



The care exchange - Series 1 Episode 2: Stay connected always Sue Ann Nnamani

Hosts: Pia Rathje-Burton and Ali Rusbridge

Pia Rathje-Burton 0:07

Welcome to the care exchange, the Skills for Care podcast for managers and social care. My name is Pia Rathje-Burton and I'm a Skills for Care locality manager.

Sue Ann Nnamani 0:16

And hi, my name is Ali Rusbridge and I'm also a Skills for Care locality manager. In the care exchange podcast series, we're talking to leaders and managers who work in social care. We hope it's a great opportunity to hear about their experiences, and the tips, learning and knowledge that they want to share with other managers.

Pia Rathje-Burton 0:33

So the reason we decided to create a podcast was that we really wanted to celebrate the role of managers in social care. And we also wanted somewhere where managers could listen to other managers feel less isolated, and pick up some good ideas, the care exchange conversations, a monthly podcast so make sure you click on the subscribe button so you get notifications of the latest episode. So if you are a manager in social care, this is the podcast for you.

Sue Ann Nnamani 0:58

Our second conversation is with Sue Ann Nnamani who's a registered manager of a large nursing home in North London called Priscilla Wakefield house.

Pia Rathje-Burton 1:07

We both met Sue Ann when she took part in the Skills for Care leadership program a few years ago, Sue Ann had so many ideas, we thought it'd be really great to have a conversation with her. So on with the show.

So welcome, Sue Ann, thank you for joining the conversation at the care exchange. How are you today?

Sue Ann Nnamani 1:31

I'm doing fine. Thank you. It's great to be here.

Pia Rathje-Burton 1:34

Great. So bit of a conversation with you. It would be really good to hear more about your role. So tell us a little bit about more about your role at the moment.

Sue Ann Nnamani 1:43

So I'm presently a registered manager for a 117 bedded nursing home and we're located in Harringay borough. And yes, we have all sorts of different types of clients, including people with dementia, and are living with dementia and also younger adults with physical disabilities.

Pia Rathje-Burton 2:07

Okay, and how what was your sort of journey to get to the point of being a registered manager?

Sue Ann Nnamani 2:13

So my journey began, I would say back in my childhood, because I was born in the Caribbean. And when we, you know, we were churchgoers. So after church, my mom would take us to what we classed, quote on quote poor home. It's it's just a facility where people who couldn't be housed in the community were housed there. But we didn't feel that we should ostracize them from society. So we'd go and paint their nails, sing songs, do their hair. So when I migrated to the UK in 2003, I applied for a job initially as a team leader and then I quite quickly became the acting manager after three months of being at a small residential care home in Wandsworth and then from there, my, my career just blossomed. The manager had been seconded, and he didn't return. So I was then interviewed for the registered manager posts. And back then there was a registered manager award. So it was like, I think a level three, actually level three or level four NVQ. And then from there, I went on to managing bigger services, and then I moved into nursing homes, although I'm not a registered nurse.

Pia Rathje-Burton 3:34

Yeah. Wow. That's quite a quick, quick kind of a career career path isn't there to manager?

Sue Ann Nnamani 3:43

Yes.

Pia Rathje-Burton 3:43

And and how do you you know, how do you kind of get, you know, how do you get your brain around the fact that I'm now the manager? Do you remember those feelings? Thinking?

Sue Ann Nnamani 3:52

Yes, well, I actually remember my first day because my, the way that the team leader role was advertised and this this'll be very funny was that you booked appointments for GPS, you sorted rotas out you support in managing a team. So I had already completed my degree in Human Resource Management. So I have a bachelor's in HR. And I thought that that would have kind of been an inside role to get into where I ultimately wanted to be, which is an HR business partner at some point in my career, but when I I got dressed in a pinstripe suit with high heels, and I got there and my manager said, I think you might want to reflect on what you're wearing. So I ended up having to, obviously, dos for lack of a better word, my pinstripe suit and don, more comfortable attire, where I was then inducted in terms of personal care and supporting individuals and I absolutely enjoyed it. It was, I think, the smallest this, that particular care home set my career and where my path was going to lead because I felt I was intricately knowing each individual. I knew their history, their life stories, I knew what made them laugh, and we went above and beyond and I think it was a really great experience.

