

Questions and answers from the Time management webinar

Thanks to all for the questions raised in the session, we have combined some of the questions in our responses below.

How do we connect with other managers at a national level?

The Registered Manager Facebook Group is an open forum enabling frontline managers to connect together and share ideas, examples and resources. You can sign up to access this from the Skills for Care website (look for the section “Support for Registered Managers” on our homepage). You will find further information about the Registered Manager Networks in this section too.

How can we save time around the uncertainty for staff and family members looking to managers for reassurance?

- The best way to save time is to create regular communications to keep people informed and minimise the 1-2-1 requests to explain the latest situation etc.
- Services have been using regular newsletters to family members and friends to keep them informed of the latest information, sometimes producing these as frequently as weekly. These are not lengthy resources but intended to keep individuals in the loop about their loved ones and how the service is supporting them, helping to reduce the number of incoming e-mails and calls asking for updates etc.
- For staff, regular meetings (often delivered virtually has helped), with the option to record these and share with staff saving time for managers repeating content for staff available on the day it was held etc. Again, there will be some colleagues who want to speak directly with managers, but others may have their questions and concerns answered by the recorded meeting.

What’s the best way to manage a big project that lands on your desk if you are already too busy?

You could manage this in quite a few different ways.

- It will be important to review the piece of work and decide what needs to be done, ideally chunking it up into manageable tasks. This will help you to prioritise and plan, maybe concentrating on the bigger tasks first.

- Draw on any an existing expertise – from within your service or beyond – and see if anything could be delegated.
- If the work cannot be delegated, consider if somebody could take on your other duties to give you more time to spend on the new task.

In the office environment, what is the best way to manage the distractions and interruptions from others? This can be particularly disruptive as it takes up time and interrupts my concentration and workflow?

- We recommend referring to the tips covered in the Limit distractions section of the webinar (recording available from 28 August on the Skills for Care website) but we have included further recommendations in our Time to manage guide.
- It is important that these issues are raised and addressed rather than simply tolerated. You will only be able to successfully do your job if you can manage these distractions so highlighting the impact this can have on you is key.

How do we manage over delegation from senior managers?

You need to highlight how this impacts on your ability to deliver the quality of care needed. Senior management has a responsibility to support frontline managers in having the resource to be able to maintain standards of care, something that will not be possible with over-delegation. With the CQC looking at how frontline managers are supported by the owners, directors and other senior management as part of their focus on “Well-led”, it is important that they take responsibility in ensuring that a manageable amount of work is delegated.