

A black and white photograph of a woman with short dark hair and glasses, wearing a patterned sleeveless top, sitting at a desk with a laptop. She is laughing heartily, looking towards the left. In the foreground, the back of another person's head and shoulder is visible, out of focus. The background shows a wall with decorative patterns and a bulletin board with various papers.

# How Skills for Care supports CQC-regulated, adult social care services

# Introduction

The CQC's fundamental standards can only be met if services have safe and competent staff, including leaders and managers.

Skills for Care helps adult social care employers to get the best from their most valuable resource - their people.

Our practical support, including free guides, events, funding opportunities and consultancy, helps leaders and managers **recruit**, **develop** and **lead** their staff, retaining them from entry level right through to senior roles.

We can also help employers to prepare for inspection and improve their service.

Click on the next page to find out how Skills for Care can help.



[Contents](#)

# Contents

Click on the links below to see how we can help.

[New services](#)



[Supporting managers](#)



[Recruitment support](#)



[Developing your workforce](#)



[Preparing for inspection](#)



[Delivering good and outstanding care](#)



[Improving your service](#)



[Connecting with others](#)



New  
services

Supporting  
managers

Recruitment  
support

Developing  
your  
workforce

Preparing  
for  
inspection

Delivering  
good and  
outstanding  
care

Improving  
your  
service

Connecting  
with others

## New services



We can help CQC-regulated, adult social care services to:

- understand the values, skills, qualifications and experience needed to manage a service
- know how to attract, recruit and induct new staff
- support their staff, including planning and delivering the appropriate learning and development.

If services should do one thing: research and plan your new organisation properly, before you submit a new provider application to the CQC.

Find out more:

[www.skillsforcare.org.uk/newservice](http://www.skillsforcare.org.uk/newservice)

Contents

New services

Supporting managers

Recruitment support

Developing your workforce

Preparing for inspection

Delivering good and outstanding care

Improving your service

Connecting with others

## Supporting managers



We can help CQC-regulated, adult social care services to:

- identify and develop talent, including how to develop aspiring and new managers
- develop managers, for example through qualifications or leadership programmes
- ensure that managers have the right tools and resources to manage their service(s) and workforce
- access funding to pay for training or qualifications.

If services should do one thing: keep up to date with the latest best practice by joining our Registered Manager Membership.

Find out more:

[www.skillsforcare.org.uk/managers](http://www.skillsforcare.org.uk/managers)

Contents

New services

Supporting managers

Recruitment support

Developing your workforce

Preparing for inspection

Delivering good and outstanding care

Improving your service

Connecting with others

## Recruitment support



We can help CQC-regulated, adult social care services to:

- attract new staff
- recruit people with the right values
- plan safe staffing levels
- do the right recruitment checks, including DBS checks.

If services should do one thing: focus on people's values in the recruitment process, as well as their experience and qualifications.

Find out more:

[www.skillsforcare.org.uk/randr](http://www.skillsforcare.org.uk/randr)

Contents

New services

Supporting managers

Recruitment support

Developing your workforce

Preparing for inspection

Delivering good and outstanding care

Improving your service

Connecting with others

## Developing your workforce



We can help CQC-regulated, adult social care services to:

- provide a thorough induction for new staff, that meets the Care Certificate standards
- plan and deliver ongoing learning and development
- find high quality, endorsed learning providers
- access funding to pay for qualifications.

If services should do one thing: give staff at all levels the opportunity to learn and develop throughout their career, not just in induction.

Find out more:

[www.skillsforcare.org.uk/learning](http://www.skillsforcare.org.uk/learning)

Contents

New  
services

Supporting  
managers

Recruitment  
support

Developing  
your  
workforce

Preparing  
for  
inspection

Delivering  
good and  
outstanding  
care

Improving  
your  
service

Connecting  
with others

## Preparing for inspection



We can help CQC-regulated, adult social care services to:

- know what CQC inspectors will look at during an inspection
- understand what characteristics set apart CQC ratings
- gather and share the right evidence for inspection.

If services should do one thing: make the most of the opportunity to submit additional evidence after the inspection.

Find out more:

[www.skillsforcare.org.uk/prepare](http://www.skillsforcare.org.uk/prepare)

Contents



New services

Supporting managers

Recruitment support

Developing your workforce

Preparing for inspection

**Delivering good and outstanding care**

Improving your service

Connecting with others

## Delivering good and outstanding care



We can help CQC-regulated, adult social care services to:

- understand the key characteristics that differentiate CQC ratings
- learn from 'good' and 'outstanding' rated providers about what sets them apart
- know what to avoid.

If services should do one thing: access our GO Online: Inspection toolkit which shares the latest good and best practice.

Find out more:  
[www.skillsforcare.org.uk/GO](http://www.skillsforcare.org.uk/GO)

Contents

New  
services

Supporting  
managers

Recruitment  
support

Developing  
your  
workforce

Preparing  
for  
inspection

Delivering  
good and  
outstanding  
care

Improving  
your  
service

Connecting  
with others

## Improving your service



We can help CQC-regulated, adult social care services to:

- decide what they need to improve
- plan and implement improvements
- learn how other services have improved
- implement workforce specific improvements.

If services should do one thing: engage everyone who's involved in your service, including staff and people who need care and support, in making improvements.

Find out more:

[www.skillsforcare.org.uk/improve](http://www.skillsforcare.org.uk/improve)

Contents

New services

Supporting managers

Recruitment support

Developing your workforce

Preparing for inspection

Delivering good and outstanding care

Improving your service

Connecting with others

## Connecting with others



We can help CQC-regulated, adult social care services to:

- connect with other care services
- access peer support from local and national services
- benefit from mentoring opportunities.

If services should do one thing: join your local network.

Find out more:

[www.skillsforcare.org.uk/networks](http://www.skillsforcare.org.uk/networks)

Contents

Skills for Care  
West Gate  
6 Grace Street  
Leeds  
LS1 2RP

T: **0113 245 1716**  
E: **info@skillsforcare.org.uk**

Find out more at  
**[www.skillsforcare.org.uk/CQC](http://www.skillsforcare.org.uk/CQC)**

© Skills for Care 2022



[twitter.com/skillsforcare](https://twitter.com/skillsforcare)

[facebook.com/skillsforcare](https://facebook.com/skillsforcare)

[linkedin.com/company/skills-for-care](https://linkedin.com/company/skills-for-care)