Pia Rathje-Burton 5:27

Yeah. Goodness me what a start ey?

Sue Ann Nnamani 5:30

Yes.

Pia Rathje-Burton 5:31

Do you have a personal personal motto at work?

Sue Ann Nnamani 5:38

Yes, usually it's don't lose sight of the simple things that matter. And that's just just purely like you give it your all. And you know, you treat everybody as an individual and how you would want to be treated with love and respect. And I think our we've got an acronym that we coined, actually, on the back of attending one of the Skills for Care, well led program, and it's called crest, and it's compassion, respect, and empower support and trust. And I think all those things make up what we hold dear to our hearts in terms of supporting our individuals.

Ali Rusbridge 6:23

Yeah, that's a great acronym and a great set of values.

Pia Rathje-Burton 6:27

Yeah, I can imagine that being quite useful when you're all kind of part of your everyday working life. Just having that in the back of your mind, isn't it just kind of thinking, you know, every time I'm doing something there's that follow. You know, what we're trying to try to do or kind of values are? Yeah.

Sue Ann Nnamani 6:47

And it was created not just by staff and the organization, it was created by the residents and their relatives. So I think everybody really felt that that summed up what we wanted, and what the residents and their relatives wanted.

Pia Rathje-Burton 7:02

Yeah. Okay. And being sort of kind of a manager of what I can't remember of how many you said was, how many bed you have?

Sue Ann Nnamani 7:11

117.

Pia Rathje-Burton 7:12

So it's a large, large home isn't?

Sue Ann Nnamani 7:15

Yes, yes.

Pia Rathje-Burton 7:16

You must be incredibly busy. You know, so how do you manage to keep up with your workforce and your staff?

Sue Ann Nnamani 7:22

I think the most important thing that I've seen in managing larger services is that you have to make sure that your whole entire team has an idea of what you do, and are aware of how they could support. It's about delegation, effective delegation. So you're not just passing jobs on but you're finding things that are meaningful to the staff members that you work with, just so that, you know, when you hand something over, they've got a passion for that, and they would carry it forward. So I would say I'm really, really blessed to have an excellent management team. So I've got a deputy manager who is a registered nurse, I also have two heads of care. And they're also clinicians in their own right. They're both registered nurses. And then I've got a night manager, and a whole team of people that are in certain roles that would help the bigger picture that we're trying to achieve at the home.

Pia Rathje-Burton 8:20

Yeah.

Ali Rusbridge 8:20

So you're saying for you that having that backup team under you is really important to be able to manage an organization like that?

Sue Ann Nnamani 8:28

Absolutely. And it's, and what's most important is giving them that autonomy. Because when I first started to manage this care home, and it's been almost five years in March will be five years since I started there. There was a culture of everything had to go through the manager, and decisions had to be made by the manager. And I think that's one of the biggest things that I saw in shifting that kind of culture where everybody feels that yes, we know, sometimes the answers aren't with us. In fact, I'm sure Pia, you'd agree the answers aren't always with the manager, because the people who are working on the front line on the ground, such as the carers, such as the nurses are the ones that actually could come up with the answers if they're allowed that freedom to think through a process and think through a problem. So I think that was one of the biggest things that I saw that was necessary in terms of supporting people to be autonomous.

Pia Rathje-Burton 9:31

Yeah, I, I, kind of one of the things I used to say a lot as, as a manager, I would, you know, if somebody came to me with a problem, I'd always start by saying, well, what's your thinking? What do you think we can do about this? To kind of enable somebody to start thinking about it wasn't just, you know, me not wanting to answer and like you, I would often say, I don't have all the answers, but was kind of just saying, well, is that you know, why? What's your thinking about why? Why you've...what when you're coming up with the answer, why are you thinking that? What's your rationale behind it getting to start to, to kind of be more and more comfortable about making decisions without the manager being involved? Because you can't with such a large home, you can't make every decision? Can you? Not enough hours in the day?

Sue Ann Nnamani 10:18

Yes.

