [here](#)).

Since May 2020, all care homes in England may also benefit from a new Government commitment to delivering. This new initiative is being rolled out by the NHS via Clinical Commissioning Groups' (CCG) Directors of Nursing. We are not involved in this initiative and recommend care home managers contact their CCG.

What is the latest advice around the use of PPE?

Since the outbreak of COVID-19, the use of Public Protective Equipment (PPE) has been a high-profile issue and guidance on this matter has continued to evolve. Skills for Care would recommend the following guidance and advice;

- Public Health England – How to work safely in care homes
- Public Health England - how to work safely in domiciliary care

We are not in a position to answer questions relating to the specific use of PPE and would recommend that you direct such question to learning providers or your local Public Health England regional offices.

Managers are also recommended to join the Registered Manager Facebook Group and Registered Manager Networks forums for local and national opportunities to connect with your peers to discuss current challenges.

Where can we purchase PPE?

Skills for Care is not involved in the distribution of PPE. Following a period of shortages earlier in the pandemic, the Government continues to make progress to opening their own options to adult social care providers.

- PPE portal - how to order emergency personal protective equipment: This portal can be used by social care and primary care providers to order and receive PPE and these include small residential social care providers (24 beds or fewer) and domiciliary social care providers (99 clients or fewer). A further amendment to the guidance now allows not only multiple orders, but an increase in the quantity of items that can be ordered per week.
- PPE - Local Resilience Forums – these are multi-agency partnerships made up of representatives from local public services. PPE stocks are intended for social care and primary care. This website includes a list of contact details for LRFs across the country.
- National Supply Disruption Response (NSDR) - providers who need emergency supplies of PPE can continue to contact the NSDR. Phone: 0800 915 9964 (available 24/7) or use the website.

Testing and COVID-19

What is the latest advice about testing COVID-19?

Skills for Care is not involved in the coordination of COVID-19 testing, but we can signpost you to the latest government advice.

Anyone with symptoms can get a coronavirus test, whatever their age.

Testing can be arranged for those living in parts of country impacted by local lockdowns with or without symptoms or for people required to have a COVID-19 test prior to going into hospital (e.g. for a routine surgery).

Whilst the Government has previously talked about all frontline in health and social care (with or without symptoms) could be tested, this is not something that is possible. However, there is some flexibility around this for staff working in care homes.

Guidance on coronavirus testing, including who is eligible for a test, how to get tested and the different types of test available. There is information on the self-referral process, the employer process for essential workers, regional testing sites, home testing, mobile testing units, satellite centres, NHS facilities. See the latest information here.

What is happening about the re-testing of care homes?

Staff and residents do not need to have coronavirus symptoms for you to get the tests. However, the Government's plan to regularly test residential care staff weekly and residents every 28-days has been delayed.

Currently this testing is being prioritised for care homes caring for the over-65s and those with dementia. The current Government plan is to expand to other care homes from September 2020, something that may additionally be supported by a new fast-track 90-minute test and result process.

Any specialist care homes that have not yet registered for their initial whole care home tests should still apply on the care home portal to receive their initial whole care home tests. To apply, you need to be the care home manager who's registered with the Care Quality Commission (CQC). You'll need;

- the care home's CQC registration number
- total number of residents, including number of residents with coronavirus symptoms
- total number of staff, including agency staff
- your contact details

DHSC also advises that when a care home manager suspects for the first time, that the care home has COVID-19 symptoms in a resident or residents, the care home manager should contact their local Public Health England Health Protection Team (HPT). The HPT will arrange for the testing of all symptomatic residents at this point as well as providing locally tailored infection control advice.

What do we need to know about the Track and Trace approach?

The new Track and Trace system and approach has been introduced to help manage the spread of COVID-19 after the initial peak of the pandemic. The Government has produced some guidance and advice related to the process which was introduced at the end of May 2020.

NHS test and trace: how it works provides an overview of the Track and Trace process, it explains how test and trace helps fight the virus, how people who have symptoms can use the process, etc.

It is complemented by the NHS test and trace: workplace guidance this provides relatively brief information about the Track and Trace system specifically for employers, including new Risk Assessment advice from the HSE, Supporting employers with a workplace outbreak (including the involvement of Public Health England if needed), information on how to support workers and updated information about statutory sick pay, guidance for self-employed people.

It is not anticipated that the new Track and Trace will lead to the closure of hospital wards, care setting and schools due to a staff member or person using the service testing positive but for the employer in our sector to follow the COVID-19: management of exposed staff and patients in health and social care settings guidance.

