

A black and white photograph of a woman with glasses and a plaid shirt smiling warmly at an elderly woman. They are in a room with bookshelves in the background. The woman in the plaid shirt is leaning forward, and the elderly woman is seated and looking towards her.

Wellbeing for registered managers

a bite size
practical guide

How to use this guide

The wellbeing of registered managers has never been so important. This bite size guide is based on the New Economics Foundation Five Ways to Wellbeing. We've taken sections from our longer hard copy resource 'Wellbeing for registered managers – a practical survival guide' which includes additional information, activities, tips and case studies. We hope this will give you some ideas to help you get started.

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What is wellbeing?

Wellbeing affects a wide range of factors including our mental and physical health, psychological, cultural, environmental and social factors.

Wellbeing at work relates to every aspect of working life, from the physical environment and its quality and safety, to how the workforce feels about themselves, the work they are doing, the place they work and their organisation's culture.

We know that stress and burn-out are real issues for registered managers and workforce wellbeing has never been so important.

What we mean by wellbeing falls into the following areas:

- doing things that promote a sense of individual vitality
- living a meaningful and fulfilling life that makes us feel in control of our lives and resilient to what's out of our control
- having a broad range of support and resources to help us manage our lives as best we can
- helping ourselves to help others by focusing on our own wellbeing.



The Five Ways to Wellbeing

1

Connect

- Feeling close to, and valued by, other people is a fundamental human need.
- Strong social relationships are supportive, encouraging and meaningful.
- Broader relationships are important for feelings of connectedness, familiarity and sense of self-worth associated with an individual's position in a community.

2

Be active

- Essential for people at all ages, both as a mechanism for slowing age-related cognitive decline and for promoting wellbeing.
- Activities, like walking, can have the added benefit of encouraging social interactions.

3

Take notice

- Savouring a positive experience can help to reinstate life priorities.
- Heightened awareness enhances an individual's self-understanding and allows an individual to make choices aligned to his or her own values and intrinsic motivations.

4

Keep learning

- Feelings of satisfaction are associated with both progress and goal attainment.
- Learning enhances an individual's self-esteem, encouraging social interaction and a more active life.

5

Give

- Giving and sharing are important for defining a sense of purpose in the community and a sense of self-worth.
- Giving can lead to new and stronger relationships in the future.

My wellbeing self-assessment

It can be helpful to complete a wellbeing self-assessment to get started. There's no right or wrong answers and you don't need to know much about the Five Ways to Wellbeing. Have a think about the following statements and choose the score that reflects where you are now.

Taking a few moments to do this exercise can help identify where you could actively do more to support your wellbeing. Use this guide for ideas to help you move up a score and if you're not ready to or don't feel you can, what can you do to make sure you stay at the score you're at?

Connect

| | |
|--|--|
| 1. I don't connect with others very often and have not connected just for me in the last six months. | |
| 2. If I've been connecting over the last six months it's been for professional rather than personal reasons only. | |
| 3. I regularly connect with others and have done so over the last six months, but I could be more deliberate about this. | |
| 4. Actually, I'm good at this, I actively connect with people and I know that I do this regularly as part of my day-to-day life. | |
| 5. I'm very well connected, I have lots of different and varied connections and regularly meet new people, both professionally and personally. | |

Be active

| | |
|---|--|
| 1. I don't do any physical exercise and have not been physically active in the last six months. | |
| 2. If I've been active over the last six months, I'm not deliberate about it (actually - that's OK and a good start). | |
| 3. I do fairly regular physical activity and I've kept that up over the last six months. | |
| 4. Actually, I'm good at this, I am active and I know that I also do this regularly as part of my day-to-day life. | |
| 5. I'm very active, I do lots of different activity and set and achieve goals for myself. | |

Take notice

| | |
|--|--|
| 1. I don't think I have taken notice just for me in the last six months. | |
| 2. If I've stopped to take notice just for me over the last six months it's been reactive (that's OK, this sort of activity is important as well). | |
| 3. I do this instinctively on a regular basis, I'm not sure if I do it deliberately though. | |
| 4. Actually, I'm good at this, I actively take notice and I know that I mix deliberate and instinctive activities. | |
| 5. I'm great at this, I have lots of deliberate ways of taking notice just for me and I do lots of this instinctively as well. | |

Keep learning

| | |
|---|--|
| 1. I don't think I do any learning or have learnt anything just for me in the last six months. | |
| 2. If I've learnt anything just for me over the last six months it was by accident (that's OK and a good start). | |
| 3. I've got something regular that I do and I've kept that up over the last six months. | |
| 4. Actually, I'm good at this, I actively learn new things and I know that I also do lots of 'accidental' learning. | |
| 5. I'm great at this, I have lots of different sources of learning just for me. | |