Pia Rathje-Burton 10:19

And in terms of your staff, your you know, so kind of the frontline staff, you must have a huge staff team, how do you kind of make sure you're connected with them? Because I know that it's really important that even though there may have several layers of management between you they know who you are and what you stand for, how do you have that connection.

Sue Ann Nnamani 10:39

You have to know your employees, I spend time with my staff, I know them by name, I know sort of what's happening at home with them in terms of, you know, there's issues that yes, we we don't always want to get involved with things that's happening at home. But if they have an impact on how they work, and you know, their commitment levels, then obviously, that's something you'd need to explore. And I think it's always around, once you know what sorts of things they're they're struggling with, or what's happening in their home, then it makes life a lot easier, because if somebody comes to you and says, I can't start at eight, because I've got to drop my child off, this is the distance from the nursery to the home, it'll take me a bit longer, then you could do flexible arrangements for those sorts of individuals, and show them that you know, that the value of them even being in work, how that how much that would mean to the individuals they're supporting.

So I think it's uh, you know, I have regular supervisions with my staff. In fact, we now call them individual support meetings. So not not supervision, because it dreads dredges up quite negative connotations. But we have regular meetings with them. On the floors, I go on, I make sure I see what's happening. So when they come to me and say there's a problem, I don't just sit back and think, okay, yes, there is a problem sort it out, it's about kind of looking from their perspective what that issue is, and unpicking it as a team together. So even recently, we had some team building exercises, because you thought you have new staff that are consistently coming on board, and staff leaving, ecetera.

So to build those sorts of team and make sure that people are bonding and gelling together, I do the three lies, and one truth. So it's basically where they give three statements that are on true, and one, that's true. And then the other team members based on knowing them have to pick which which of those statements it was. And I think that not just those, we do lots of different ones. But that's just an example where it just makes people laugh. So for example, everybody thought that I had been to Australia. And actually I'd love to go. But it's just it just makes them feel human and feel a part of that wider team. And I would say one of the biggest praises I have for my team, in terms of the different teams because you've got your care team and you've also got your ancillary staff is those staff the ancillary is because you've got housekeeping members of staff that actually know our residents, much more than even a carer. And it's purely because they've got that time.

So when they are delivering laundry, for example, when they're cleaning a room, they're actually getting to know the residents more and more. And that that really makes me proud, you know, when I heard them, say, or have taken a couple of items home to sew buttons on, or to stitch, you know, somebody's clothing, and those sorts of stories, unless you're a manager that's actually knowing of your staff and asking those questions you'd never know. And they would never be the ones to come forward and say I've done this or have done that. But then

when you look at the stories that lay behind, talking to them, and understanding that it really does does amaze me.

Ali Rusbridge 14:18

But it relates back doesn't it? You know, the simple things that matter is something about none something like that. So simple, but so important.

Pia Rathje-Burton 14:27

Absolutely. So your staff during the COVID, your staff must have had a really tough time. How do you kind of get, you know, how do you make sure that they keep motivated, they feel like, you know, they're making a difference that the work is so valuable.

Sue Ann Nnamani 14:43

Yeah. So we we made sure that we follow the government guidelines. So the minute somebody said they were unwell, we didn't say, oh, you know, it might just be a cold coming to work. We said you take the time you need, we're still going to support you. We're still going to pay you for that shift. And that was it. And before the new guidelines came out where we've been funded for that we just made, we knew that there would be an impact financially if we weren't continuing to pay staff their salaries.

So that was number one, we touch base with families who had been stuck outside of the UK, and looked in on their families that are still here. So for example, you had a mother who had been back to her home country. And basically, you know, the children was still in the UK. So we just made sure that they were safe, that they had enough food that they had everything they needed. And when the parent was able to return to the UK, we offered loans so that they can actually book their tickets to come back. We also did food bags. So on a on a weekly basis, we made sure all our staff members had your basic necessities, your eggs, your milk, your bread, pasta, just so that they didn't have to go into grocery stores as often as they would have ordinarily done. And that that would be a top up on top of the probably general shop. We had well, well. Well, well being meetings.