Whilst some of the information included in the Track and Trace guidance may be concerning to adult social care providers as it highlights what might be commonly happening within your service (e.g. spent more than 15 minutes within 2 metres of someone or travelled in a car or other small vehicle with someone), the Government guidance does not take into account that in health and social care environments staff and the people you support will be protected by Infection, Prevention and Control measures and the use of PPE. For example; if PPE is being worn then not all staff would be equally effected. If staff work in bubbles then at worst only the staff in that bubble would need to be considered. If staff wear face masks when having conversations at less than a metre again mitigation is in place. Employers would need to risk assess such scenarios and take appropriate action.

The Track and Trace guidance above does clearly specify the following; "Health and care workers - if you work in a health or care setting, you should follow the separate guidance for health and care workers on testing and when to return to work. This directs to the following guidance COVID-19: management of exposed staff and

[patients in health and social care settings guidance](#) which provides further information on staff exposure, staff return to work criteria, exposures in care settings etc.

What do we do if people and staff refuse to be tested?

Whilst COVID-19 testing is generally encouraged and often wanted by those needing care and support, there may be occasions where it is not in the best interest of those people needing care and support who use your service.

In the absence on national guidance, we would recommend managers follow similar steps to other instances where people who need care and support refuse a medical intervention.

On the issue of testing COVID-19 and the MCA, a helpful [paper](#) has been produced by some legal experts – Essex Chambers – based on the law as of May 2020. The paper is intended to be used as good practice to consider an effective response.

For staff, testing can help them keep themselves, their colleagues and the people they care for protected from COVID-19. However, some care providers have highlighted small numbers of staff refusing to be tested. Skills for Care and ACAS has produced a [webinar](#) where this issue is discussed with recommendations about how to address such risks.

Care Quality Commission and COVID-19

What is the CQC Emergency Framework?

Skills for Care is independent of the Care Quality Commission (CQC) but we produce a range of products and services that can help regulated adult social care providers.

The [CQC Emergency Framework](#) was introduced by the regulator in May 2020 and they will use this emergency approach in all health and social care settings registered with CQC during the pandemic, and for a period afterwards. Key points to note about the Emergency Framework;

- It is not an inspection, and the CQC are not rating performance
- The CQC will still be gathering data from a range of sources (including statutory notifications, safeguarding incidents, staffing information, feedback from public, people who use services etc.)
- Inspectors will contact managers and arrange a time to talk to them. The calls will be a two-way conversation looking at safe care and treatment, staffing arrangements, protection from abuse, assurance processes, monitoring, and risk management.   Higher risk services should expect to receive more calls.

What has the CQC changed in response to COVID-19

In addition to pausing their inspection framework and temporarily replacing it with the [CQC Emergency Framework](#), the regulator has also produced a series of new guidance and advice including;

- [CQC Registration with CQC and changes to statements of purpose during COVID-19](#)
- [CQC Interim guidance on DBS and other recruitment checks](#)
- [CQC Delegating medicines administration](#)
- [CQC Inappropriate use of sedative medicines to enforce social distancing guidelines](#)
- [CQC Death of a person using the service form](#) and [regulation](#)

Please also visit the CQC website [here](#) for the latest information and advice related to COVID-19 for regulated providers.

How do I know that the CQC will accept information from Skills for Care?

We are independent of the CQC but in regular contact with them in our response to COVID-19. In this unprecedented time, we are working closely with the CQC to help adult social care employers respond to the pandemic.

Emotional support and wellbeing

What emotional support is there for managers and staff?

Samaritans have introduced a confidential emotional support line for social care staff that is free to access from 7:00am-11:00pm, seven days a week. You can speak to a trained Samaritans volunteer who can help with confidential listening and signposting to specific support you might find helpful. Call 0300 131 7000

The Samaritans [Shout service](#) offers confidential 24/7 crisis text support for times when you need immediate assistance. Text "SHOUT" to 85258 or visit Shout Crisis Text Line. The [Samaritans website](#) also helps those struggling with mental health related to COVID-19 emergency. It includes practical tips to help people impacted by social distancing, remote working, worries about friends and family etc.

Hospice UK have launched an Adult Social Care Bereavement and Trauma line. You can speak to a specialist counsellor at 0300 303 4434. They are available between 8am and 8pm to support you if you have experienced a bereavement, have

witnessed traumatic deaths as part of your work or need to discuss any other anxiety or emotional issues you are experiencing as a result of the COVID-19 pandemic.

The new Care app includes a growing range of support available to support mental health, emotional support, wellbeing and resilience. The app is available for download from on Apple and Android supported smartphones or can be accessed by browsers on any device.

What is available to protect managers and staff mental health?

