

# Welcome to your Staffordshire registered manager network meeting

**Suzanne Petrie – 19th December  
2024**

# Agenda

9.30 – Welcome and Introductions

9.40 – What's on your Takeaway Menu? Reflections since last meeting

9.50 - Suzanne Petrie – Skills For Care – Why Wellbeing Matters

10.10 – Diane Mellor – ICS People Partner – wellbeing resources to support your workforce

10.30 - Refreshment Break and Networking

11.00 – Manager Wellbeing – What do you do?

11.20 – Karina Bennion – ICS People Partner – an introduction to Staff Wellbeing Champions

11.35 - Group Discussion – Caring – Workforce Wellbeing and Enablement and CQC Quality Statement Evidence

12.20 – Julian Cragg - CMDT Update

12.30 – AOB & Topic Suggestions For Future Meetings

12.35 – Wellbeing Walk & Coffee (weather permitting)

# Takeaway Menu



## Reflections and Actions from our last meeting

Adult Social Care Workforce Strategy - 15-year plan to transform the sector including mandatory and statutory training

Neuro Nurture – Supporting neurodiverse staff to thrive at work

Social Care Academy – learning and Development all in one place

# Wellbeing

**Wellbeing at work relates to every aspect of working life, from the working environment to how the workforce feels about themselves**

Stress and burn-out are real issues for adult social care staff and workforce wellbeing has never been so important

Supporting the health and wellbeing of the workforce is essential in making sure that people with care and support needs and their families receive good quality care so they can live as independently as possible



# Quality Statement - Caring



**We care about and promote the wellbeing of our staff, and we support and enable them to always deliver person-centred care**

We understand the importance that staff wellbeing has on the quality of care they provide and invest accordingly. Where staff are struggling, extra support is provided

We manage the service to ensure that there is no discriminatory practice and empower staff to raise concerns on such matters (e.g., whistleblowing)

We ensure that our wellbeing and support is available to all working for our organisation in a paid or voluntary capacity, including carers

Our managers and leaders have created a culture where we reward and recognise our staff for the quality of care they provide

We regularly review our wellbeing and support as part of ongoing quality assurance and staff surveys. After identifying what improvements could be made, we act upon areas for improvement.

# Winter Wellness

## If you are a leader or manager

- Asking your team how they are on a regular basis
- Listening with empathy
- Offering practical help such as flexibility
- Signposting to services available such as staff support or counselling
- Investing in your team and creating a positive and supportive team culture
- Modelling good self-care – be compassionate to yourself as well as to others

# Wellbeing Support Resources



- **Samaritans** – Confidential emotional support for those experiencing despair, distress or suicidal feeling ([www.samaritans.org](http://www.samaritans.org) 08457909090)
- **MIND** – [MIND](http://www.mind.org.uk/) is the UK's largest mental health charity and can help you make choices about treatment, understand your rights or reach out to sources of support. Call: 03001233393 or text: 86463 – <https://www.mind.org.uk/>
- **NHS every mind matters:** Having good mental health helps us relax more, achieve more and enjoy our lives more. We have expert advice and practical tips to help you look after your mental health and wellbeing: <https://www.nhs.uk/oneyou/every-mind-matters/>
- **Anxiety UK** – Charity providing support if you've been diagnosed with an anxiety condition ([www.anxietyuk.org.uk](http://www.anxietyuk.org.uk) 03444775774)
- **Depression Alliance** – Charity for sufferers of depression. It has a network of self-help groups ([www.depressionalliance.org](http://www.depressionalliance.org))

# Wellbeing Support Resources



## Mental Health Support For Staff

[TalkingTherapies](#)

[Better Health](#)

[Mental Health at Work](#)

[SHOUT](#)





# Money and Mental Health

**Viscous circle – poor mental health = managing money is harder**  
**Worrying about money = worse mental health**

[Money saving expert free guide](#)

[HSBC free webinars](#)

[National Debtline](#)

[MIND money and health](#)

[Find your local pantry](#)

[Black Country Foodbank](#)

# Wellbeing Support Resources



## Financial Advice For Staff

[Money Helper](#)

