

Leadership, culture, wellbeing and induction support from Skills for Care





**Why is good leadership
important to you and
your teams?**



Leadership policy update

The Messenger Review

Health and social care review: leadership for a collaborative and inclusive future

“The most successful teams are also those which foster leadership and accountability at every level, and where everyone is encouraged to be an agent of something bigger than themselves.”



The Hewitt Review

An independent review of integrated care systems

“There is also a growing understanding that while structures matter, culture, leadership and behaviours matter far more.”



We learn in different ways...

Equality, diversity and inclusivity

Structured learning

Moving Up | £

This programme supports leaders who have the desire and drive to progress in their career, but are facing blockages and resistance preventing them from doing so. It's an empowering programme for leaders and managers from diverse ethnic backgrounds, building confidence, presence and voice while supporting career progression into senior roles.

Find out more at www.skillsforcare.org.uk/MovingUp

Practical support

Culturally appropriate care guide

This guide helps anyone involved in the care and support of individuals to have a clearer understanding of culturally appropriate care and what that may mean to individuals they support. This may include care and support staff, health professionals, personal assistants (PAs) and family carers.

Find out more at www.skillsforcare.org.uk/CulturallyAppropriateCare

Making connections

Equality, diversity and inclusivity networks

Diversity drives innovation. We're committed to developing and improving social care to be a more inclusive sector. Networks are a great place to share experiences and get inspiration and support from others.

To find out more email Leadership@skillsforcare.org.uk

There is something for everyone...

	Developing leaders				
Engagement activities	RM & Deputy Networks	RM Webinars	Podcasts	National events	Membership and mentoring
Online resources	National Induction Programme Toolkit	Creating an inclusive organisation	Digital leadership	Culture toolkit	CPD modules
Leadership programmes	Nurse Leaders Programme	Well Led	Collaborative and Inclusive Leadership Programme	Moving Up	
Services	Bespoke leadership workshops or programmes				

Culture toolkit



[A positive culture toolkit for adult social care](#)

What the Culture toolkit includes



- What is a positive workplace culture?
- Why does having a **positive, inclusive, compassionate** and **collaborative** workplace culture matter?
- How to build and embed a positive workplace culture using the **Culture Iceberg Model**
- Challenging sub-cultures and closed cultures



What is workplace culture?

Workplace culture is the **character** and **personality** of your workplace and what makes your workplace **unique, special** and **individual**.

It is made up of the shared characteristics of the people in your workplace and includes **values, traditions and ways of doing things, beliefs, interactions, behaviours, workplace norms, and attitudes.**

The Culture Iceberg Model

What we:

Say

See

Expect

The articulated culture

What we:

Do

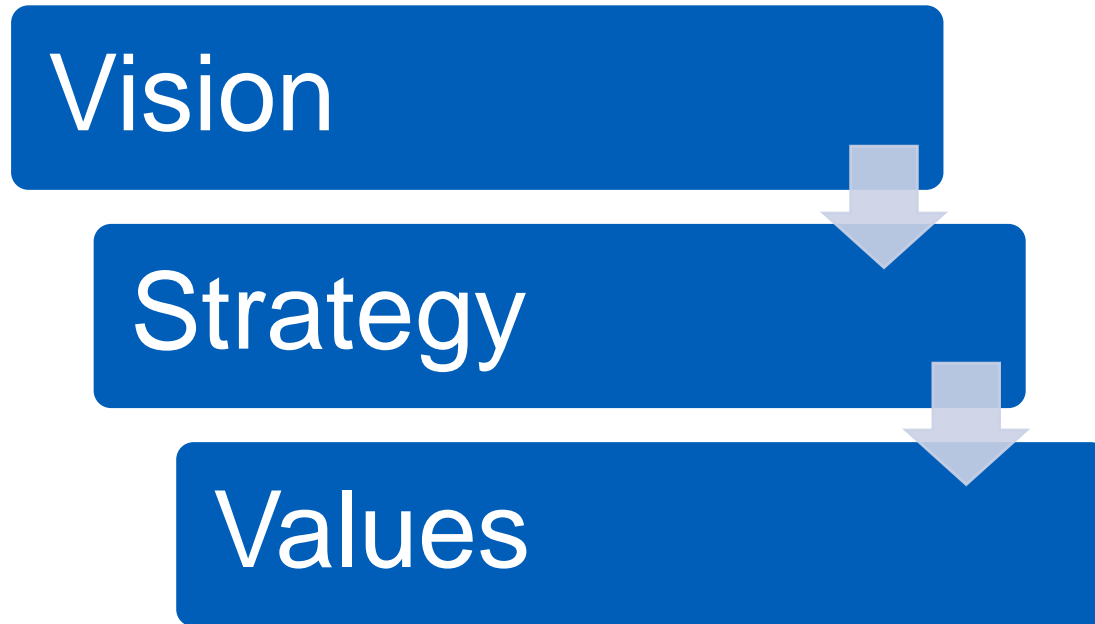
Feel

Decide

The lived culture



Developing a shared vision, strategy and workplace values



Your vision, strategy and values let others know what you are committed to, what you value in your culture and your ways of working.