The Government has also produced the COVID-19 guidance for the health and wellbeing of the adult social care workforce: this guidance is for anyone who works in adult social care. It provides advice on how individuals can manage their own personal mental health in the current circumstances and also provides adult social care employers with guidance, tools and advice on how to take care of the wellbeing of their staff at work.

Our Frontline is a service that offers round-the-clock one-to-one support, by call or text, from trained volunteers, plus resources, tips and ideas to look after your mental health.

Every Mind Matters from the NHS is an online resource that covers a range of new resources, designed specifically to help manage our mental wellbeing during coronavirus, include a tailored COVID-19 Mind Plan, COVID-19 specific content for individuals and their loved ones, and support for specific mental wellbeing issues such as anxiety, stress, low mood and trouble sleeping.

Mind have also compiled some reliable information and tips to help you cope during this time. It includes practical advice on how to cope when you have to stay at home because of coronavirus, looking after your wellbeing, and where to find more help.

What is available to protect managers and staff wellbeing?

The new Care app includes a growing range of support available to support mental health, emotional support, wellbeing and resilience. The app is available for download from on Apple and Android supported smartphones or can be accessed by browsers on any device.

We recommend the free to access Mindfulness (E-learning for healthcare) course which acts as an introduction to mindfulness with techniques to try. The NHS has also produced a Mindfulness online resource includes quick and easy tips on how to be more mindful, explanation of mindfulness and techniques to try and does not require formal training.

Employers can encourage their teams to create a [Wellness Action Plan](#) and encourage them to share these with line managers. This is a personalised and practical tool for employees to use to identify how to address what keeps individuals mentally well at work and what can result in poor mental health.

For physical wellbeing, Public Health England provides free, easy [10-minute workouts](#) and the [NHS Fitness Studio](#) also has a collection of accessible exercise videos.

What resilience resources to you recommend?

Skills for Care has produced free guides to support the resilience of managers and staff.

[Building your own resilience, health and wellbeing](#) - this is for anyone working in adult social care. It explains what resilience is and how you can build your own resilience. The guide will give you strategies to help you recognise and cope with pressure and stress.

[Greater resilience, better care](#) – this is for adult social care managers and explains some of the ways that they can develop staff resilience. It includes examples of things that you can do to reduce the risk of workplace stress, help workers develop resilient behaviours and make resilient behaviour the norm in your workplace.

[Developing resilience in practice](#) – this shares a selection of case studies about how other employers have developed the resilience of their workforce at an organisational and/or team level.

Social care provider resilience during COVID-19 - guidance to commissioners: Social care providers might find this [guidance](#) useful it picks up on points that we know are a concern.

The new [Minded COVID-19 Resilience Hub](#) brings together wider best advice.

Other topics

Admissions to care homes

COVID-19: admission and care of people in care homes. This [guidance](#) has been updated throughout in line with the care homes support package and the latest advice on testing, and infection prevention and control.

Care home visitors

The Department for Health and Social Care (DHSC) has published guidance related to the visiting of residential care homes. The online guidance is comprehensive and covers a range of issues that those managing care services are recommended to read. The DHSC have highlighted that the guidance may be refreshed further and encouraged care homes to regularly review their website for the latest advice on this matter.

The new guidance permits for the first time since lockdown in March 2020 opportunities for visits inside of care homes but there are a wide range of information and advice from the DHSC that needs to be considered. The guidance includes the following;

- Prior to visits being allowed in care homes, the director of public health in every area should disseminate their view on the suitability of visiting in the local authority area, taking into account infection rates and the wider risk environment.
- The care home's visiting policy should be made available and/or communicated to residents and families, together with any necessary variations to arrangements due to external events. To further support providers, the Care Provider Alliance have published a sector-led protocol for enabling visiting based on this model.
- In the event of an outbreak in a care home and/or evidence of community hotspots or outbreaks leading to a local lockdown, care homes should rapidly impose visiting restrictions to protect vulnerable residents, staff and visitors.

Test and Trace guidance has also been updated about collecting customer and visitor data.

Managers are also recommended to join the Registered Manager Facebook Group and Registered Manager Networks forums for local and national opportunities to connect with your peers to discuss this issue and share ideas.

Dementia care

Skills for Care has not produced anything new in relation to dementia care and COVID-19 but our website includes some general good practice and advice to support the development of staff.

There are some useful papers that have been produced including a Position paper on COVID-19 and dementia from the Alzheimer Disease International and Supporting older people and people living with dementia during self-isolation by The British Psychological Society.

Practical ideas for living with dementia during social distancing from the Dementia Change Action Network enables you to find and submit ideas for ways to stay connected and active.

