Registered managers webinar: Maximise retention

Skills for Care webinar, in partnership with Neil Eastwood, CEO and Founder, Care Friends
Wednesday 23 March 2022

Here are some answers to questions asked in the webinar.

- **Do we know how quickly the different ages leave the sector?**

More information is available in the Skills for Care State of the Adult Social Care Sector and Workforce (2021) - https://www.skillsforcare.org.uk/adult-social-care-workforce-data-old/Workforce-intelligence/documents/State-of-the-adult-social-care-sector/The-State-of-the-Adult-Social-Care-Sector-and-Workforce-2021.pdf (see page 124)

- **How do these New Zealand figures relate to home care retention?**

The New Zealand figures cover all settings and look at overall impacts of a pay increase on employers and the workforce. Homecare workers under the scheme overall reported that they appreciated the extra money but employers did not see a notable improvement in retention with 60% saying there was no change in retention (nor was there an improvement in quality of care).

- **Who offers soft skills training that is bespoke to the sector?**

Skills for Care have developed a number of leadership programmes that includes training on soft skills. Well led, Leading Change Improving Care, and Understanding Self-management.

The programmes are delivered by Skills for Care endorsed training providers.

We would also recommend the Skills for Care digital learning for managers especially the communication module. A number of endorsed learning providers also provide soft skills training.

- **Please could you supply further information regarding awards where that you can nominate at any time?**

You can find details of the Social Care Chief nurse aware here: https://www.gov.uk/government/news/new-award-to-recognise-exceptional-practice-in-adult-social-care-workforce

- **What was the name of the person who was knowledgeable on compassionate leadership?**
  Michael West