

Case study



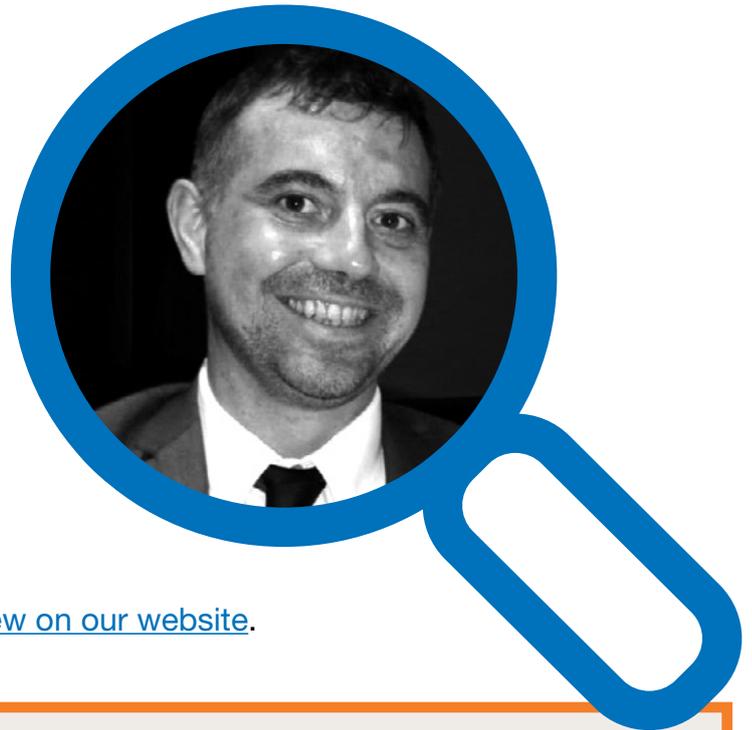
“Highly skilled staff are an investment”

Daniel Dutton, Senior Support Worker at Fine Futures, reflects on the support he has received as an aspiring registered manager.

Introduction

In 2017-18 Daniel joined a Skills for Care programme with other aspiring registered managers, testing a programme which would help them prepare for a registered manager role.

The programme helps aspiring managers and their employers use Skills for Care resources and guidance over a 12-month programme of support and development. Each element of the programme can be used as a standalone activity or as part of a structured approach to support.



To see each element, take a look at the [overview on our website](#).

Can you tell us a bit about you?

I've been working in care for almost five years and I am currently a senior support worker, a role which I have had for about 18 months. The best part of my job is making a positive difference to people's lives and being able to see the results of the hard work that you've put into it. It can also be great fun and offers opportunities to develop as a person. Conversely, it can also be very difficult and sometimes frightening; offering opportunities to challenge myself and step out of my comfort zone.

How have you found your experience of the pilot?

It's going great. I've almost finished the [Manager Induction Standards \(MIS\)](#) and feel I have learned a lot from the training sessions.

Both the [‘Lead to Succeed’ programme](#) and working through the MIS have been very beneficial to me. I also found attending a [registered managers network](#) meeting really interesting. I feel that I've become a lot more knowledgeable in managerial matters and I'm more comfortable with the sector-specific legislation. I also believe I'm a much better leader than I was nine months ago.

Can you give us an example of something which you're proud of achieving since starting the pilot?

Rather than answer questions from my staff team directly, I have started coaching/mentoring them instead by asking what they think they should do in a given situation - very often they already know the answer themselves but just need a little affirmation to boost their confidence. This has resulted in less calls and staff working on their own initiative more often.

I've also successfully delegated several tasks to members of my team such as drug stock checks, smoke alarm checks and a cooking course I'd been running to aid their personal development and stop myself becoming overwhelmed.

What advice do you have for someone either thinking about becoming a manager or unsure if it's right for them?

Management is an opportunity to have more control over the service you provide and ensure it's delivered in the correct way. It also gives you the chance to learn a new set of skills, move out of your comfort zone and challenge yourself.

I would encourage people to seek training to boost their leadership skills. I would also ask them to think carefully about if it's what they really want; you cannot just do it for the money.



With better-trained staff, you can deliver higher quality services. Highly-skilled staff are an investment as they need less support and are often able to work on their own initiative. This leaves you with more confidence in your staff and more time to concentrate on running your business.

Daniel Dutton



If you're thinking about how to support an aspiring manager or your deputy, take a look at the practical resources here which can help.