We recommend the following additional resources [NICE Delirium: prevention, diagnosis and management](#) which covers diagnosing and treating delirium in people aged 18 and over in hospital and in long-term residential care or a nursing home. It also covers identifying people at risk of developing delirium in these settings and preventing onset.

Digital working

Digital Social Care have produced a [website](#) that includes a wealth of information to support adult social care providers, including around Information Governance and Information Sharing, how to use Microsoft Teams to connect with others, Digital Solutions for COVID-19, free Digital Tools etc. Digital Social Care also offer a new [helpline](#) to support the adult social care sector with harnessing technology during the COVID-19 outbreak.

If you are not already using it, adult social care providers are recommended to connect with [NHSMail](#) for secure connections with healthcare colleagues. There has been a fast-track roll out of NHSMail in social care as a result of COVID-19.

Skills for Care has also produced a [webinar](#) looking at how technology can offer some help to connect people and to bring 'outside experiences' and another [webinar](#) looking at using technology to support your staff and each other.

There is further support available from [Digital Candle](#) who offer one free hour of expert digital advice for charities.

End of life care

During the COVID-19 pandemic, people working in health and social care who may not be specialists in this area are now finding themselves working with people who are dying, or whose condition is deteriorating rapidly.

This new [short guide](#) helps signposts to a number of key resources, support and websites that can help adult social care services deliver good practice when managing End of life care and COVID-19. The information draws on examples from the 'Good and outstanding care guide' and the updated '[End of life care - common core principles](#)'. This does not replace the 'Common core principles for end of life care' developed by Skills for Health and Skills for Care. It's intended to provide an outline framework to guide and support managers and staff working during exceptional circumstances.

During the current pandemic, health and social care workers who may not be specialists in this area are now finding themselves caring for someone at the end of their life. This [webinar](#) explores advance care planning, care in the final days and care after death.

Essential training

The adult social care response to COVID19 has resulted in revisions to what is considered essential training.

We've identified training that remains a priority during this period to ensure there is a skilled and competent workforce and you can view the list here. This revised list is supported by the CQC during the emergency.

We know employers will want to continue other induction, training and development and upskilling to support staff where possible through the emergency. There have been some relaxations of our original advice in regard to stopping all face to face training and since July 2020, some priority practical training is being delivered. We have published some guidance to help employer how to safely undertake this.

A number endorsed providers have secured grant funding to deliver virtual training for adult social care employers, depending on their training need and within the limits of the learner numbers. The list of what is available to support your existing staff, volunteers and the rapid induction of new staff is available here.

We have also produced a list of FAQs to help employers better understand the rapid induction and volunteers training related to this funding opportunity. In addition, a webinar helps summarise some of the key points.

HR and workforce

The impact of COVID-19 has created an extremely challenging time for the social care workforce. This webinar is co-delivered with ACAS and covers many of the questions that have been raised by managers.

The Coronavirus Job Retention Scheme enabled organisation affected by COVID-19) to furlough employees and apply for a grant that covers 80% of their usual monthly wage costs, up to £2,500 a month.

From 1 July, employers can bring back to work employees that have previously been furloughed for any amount of time and any shift pattern, while still being able to claim the Coronavirus Job Retention Scheme grant for their normal hours not worked. The final date by which an employer can place an employee on furlough is 10 June.

The Government has also created a website that brings together the various financial support you can get for your business. It covers issues including; paying your employees, paying sick pay, paying tax, business rates relief, business support grant funds, support for the self-employed, support for small and medium-sized businesses, support for large businesses.

You may also be interested in this comprehensive online factsheet from CiPD which helps employers understand how to support your business and workforce through this global health emergency.

ACAS also provide [advice and guidance](#) on a range of subjects related to COVID-19 to support employers and employees and Unison has produced some useful [FAQs](#) for care workers, including residential, homecare and community care for both adults and children.

Learning disabilities and autism

This [guidance](#) from the Department for Health and Social care is for care staff who are supporting adults with learning disabilities and autistic adults during the coronavirus (COVID-19) outbreak. The guidance will help care staff to:

- keep people with learning disabilities and autistic people safe
- support them to understand the changes they need to make during the COVID-19 outbreak
- protect their own wellbeing

The Social Care Institute for Excellence (scie) have brought together [a collection of guides](#) for families and professionals supporting autistic adults and adults with learning disabilities during the coronavirus (COVID-19) crisis. This includes resources for care managers, care staff and carers / families.

We are also encouraging registered managers to join our [Registered Manager Networks](#) WhatsApp group to connect us with local services and a national [Registered Managers Facebook Group](#) where similar questions are being regularly raised and responded to by other managers.