Give

| | |
|--|--|
| 1. I don't recognise the difference I make through my work, let alone any other giving I do. | |
| 2. I know my work makes a difference, but I don't share this and I don't feel like I do anything else (remember not to fall into the trap of thinking about giving in monetary terms). | |
| 3. I know my work makes a difference and that I give to my friends and family. | |
| 4. I'm good at this, I know I give personally and at work, and that I look for ways to give. | |
| 5. I'm great at this, I give to lots of people in lots of different ways; I recognise and celebrate this. | |



1

Connect

Find opportunities to connect with the people around you. This could be with family, friends, colleagues and neighbours either at home, work, school or in your local community. Think of these as the cornerstones of your life and invest time in developing them. Building these connections will support and enrich you every day.

The wellbeing benefits of connecting are huge. Whether at work or in your personal life, allocating your own time to others will help you feel rewarded and can add purpose and meaning to your life. You feel good when you make others feel good and a good relationship will challenge you and provide you with new perspectives.



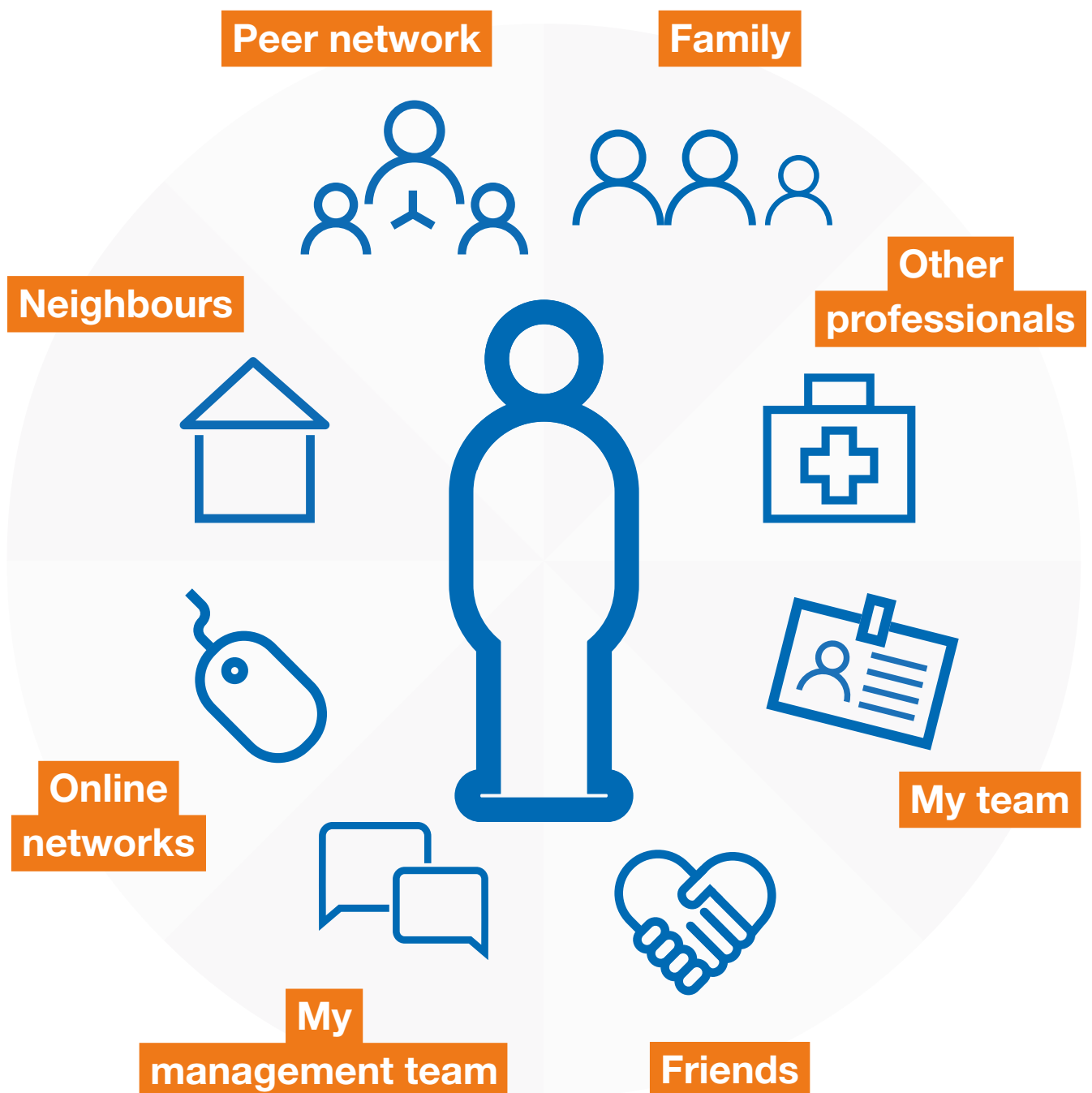
If you do one thing to connect...