What's new and coming this Spring?



1. National Induction Programme for new joiners to social care

An online induction that explains the roles, values and aspirations of health and social care to orientate new staff to the wider sector

2. National Induction Programme Managers Toolkit

A toolkit for managers and leaders inducting new staff, what good looks like and guides to implement to improve your organisations inductions.

3. Allyship Programme

4. International Nurse Leaders Development Programme

Workforce wellbeing



Wellbeing resource finder



Select topic

- ☐ Leading for wellbeing - Resources and tools to support leaders and managers
- ☐ Grief and bereavement - Support with loss, bereavement and grief
- ☐ Mental health - To support your own and others mental health
- ☐ Wellbeing and resilience - General resources to support wellbeing and resilience
- ☐ Wellbeing leadership and culture – resources and tools to support workplace wellbeing culture, leadership and behaviours
- ☐ Physical wellbeing – resources and tools to promote physical health

You searched for mental health resources for supporting other workers.

11 results

Filter results

All Top tips Toolkit Information and guidance Someone to talk to/Helpline
eLearning/Training

Coping with trauma and distress

Website with top tips to help with trauma and distress for all social care workforce

Created by: MindEd

Top tips

Psychological trauma is better recognised now than it was in the past. We are all different, and cope differently with events but we can support one another and this really helps. Here are top tips from an international panel of experts to help mitigate the risks from experiences of distressing events.

[View resource](#)

Digital wellbeing Z-Card



Looking after yourself

Every Mind Matters: expert advice and practical tips to help you look after your mental health and wellbeing.

Tips to
Kickstart your physical health 

Five ways to wellbeing

Evidence suggests there are 5 steps you can take to improve your mental health and wellbeing.

Try to build these into your day to day life.



What will you do next?

What do you need support with?

- Leadership development?
- Creating a positive workplace culture?
- Induction support?
- Supporting your team's wellbeing?





Find out more

www.skillsforcare.org.uk/leadership

www.skillsforcare.org.uk/culture

www.skillsforcare.org.uk/wellbeing

www.skillsforcare.org.uk/retention

Peer-based approaches

Empowering connections in adult social care



What we will cover

- Understanding peer support
- The role of social media in peer support
- Tools and resources
- Q&A session
- Conclusion and next steps





Can you share an experience where peer support made a significant difference in your work?



What is peer support?

Peer support is a mutually beneficial arrangement, which is ultimately about people helping and aiding each other through shared experiences.

Peer support aims to:

- bring together people with shared experiences to support each other,
- provide a space where people feel accepted and understood,
- treat everyone's experiences as being equally important,
- involve both giving and receiving support.



Understanding peer support

Principles and values to prompt you to define which principles and values suit the purpose of your peer support group.

Peer Based Approaches

Peer based approaches principles and values are aimed primarily at adult social care employers, managers and care workers and may be helpful to those working in other social care settings.

It may be helpful for anyone considering either setting up or developing an existing peer support arrangement. The set of principles could be used as a checklist to see if an existing arrangement is effective or contains the elements for further improvement.

Peer support is defined and operated in a range of ways and in some instances is not explicitly described as peer support. The essence of peer support is that it offers something that is mutually beneficial.

What is peer support?

With-you say:

There are several types of peer support, but they all aim to:

Peer support is when people use their own experiences to help each other.



- Bring together people with shared experiences to support each other.
- Provide a space where people feel accepted and understood.
- Treat everyone's experiences as being equally important.
- Involve both giving and receiving support.

Many people can benefit from peer support, it could be used with aspects such as wellbeing, hope, self-esteem, acceptance, and relationships.

Many other approaches draw on the principles and practice of peer support and this extends beyond the promotion of wellbeing into professional development and outcomes. The emphasis on mutuality and the sharing of lived experiences remains central to successful peer support.

Peer support is **not** the provision of an intervention by one person to another. That said, it can involve the giving and receiving of support.

Core principles

The following table illustrates one example of a set of principles. Research suggests that these have been developed to suit their own specific purposes, and these may differ across sources.

Peer support networks may wish to develop their own principles that are adapted to meet their own needs.

Here we outline eight principles and where available, examples of this are highlighted.



The role of social media in peer support

Social media is a useful tool both for keeping in communication with your existing peer support group as well as reach potential members. This document offers guidance on best practice when using social media.

Social media Use in peer support

This guidance has been developed in recognition of the increased use of a range of social media platforms that are used across the sector and more widely. They have been written (as far as possible) from the perspective of use in peer support arrangements, but they may be useful in more general situations.

We most likely adopt different approaches to the different groups we are invited to join or set up and we should always bear this in mind. Research [\[BACKLINKO\]](#) shows the typical social media user interacts with 6 different platforms (from the very personal to the very professional!).