So we had like wellness caff, it was just an open space with ambient music just to reflect on how they were feeling. And we also felt that yes, sometimes when we lost a client, the residents, relatives will be grieving, but our staff who knew them, and had that closeness would have also been going through that grieving stage. So we had the North London hospice come in once a week to sit with our staff members. And whoever wanted to attend, it wasn't a forced upon thing. But we did find that there was a good take up. And people were able to express how they were feeling around the deaths that were happening during COVID. So we did quite a lot. We listened to the staff, we asked them what they wanted. And we just made sure that they knew the value in them coming into work and not letting you know the residents and the home down.

Pia Rathje-Burton 17:07

Yeah. Yeah, I'm sure it's, you know, particularly interested here about the wellbeing space that you're given your staff because obviously we are hearing that the a lot of staff a lot of managers are really struggling you know, it's been a long time. It's now the winter, you know, and well being is so important. So really pleased to hear that those well being sessions has made it made a difference.

Sue Ann Nnamani 17:31

So at our nursing home, we have 10 Mental Health First Aiders. And I think going through the MHRA training has really taught us a lot on how to reflect how to sit and how to listen, and kind of just give people that space to just unwind. So, you know, even we worked with IAT, which is a team mental health team within Haringay. So they offered free sessions for staff to build kind of routines that they would do outside of work, or during a space within work where they felt that they needed to just come off the floor, they'd be able to just refresh themselves before they go back into that kind of situation.

Ali Rusbridge 18:18

Sounds like you've really concentrated on the well being of your staff as a really important part of dealing with COVID. Yes.

Pia Rathje-Burton 18:26

So do you think it's important that your frontline staff or sort of kind of see themselves as professionals, you know, and what can you do as a manager to make sure that they have that, that kind of they feel that status.

Sue Ann Nnamani 18:40

It's that is absolutely important, I think, all throughout the pandemic, the first peak particularly, a lot of them were classed as unskilled. They didn't get the same recognition as the NHS staff did. And I think for me, as a manager, what I kept saying to them is, let's have our own clap day. And let's celebrate all the achievements because majority of my team members have got their QCF qualifications were the level two or three, they're currently doing their training as Associate Program. And I think it's, you know, it's, it's so important for them to see this as a career as a profession. And not to just see it as a job that I go to without any recognition or any any status. And I think having the care badge as well has meant a lot for our staff because I remember getting the first email in terms of the orders and I placed an order straight away and I was so so excited to hand them out and so were the staff to receive them.

So I think it was just making sure that they knew and felt that the impact I've even shared with them statistics of the fact that when the NHS is overwhelmed and there's no beds, you know,

obviously those care home those residents that were being sent back to our care home, clearly were supported by them. So they were a part of that bigger picture stuff, which made sure that we weren't overwhelmed during the first peak. And even now going forward, we're also looking at supporting some of our, our staff members with their maths and English, because some of them are, English is their second language, and just helping them through that so they could get on to another qualification. But we we didn't stop at just letting them know how important their role was in this crisis time.

Pia Rathje-Burton 20:37

And do you think that badges made a difference to the carers? I'm assuming you've given given everybody a care badge?

Sue Ann Nnamani 20:45

Absolutely, absolutely. I think like the NHS has their logo. And they're seen as a body, I think the staff all felt, you know, we are part of Department of Health and Social Care. This is our care badge and we wear it with pride. And I think even we have, we had ordered our care badges prior to the shutdown of the website, and then the rethinking in terms of sending it back out. So we did have, but for the new employees that came on board that didn't have and we couldn't order, then it was so important for them to have that. So I think yes, it just made them feel that they were part of a bigger community of support workers. And they all they all wear it with pride.

Ali Rusbridge 21:31

And you obviously, use it with pride, because you've got it as your backdrop for your team's meetings, haven't you the logo, which is great.

Sue Ann Nnamani 21:39

Yes, we felt we had to create one when we saw all the NHS ones out there. A lot that were in competition were definitely are joined together. But I just think that yeah, it's really, really good to just have something that says, we are we are a care team. And we're all in this together. Yeah.