Join your local registered manager network. There is one covering every local authority area in England. Find details at www.skillsforcare.org.uk/networks or contact your Skills for Care locality manager at www.skillsforcare.org.uk/localities.

Example diagram: Registered manager's connections

Think about all of the people, organisations and groups that you connect with, both personally and professionally. Who are they and how well connected are you? Use the visual as a prompt and maybe draw your own circle.

Remind yourself how you scored on your self-assessment and whether it could be helpful to connect more.





Be active

Find opportunities to be active. Go for a walk, run or cycle, play a game, seek outdoor spaces whether in a garden or local park. Most importantly, discover a physical activity you enjoy, makes you feel good and one that suits your level of mobility and fitness.

Being active can have positive health benefits that will be familiar to many of us. It can help us to sleep better, reduce the risk of disease and control weight. Exercise also releases endorphins, which gives your body and mind a natural lift, and are proven to reduce stress. As well as being good for our physical health, being active can be a great opportunity to have fun and, one of the most beneficial activities - brisk walking - is free.

Simply involving other people in the things that we do can be useful. Getting input or involvement from others can help us to see a challenge from a different perspective, get started, stay on track and celebrate our achievements.



It's medically proven that people who do regular physical activity have up to a 50% lower risk of type 2 diabetes and up to a 30% lower risk of depression.



If you do one thing to be active...

Start taking a brisk ten-minute walk each day. This isn't just great exercise: use it as a time to reflect and Take notice.

Top tips to be active

Start small and build on your existing activity and successes. Be realistic about what you're able to achieve without giving yourself extra pressure.

These top tips can be used to set small goals or if you're aiming for something bigger.

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|--------------------------------|--|
| Set the goal | Think about what you'd like to achieve, no matter how big or small. There's plenty that you can do, but you will need to be strict with yourself and make sure you decide now and stick with it. |
| Plan | Write down where you need to be to complete your goal and work back from there. What are the steps you need to get you there? Look up the NHS 'Couch to 5K' plan if you're in need of inspiration. |
| Involve others | Tell others what you're going to do and ask them if they want to be involved too. We're more likely to succeed when we have the support and advice of others. |
| Start off slow | You don't need to be an elite athlete, so don't set out as if you are one. Start off with a realistic first step and push yourself more every time you go out. |
| Sign-up to something | Whether it's signing up to a walking challenge or trying a new fitness activity, make sure it's challenging but achievable and enjoyable. |
| Celebrate your success | Celebrate your success with others - it will help you to take stock of what you've achieved and others will help support you with the next step. |
| Review | Think back about what you've achieved. How would you have done it differently if you could? What did you like about it and what didn't you like as much? |
| Set yourself a new goal | It's fine to repeat or set a similar goal, but now's your chance to try something new. Repeat the cycle by telling others about your new challenge. |

3



Take notice

Become curious and catch sight of the beautiful. Remark on the unusual and notice the changing seasons. Really savour the moment, whether you're walking to work, eating lunch or talking to friends. Be aware of the world around you and what you're feeling. Reflecting on your experiences will help you appreciate what matters to you.

At its most elemental, taking notice should be about enjoyment and personal fulfilment through an appreciation of the people, places or things around you.

Taking notice is also about understanding and subsequently managing yourself. Those who take notice are more resilient, optimistic and better placed to make decisions and supporting others, both personally and professionally.

Reflection

Reflection is vital to your wellbeing. It can help you to better understand yourself, your decisions, what's happening around you and the behaviour of others. It's a way of improving and developing yourself by better understanding the world around you, or why you have acted in a particular way. What haven't you noticed before? Could you have done something differently? What are the reasons that something did or didn't work?

Even those of us who are used to reflection in a professional capacity may sometimes feel like reflecting on our feelings and behaviour in our personal life is a luxury we don't have time for – it isn't. Making time for yourself can feel like the least of your priorities when others are looking to you for care, but how can you look after others if you aren't also looking after yourself?

If you do one thing, to take notice...