Mental Capacity Act 2005 and COVID-19

The Government has produced [Guidance on looking after people who lack mental capacity](#) and the Social Care Institute for Excellence (scie) has also produced [an online resource](#) looking at what protections the Mental Capacity Act (MCA) gives people, both during the coronavirus crisis and in more typical times. It provides information about what are the legal changes, what are the implications for COVID-19 on MCA and DoLS, new applications and urgent authorisations, Applying for Court of Protection etc.

Reducing risk in adult social care

The Department for Health and Social Care have created a [framework](#) for how adult social care employers should assess and reduce risk to their workforce during the coronavirus pandemic. The guidance is for anyone who employs people who work in adult social care. It provides a framework for how you should assess and support members of your workforce who may be at an increased risk from coronavirus. It covers:

- the risk assessment process
- having conversations with workers who are identified as being at increased risk measures you could put in place, both across the workforce and for individuals
- useful guidance and resources

Clinical evidence indicates that some people may have factors which could increase their vulnerability to infection or adverse outcomes from coronavirus (COVID-19). As new evidence emerges, this guidance will be updated. You should check you're using the latest guidance. The framework focuses specifically on how employers can support workers with factors which may make them more vulnerable to infection or adverse outcomes from COVID-19 to make decisions about their risks in the workplace.

The guidance should be used alongside PHE guidance on infection prevention and control and DHSC guidance on health and wellbeing of the adult social care workforce.

Related to risk, Public Health England published COVID-19: understanding the impact on BAME communities. This is a summary of stakeholder insights into the factors affecting the impact of COVID-19 on BAME communities. It reviews and compiles information from a variety of different sources and makes many recommendations for further analysis and investigation.

Safe and rapid recruitment

We are continuing to review and update our advice and resources that can help employers safely and quickly recruit during the COVID-19 emergency. We have summarised some key resources on our main Safe and rapid recruitment webpage.

We have produced a webinar looking at safe recruitment practice and a separate webinar related to distance recruitment, complemented by some Distance recruitment tips and a Snapshot of communication and collaboration tools to help your activities.

We continue to encourage employers to follow values based recruitment and look at 'What values do I need to work in social care?' to help. Resources including A Question of Care is an online, interactive quiz that uses scenario-based videos and questions to assess people's values and behaviours.

Skills for Care Locality Managers are an excellent source who can tell you about local recruitment initiatives. Care for others. Make a difference is a Government recruitment campaign includes a range of resources to help both national and local employers. I Care...Ambassadors in your workforce can support your recruitment process by sharing what it's like to work for you.

Shielding

COVID-19 guidance on shielding: The [guidance](#) for people who are clinically extremely vulnerable and have been shielding has been updated.

The government paused their advice on 01 August following an extended period of shielding since lockdown commenced.

In the event of a local lockdown, visit your local authority's website for further guidance of any changes to shielding information.

Miscellaneous

Where would I find templates on your website?

Skills for Care provides guidance and advice but has not traditionally produced templates. However, if your enquiry relates to recruitment, you may find some template and examples in our [Recruitment and Retentions](#) resources useful.

Templates are often created by employers themselves to respond to the unique needs of their own organisation or sometimes purchased from business support organisations.

The best source of templates is often connecting other adult social care services. Our [Locality Managers](#) can connect to nearby services and the [Registered Manager Facebook Group](#) can help you connect nationally. You may find contacting your local authority helpful too.

I would like to join your live webinars, but they are often full. What can I do?

We have only limited availability for managers to join the live webinar. The numbers are kept to a manageable level so we can respond to related questions. Whilst it may not be possible to join the live webinar, we are recording these and making them promptly available on our [website](#) to stream so you can view at the earliest opportunity.

I would like to ask a specific question about your training?

We promote a range of [essential training](#) recommend to develop your new and existing staff, as well as volunteers.

Whilst we can advise on the types of training we are recommending – including where there is funded learning opportunities – Skills for Care does not directly deliver this training. Due to this, some specific questions about the content may need to be

directed to the learning providers who deliver the courses.
Please contact us to see if we can help.

I have some information that I would like to share to add to your website. Is this possible?

We welcome the sharing of good practice and if you would like to tell us more, please get in touch via RMAdvice@skillsforcare.org.uk

Regarding sharing your organisation's own policies, procedures and guidance, we would not usually have the capacity to share these with the wider sector. This is because of the huge amount of documents and resources that employers are producing in their response to Covid19 and trying to avoid overwhelming others with examples. The Registered Manager Facebook Group may be an opportunity to share wider.