Pia Rathje-Burton 21:59

And really, it's about looking, you know, you mentioned a few times some of the different projects that that you have been involved with, you know, why is that important to you to kind of look outwards and be part of any projects or any initiative they are available.

Sue Ann Nnamani 22:14

I think firstly, it's about knowing what's there. And making your your environment, able to adapt when things are changing. And the only way you're going to know that is to be involved. So we

have regular weekly briefings with our local authority, which happens once a week, we also have them with our CCG. And we're also involved in a lot of pilot projects, and had we not look outwardly, we were the first care home in London, to have actually been given the opportunity for staff to have the COVID testing done. And that meant so much to the staff in terms of feeling confident that they could come into work that they weren't going to be taking a virus back home to their families.

So I think it's so imperative to actually keep those links with external stakeholders, and just to be in the know, so when things are out there, you're going to be the first because people will know your name, they will know your organization, and then you will be the first to kind of have that leverage over others in terms of your support. So even now, we're, we were part of the NHS pilot, NHS X pilot for care homes to have the vaccine. And that was initial initially where they were looking at how the vaccine was going to be rolled out to care homes and what our thoughts and views were around that. So as a result, we've now been sent the letter, where this week we're looking at numbers in terms of sending staff members to get the vaccine done.

Ali Rusbridge 23:51

So you really have been at the frontline of quite a few initiatives through keeping your links external, really strong. It's It's amazing that you're concentrating on the simple things in terms of knowing your staff and the residents. But also knowing what's happening outside. You've got your eyes both inwards and outwards at the same time.

Sue Ann Nnamani 24:09

Yes, yes. And as I said, I wouldn't credit not to just me because you've got to have all the team wanting the same thing. So for example, you've got my deputy manager, who if I'm not there, I don't have any less confidence in the whole team's efforts to continue to maintain the mantras and to make sure that everything's, you know, ticking along as well as it would if I were there. And so everybody has a part to play in that everybody supports that. And that's why it's so important that as a manager for me to look and see that they're all obviously working collaboratively with external stakeholders to making it happen.

Pia Rathje-Burton 24:54

It's really interesting what you were saying earlier about people getting to know your name and the name of your of your home obviously, I was a registered manager for many years and I don't think I really thought about that. But having kind of come to maybe kind of looking at it slightly differently, working a lot with local authorities in my area, I can see that when they are any kind of initiatives or pilots are often it doesn't actually get to the point of telling everybody, there will often be a quick turn around. And it's it's the whoever is making those decisions will say, Well, who are the people that we know are willing and able and, and we, you know,

will always turn up at events that we hold or have meetings or have something to say, and they springing them on their mind, and they will go to them first,

I think you know, it is about having that taking that, that responsibility yourself and thinking, it's really important that people know that what we're doing is really, really great. And then you know, if you have an opportunity to other, speak to other people or attend a meeting with external people, then Then do you know, take that time because the more people know what you're doing, the more they will think of you and then you will have opportunities, like you've just said, obviously has really worked for you.

Sue Ann Nnamani 26:07

Yeah. And to be to be honest, initial, initially, when I started managing the home, I noticed that the community wasn't a part of the care home. And it was I think we didn't know what sorts of links we needed to get involved with in order to get the community knowing of the home. So they knew that there was a care home, but they didn't know much about what happened in the care home. And we decided to do a cleanup campaign. So we went to our green space, because they were always unfortunately, you know, Tottenham, North London area is a very let's see how politically correct I can put it. But it's got a high crime rates. And there's quite a lot that go on in terms of drugs and muggings, etc, not far from where our care home was. And we saw that the green space needed to be cleaned up. And our staff members all went there in mass, including myself, I got my my, you know, daughter's child minder involved, and my daughter came around just for a couple of minutes, our CEO came and supported that. And what out of that came was, there was a resident association that's actually in that locality. And they saw what was happening. And they came and they said, Oh, you know, we see that you guys are out in mass clearing up the space. And we just want to introduce ourselves, we're Residents Association, we usually plant bulbs in the in the green space to brighten it up. And we do a monthly drive to get people out into the community to clean the area. And this has actually continued from there on to even now, where some of those people from the Association, we had a piano that was sitting in our nursing home wasn't being played.