Did you know that 45% of people across the world use a form of social media? Or that on average people who use it do so for around 2.5 hours a day? [\(LikeMind Media\)](#)

Skills for Care and Like Mind Media worked together in 2022 to develop a guide which offering tips and advice to help you make the most of social media when [recruiting care workers](#).

A number of reports, including the Office for National Statistics 2021 census warned of the 'digital divide'. It highlights that in 2018 around 5.3 million adults were still not using the internet.

How is this relevant to peer support?

We may be surprised (or not) that the principles of the positive use of social media channels are very much aligned with those of peer support. Families, friends, colleagues and contacts can be contacted in real time and responses instantaneous. Reaching out and providing a listening ear are all underpinning principles of peer support.

Given that we are likely to have a different attitude to a personal group than we would for a professional group, the following questions are intended to help us to review our approaches and attitudes to social media and consider its value to us in terms of learning and decision making.

Questions to consider

- Am I the instigator or an invitee?
- Is it an appropriate group for me to be part of?
- Do I need to discuss my involvement with anyone before I join?
- Is the group planning to have any terms of reference, expectations or codes of conduct or is it deliberately free from guidance?
- Will I be representing my own views or also those of others? Is this level of involvement appropriate to my role?
- Do I get involved enough, in the right way or too much?
- Do I feel that I and/or others benefit from my involvement.?
- Am I a group member in name only and simply watch notifications and absorb the information from the involvement of others?
- Do I only comment when I have something to comment on and am sure of my contribution in terms of accuracy and relevance?
- Am I proactive and like to comment on everything?
- Am I supportive and tend towards affirmation of contribution?
- Am I willing to contribute but always ensure that my points are neutral or for suggestion only to guard against inaccuracy or comeback?

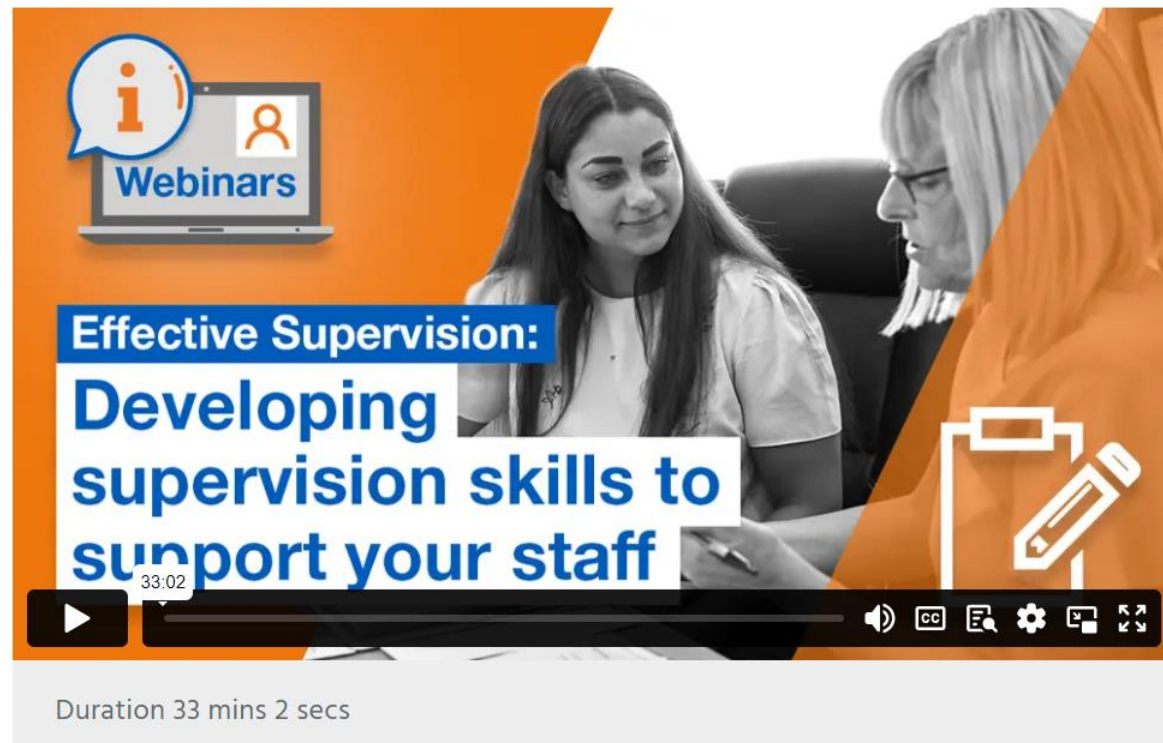


The role of social media in peer support

- Many people have their favourite or preferred social media platforms. In the resource is a list of the more commonly used versions.
- Prior to starting or joining a group consider which platform is the most relevant and accessible for your purpose.



Further tools and resources





What do you need?

**What do people in your
teams have to offer?**



**Are you inclined to look at
peer support as part of
your future work?**



Find out more

Peer models of support principles and values

Social media use in peer support

Effective supervision guide

Managing people