Use the 'Three positives log' on the next page. This will help you to start to take notice at the same time as shaping a positive, optimistic mindset.

Exercise - Three positives log



Using a Three positives log on a daily basis is a powerful way of improving your wellbeing. If you used this, and nothing else, you would still see a difference.

The idea is to think of, and write down, three positive things that have happened during your day – ideally little things and they have to be positive; no exceptions!

By doing this each day you train your mind to notice, and critically notice that regardless of how badly the day has gone, there's always something positive to recall. This can be particularly effective if you do it each evening before going to bed.

First positive

What's your positive?

e.g. I heard a new song that I loved.

How did this make you feel?

Optimistic; happy about my identity; excited to listen to it again.

Second positive

What's your positive?

e.g. I wasn't expecting to get that great feedback on my latest audit.

How did this make you feel?

Proud; confident; better prepared for next time.

Third positive

What's your positive?

How did this make you feel?

4

Keep learning

Try something new or rediscover an old interest. Learn something creative or sign up for a course. Set a challenge you will enjoy achieving. Learning new things will make you more confident, as well as being fun.

It's all in the mind(set)

Whether you think you can or you think you can't, you're right

Henry Ford

As a registered manager, you're already good at continuing to learn in a professional context, learning from mistakes and introducing new initiatives. Many managers talk about their passion for learning and sharing that learning.

A huge part of learning is your mindset. How often have you heard from a staff member (or said yourself)... "I can't do that" or "it's too hard"? When faced with a challenge it's often a natural response to shy away from it and this is where mindset comes in.

If you do one thing to keep learning...

Watch Carol Dweck's TED talk on growth mindsets and 'the power of not yet': www.ted.com/talks/carol_dweck_the_power_of_believing_that_you_can_improve

Exercise - Recognising your growth mindset



Intelligence and learning are things you have to work for, but it's easy to forget how much work we put into things particularly to get good at them. Use this exercise to recognise how you learn.

Think of a skill or characteristic that you're particularly proud of which you haven't always been good at and describe it.

| | |
|--|--|
| What did you do to start developing this skill? | |
| How did you arrange this? | |
| What sort of help did you have? | |
| What questions did you ask? | |
| How often do you use this (practice it)? | |
| How did getting better at this make you feel? | |
| What was the impact of this? | |
| How do you continue to develop this? | |

Now – how can you replicate this when it comes to something you see as a weakness or an area where you feel less confident?

5

Give

Do something nice for a friend, or a stranger. Thank someone. Smile. Volunteer your time. Join a community group. Look out, as well as in. Seeing yourself, and your happiness, linked to the wider community can be incredibly rewarding and creates connections with the people around you.

Research into actions for promoting happiness, feelings of personal satisfaction and self-worth has shown that committing an act of kindness once a week over a six-week period is associated with an increase in wellbeing.

Individuals who report a greater interest in helping others are more likely to rate themselves as happy.

Take the time to recognise what you have to give, including your time, expertise, praise and your resource.

If you do one thing to Give...

Set aside some time to remind yourself and recognise how much you already do!

Remember

The single most important thing to remember when thinking about how you give either professionally or personally is, it doesn't have to be big – small acts or gestures can make a huge difference to lives.