Now, they come around a tune it they play it for residents, and we've had so much does come out of that one little act of kindness, that was not something that we thought we were doing for any kind of you no publicity was just purely us wanting to make the area safe for staff for our local community, because we see a lot of children playing in that space. So out of that came quite a lot of things, good things, positive things with regards to our community liaisons.

Pia Rathje-Burton 28:38

Yeah, that importance of looking outwards, you know, it's really, really key when you are in a in a local community, wherever you say, homecare service or care home to to know, you know, my home, the home I managed was in a small village and we have a stall on the village fair, you know, it was and we were I was part of the committee, you know, so it was really important that, that everybody knew who we were and that we weren't just the people in the care home

down the road, that we were part of that community and we gave as well that it wasn't just, you know, you know, you look at us company, you know, give to us it was always asked given given to them, that was a really important part of of the care home and something I've believed really strongly in and as you've been like you've experienced, you know, once we just gave a little bit of our time for this was for the village fair. Once we gave that we suddenly were inundated with the connections in the local community and that was a really important part of growing the home and making sure that that everybody felt that they were part of that community. So, we're getting near Christmas. What exciting things are you planning around Christmas?

Sue Ann Nnamani 29:47

Oh, there's so much!

Pia Rathje-Burton 30:02

Do your top three.

Sue Ann Nnamani 29:52

Yeah, we have actually external. So, Alexandra Palace, they've got performing team And they've been out to see the space. So they're going to do some outdoor singing whilst our residents stay indoors and look out. We also have a window window puppeteer that's coming into the home as well to do the same.

So although there'd be an element of obviously not intermingling with our residents, but that'd be social distancing, our residents would actually still be able to watch live performances during the Christmas time. And we had Santas elves last week, we celebrate we Well, we did a fundraising drive for Alzheimer's Society called the elf day, which was last Friday. And on that day, because most of the staff were dressed up as elves, they decided to support the activities team and wrapping all our Christmas presents for our residents. So that's already out the way and Christmas trees are up. In fact, one of our staff members from the night team, one of the nurses said to me, Oh, we don't think our Christmas tree is the best. It looks a bit dull and dreary. We want something new this year. So we went out and bought two further Christmas trees and the night team with residents that usually stay up a bit later assisted them to decorate the tree. So every unit is looking like Christmas. Our reception is like a winter wonderland. In fact, I think one of the CCG members that's on our MDT walked in and said, Oh, this looks just like Harrods. And we were like, Oh, wow, that's a great compliment to have. So yeah, we're not we also did cookie baking competition amongst the floors. So the residents and staff got involved. They did cookie cutters and made different shapes. And they were decorated. And then we had a judge in competition at the reception to see who was cookies were decorated the best. And usually we post lots of stuff about what we're doing in terms of Christmas. There's, there's quite a lot the children, although they're not going to be coming in

to do Carols this year. They've done recordings, and they're going to be sending them across and we'll be playing them on TVs for residents to watch.

Pia Rathje-Burton 32:12

Well. Sounds like a great Christmas. Yeah,

Ali Rusbridge 32:15

Brilliant, so much happening. So and the questions that I'm going to ask you now are ones that we asked everybody in our conversation. So there's a few here. So Sue-Ann, what story or experience do you always tell people? It could be a social occasion or it could be in work? What story is it that you always tell people?

Sue Ann Nnamani 32:35

So the story I always tell is of my upbringing, because I think that sets the tone for the way that my life has panned out. I think just that joy, that love that, you know, family feel. And then when you actually give people a part of that, just that little bit of love, and kindness, and compassion, it goes such a long way. So that's the story I always tell is about my childhood and my upbringing, and the impact that that's had on me being a registered manager and how I support my team and my residents and their families.

Ali Rusbridge 33:13

Thank you. That's such a powerful story, you know, your commitment to really supporting other people from such a young age? So what do you really really like about what you do? And it's the second really, that's important there you know, what are you really passionate about in terms of what you do?

