



New managers

Recommended resources and support

Skills for Care produces a range of resources and support aimed at frontline adult social care managers of CQC regulated services.

The following recommendations can help you as you settle into this new role.

1. Connect with your peers

- Look to connect with other managers and services at a local level. Skills for Care's [Local networks for managers](#) help you to establish close connections and benefit from regular meetings and updates from your peers.
- For your deputy managers, team leaders and aspiring leaders, Skills for Care's [deputy manager networks](#) provide a safe space to connect with peers, share experiences, challenges and solutions.
- Extend your community of support by joining thousands of others using the [Social Care Managers Facebook Group](#).

2. Recruit and retain the best

- Skills for Care's [Recruitment support](#) and [Retaining your workforce](#) helps you to find and keep workers with the right values to deliver the quality of care needed.
- We can help you to recruit and retain a workforce using tried and tested methods, such as [values-based recruitment](#), [safer employment processes](#) and [Care Friends](#) used by other leading adult social care services.
- Co-produced by the Department of Health and Social Care and Skills for Care, the [International recruitment toolkit](#) aims to encourage and enable good practice in adult social care international recruitment.
- Skills for Care's [induction toolkit](#) helps you offer a robust induction to fully support new starters and ensures you create the right first impression.

3. Develop your team

- Ensure your team are capable and confident to deliver high-quality care using [our guidance and advice](#) about the Care Certificate, qualifications, apprenticeships, and regular development opportunities.
- Find trusted learning from Skills for Care's list of [endorsed learning providers](#) offering a wide range of courses across the country and look at what [funding](#) can help.
- The [Care workforce pathway](#) will set out what a career in social care means and the level of knowledge, experience and skills required to deliver high-quality, personalised care and support.
- Skills for Care's [eLearning modules](#) support the development of knowledge and skills in different areas, which are hosted on our virtual learning environment.

4. Develop yourself and your team

- Support your own induction into the role by following the [Manager Induction Standards](#) and completing the [Introductory modules for managers](#).
- Continue your professional development with [leadership programmes and CPD](#), including our popular Well-led programme.
- Skills for Care's [Developing new managers and deputies guide](#) supports succession planning in your services.
- Our [guide to developing your staff](#) can help you plan, deliver and evaluate the learning and development you provide your staff.
- To develop your digital skills, the [Digital Skills Framework](#) is a free resource and can be used by you and your team.
- You can gain confidence with technology by exploring our suite of free-to-access 'bite-size' [digital skills eLearning modules](#).
- The four-day [Digital leadership programme](#) has been designed specifically for registered managers to support you to have the skills, knowledge and models of digital leadership.
- Skills for Care's [positive workplace culture for adult social care](#) toolkit supports you at different stages of your workplace journey to establish, maintain and improve your workplace culture so that it's inclusive, compassionate and collaborative.
- Our [supporting a diverse workforce](#) section on the website provides information on building inclusive and equitable workplace cultures.

5. Protect your wellbeing

- Learn about strengthening your own resilience and [protecting your own wellbeing](#) so you can support others.
- Our [Time to Manage](#) guide looks at ways to manage your time, empower your staff and delegate tasks effectively.

6. Support your team

- Use the [People Performance Manager Toolkit](#) to help support and manage your team, including practical tips on addressing various management performance issues.
- Provide [effective supervision](#) (with our guide to help you) and support to your team, as well as helping their [productivity](#).

7. Deliver good and outstanding care

- [Be prepared for CQC assessment](#) by using our virtual eLearning module, checklist, and action plans. Strive towards delivering [Outstanding care](#) by learning from others.
- Use our [GO Online: Inspection toolkit](#) for recommendations, practical examples and resources covering each area of CQC inspection.
- We have information for [New services](#) and those wanting to [Improve their CQC rating](#).
- Skills for Care also offers a range of [eLearning](#), [workshops and seminars](#) to support you to meet and exceed CQC expectations.

8. Make the most of the data available

- Use the [Adult Social Care Workforce Data Set \(ASC-WDS\)](#) to record and share data about your service with the CQC. Use the data to produce evidence for inspectors and benchmark with other services.
- Take a closer look at how you compare with the wider sector at a national and local level with our [Workforce Intelligence](#) data.

9. Become a member

- Learn about the latest best practice by becoming a [registered manager member](#) of Skills for Care for £35 per year.
- Receive a printed copy of our member-only Social Care Manager Handbook, as well as in-depth monthly newsletters, mentor training opportunities, discounts and more.
- As an exclusive offer to our members, you can also access the [GO Guide: Single Assessment Framework edition](#), which has been co-produced by Skills for Care and The Outstanding Society.

10. Keep informed

- [Sign-up](#) to receive Skills for Care fortnightly e-news and learn about the latest products, services, and upcoming opportunities. Look at the list of upcoming [events](#), including our [registered manager webinars](#).
- Connect with your Skills for Care [Locality Manager](#) and learn from other frontline managers by listening to [The care exchange](#) podcast.
- Stay connected via social media by following Skills for Care on [Facebook](#), [LinkedIn](#) and [Twitter/X](#).

Find even more resources and support at: www.skillsforcare.org.uk