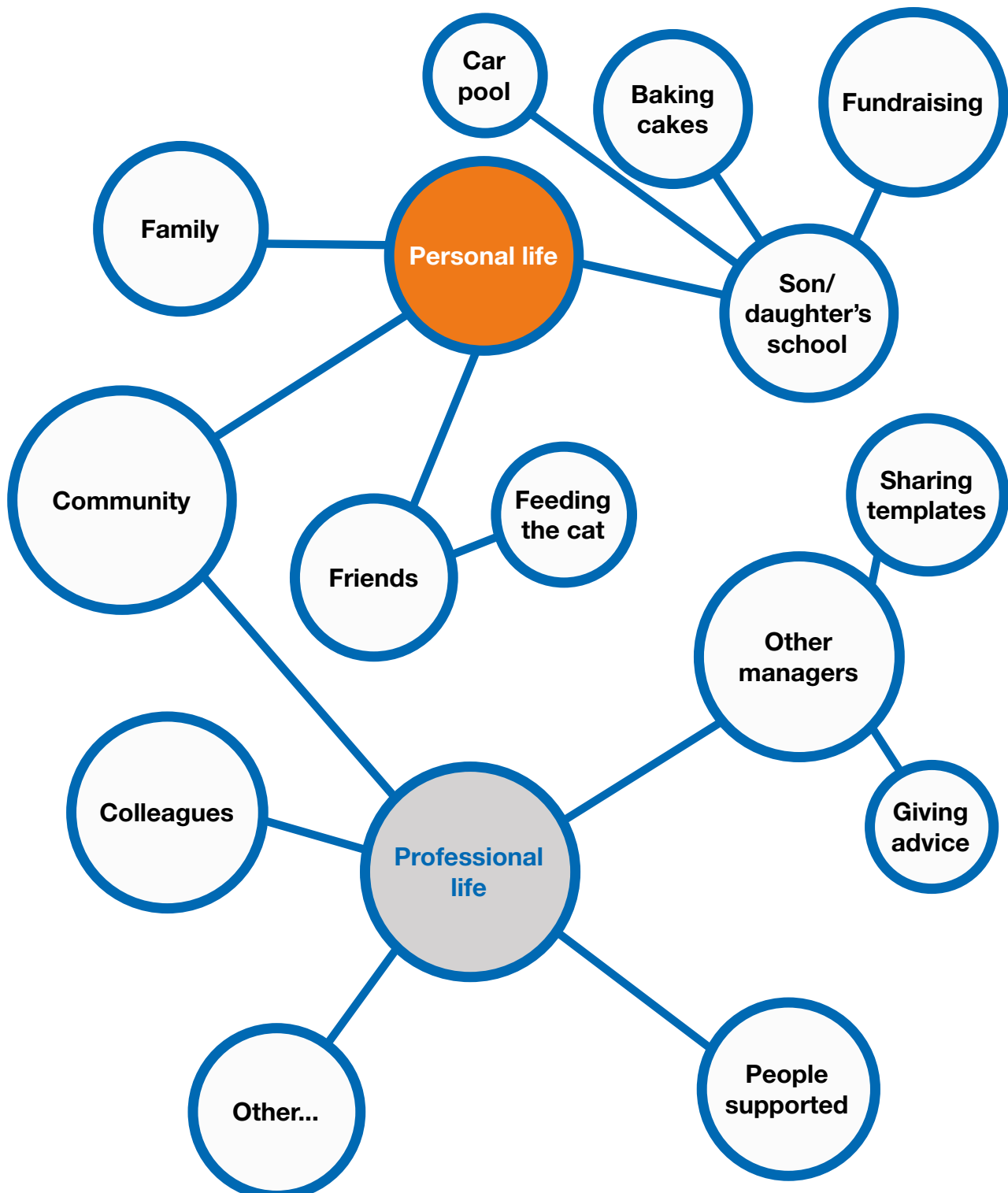
Saying 'thank you' or a smile remain two of the quickest and most important ways to make a difference.



Exercise - recognise what you already do



A bit like the connections mapping exercise in the Connect section of this guide, this exercise is designed to make you think about all the things you already do. Try to remember the small things as well as the grand gestures – cumulatively, you are already giving a lot! You can also adapt this to do it with other people if you want.



Finally

We encourage you to always take the time to recognise that your role demands a lot of you and that, as someone who works hard and cares for others, it's important to care about yourself too. We hope that this brief guide has been helpful.

At Skills for Care, our aim is to provide as much dedicated support and information for all registered managers and front-line managers throughout the COVID-19 pandemic and beyond. Here's a reminder of some of the things we have available to help:

Facebook group: the group is open to all registered managers and frontline managers in similar roles. It is used every day by managers to support one-another by sharing advice, guidance and experiences.

www.facebook.com/groups/registeredmanager

Local networks: Skills for Care have over 150 local networks across England that support managers to share knowledge, hear from guest speakers and access peer support. These local networks and the recently launched deputy manager networks, are currently being delivered virtually and many have WhatsApp groups letting managers stay in touch.

www.skillsforcare.org.uk/networks

Webinars and bite size resources: there are over 20 pre-recorded webinars on our website which cover a range of topics to support managers and their services including wellbeing, contingency planning, having difficult conversations and risk assessment. These are supported by bite size resources which include tips, checklists and toolkits.

www.skillsforcare.org.uk/registered-managers-webinars

Membership: as the membership organisation for registered managers in England, we support managers to develop best practice and knowledge, keep up-to-date with sector developments and share ideas with like-minded peers.

www.skillsforcare.org.uk/membership

Podcast: We've recently launched 'The care exchange', a new podcast series where we'll be inviting guests to join us as we celebrate the role of managers in social care. We'll be sharing experiences from other managers in social care, providing a place where managers can listen to other managers, feel less isolated and pick-up some good ideas to support them in their own role.

www.skillsforcare.org.uk/podcast

All our available support can be found at www.skillsforcare.org.uk/registeredmanagers