Sue Ann Nnamani 33:30

I absolutely love the joy that comes from seeing the residents being looked after, in a way that I think is you know, exceptional just going the extra mile, staff sitting laughing not having to get up and run when they see me coming around because I'm possibly doing my checks. But just knowing that that's actually what it's about. It's about spending that quality time with them getting to know their life story. So as much as you're getting to know them, you're sharing yours as well. And I think for me that that puts a big smile on my face each time I see the residents smile, it lightens my heart and it makes me feel that I'm doing something brilliant and supporting them to live good fulfilled lives.

Ali Rusbridge 34:16

And I know our listeners can't can't see you but I can see a big smile on your face now as you're talking about that so it obviously brings you real joy and in terms of our our time for care slot we call this. What's your I'm feeling quite tired just listening to how much is happening in

your home and I think you know I'm sure if I was you I'd be absolutely exhausted with the amount of things that are going on. But what's your most time saving tip to other managers if you haven't, you know, how do you manage such a busy role? What's your time saving tip?

Sue Ann Nnamani 34:49

My time saving tip is this big word that has a small meaning delegation. You have to know your team you have to be able to just set some projects aside for others to start working on to build their confidence and I think that's, that's where I feel I save quite a lot of time.

Ali Rusbridge 35:09

That's really, I think the way you said at the beginning how important it was to have that team around you is really, really powerful. Thank you. So you've, you've talked us through so many words of advice and wisdom here for other managers. And we're going to give you a very difficult task here. Because we'd like you to try and describe the things that you've said in only three words. So if you had to leave our listeners with three words to sum up some of the things that you've said today, what would they be?

Sue Ann Nnamani 35:39

Oh, that's a tough one. Only three words. Stay connected, always.

Ali Rusbridge 35:50

Oh, yeah. You put your three words together, that's great. And it does sum up so much of what you said. Absolutely. Really, thanks so much. And by the way, I'm really wanting to come and live in your home for Christmas. It just sounds absolutely great.

Sue Ann Nnamani 36:09

Oh please come, we don't have any beds but I'm sure you can have one in my office.

Ali Rusbridge 36:16

Thanks so much Sue-Ann for talking to us today.

Sue Ann Nnamani 36:19

Thank you.

Pia Rathje-Burton 36:20

Thank you so much. Bye.

Sue Ann Nnamani 36:22

Bye.

Pia Rathje-Burton 36:33

Thank you to our guests to Sue-Ann Nnamani.

Ali Rusbridge 36:36

That was a really interesting conversation. I really enjoyed talking to Sue-Ann.

Pia Rathje-Burton 36:39

I know she got so many ideas and so much energy. I just thought when I heard her talk about how she how important that delegation empowering her staff was just thought, you're completely right. And I remember this so well, how important that was to me that I had that team around me that I felt that if I had a day off, I didn't need to worry. And everybody had a part in the kind of ethos of the heart of the home. It made me think of the registered manager webinar that we have around delegation and motivating your staff team, though it's a really good webinar. And also, there's some really good bite size resources that if you kind of think while I'm maybe I don't do as much delegation as I could do, to have a look at those bite sized resources might be really useful. Yeah, I agree.

Ali Rusbridge 37:25

Effective delegations. So important, isn't it. I also thought it was really useful. I mean, she her values came across so strongly didn't they when, when she was talking about the values of the organization, and that acronym crest, I thought that was great, because what that did was summarize the values. So well didn't it in a few words, and that whole thing about having values and then embedding them in that and the way that we do that, I mean, that obviously we believe in that really strongly in Skills for Care and the resources. Again, it reminded me of our values based work both in in recruitment, but also embedding values and and the culture of the organization. Being based on values is so important, isn't it? So you know, that that resonated with me and she...

Pia Rathje-Burton 38:05

I bet if you ask any member of her staff, they could mention crest?

Ali Rusbridge 38:09

Yeah. Yeah. Easy to remember like that isn't it, really good to do an acronym?

Pia Rathje-Burton 38:13

That's been created by the whole by the people who work there, but the people that live there and the families, you know, I expect everybody will know exactly what crest means to them.

Ali Rusbridge 38:22

Yeah, co-producing values such a good tip.

Pia Rathje-Burton 38:26

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