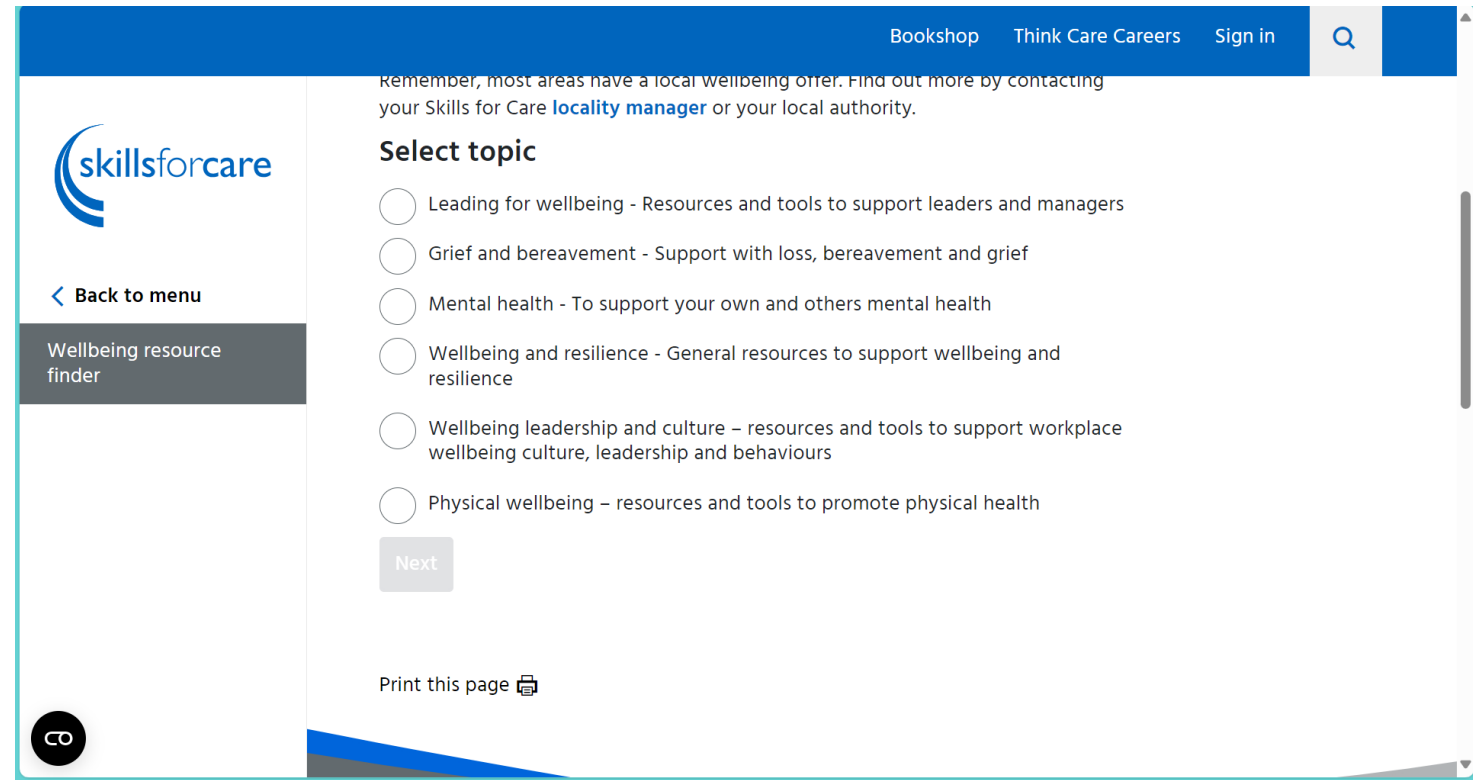
[Citizens advice](#)



# Wellbeing

## Resources

### [Wellbeing Resource Finder](#)



The screenshot shows the 'Wellbeing Resource Finder' web application. The top navigation bar is blue with links for 'Bookshop', 'Think Care Careers', 'Sign in', and a search icon. The left sidebar features the 'skillsforcare' logo, a 'Back to menu' link, and a 'Wellbeing resource finder' button. The main content area has a blue header with the text: 'Remember, most areas have a local wellbeing offer. Find out more by contacting your Skills for Care [locality manager](#) or your local authority.' Below this is a 'Select topic' section with six radio button options: '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', and 'Physical wellbeing - resources and tools to promote physical health'. A 'Next' button is located below the options. At the bottom of the main area is a 'Print this page' link with a printer icon. A small circular icon with the number '6' is visible in the bottom left corner of the application frame.

Bookshop Think Care Careers Sign in

skillsforcare

Back to menu

Wellbeing resource finder

Remember, most areas have a local wellbeing offer. Find out more by contacting your Skills for Care [locality manager](#) or your local authority.

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

Next

Print this page

# Diane Mellor



## Staffordshire & Stoke on Trent Integrated Care System

Winter Wellbeing Support



# Coffee Break Chat - Your wellbeing as managers



***“you can’t pour from an empty cup”***

5 ways to wellbeing

Connect with other people

Be physically active

Learn new skills

Give to others

Pay attention to the present moment

**what are you doing to look after your own wellbeing?**



# Your Wellbeing Matters

## How do you look after yours?

Protect your peace and your boundaries

Catchup with Peers

Get outside!

Water, water, water

You are what you eat

Laugh everyday!



# Karina Bennion



## Staffordshire & Stoke on Trent Integrated Care System

An introduction to Staff Wellbeing Champions



# Quality Statement - Caring



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# Quality Statement



**We care about and promote the wellbeing of our staff, and we support and enable them to always deliver person-centred care**

- How can we demonstrate to the CQC our various wellbeing and support initiatives and how these meet the needs of our workforce?
- How can we show the CQC how our own workforce is directly involved in shaping the wellbeing and support we offer?
- How do we know how wellbeing and support compares with other local services and aligns with latest good practice?
- What connections do we have that help us to provide timely expertise when supporting workforce wellbeing?
- How do we know our wellbeing and support has a positive impact on the quality of care our team delivers?

# Julian Cragg



## Care Market Development Team

CMDT Update



# Guide to improvement

## Skills for Care and The Outstanding Society have co-developed a new edition of our Guide to improvement

Shaped around the CQC Single Assessment Framework, the guide looks at what has caused adult social care services to be rated Requires improvement or Inadequate since 2023.

The guide is designed to help frontline managers and others at the service to embed sustainable solutions informed by services who have recovered their rating.

Discover how to engage your teams and identify practical solutions that will work for your service and understand the building blocks to improvement.

[The guide is free and can be downloaded now](#)



# The Workforce Development Fund 2024-25 is now open

## Key Dates

ONLY for qualifications and apprenticeships which:

started on or before **31 March 2024 AND completed by 31 March 2025**

Application deadlines:

complete/submit a declaration form **before 28 February 2025**

ensure your Adult Social Care Workforce Data Set (ASC-WDS) account meets WDF requirements **by 31 March 2025**

claims must be submitted to Skills for Care **by 31 March 2025**

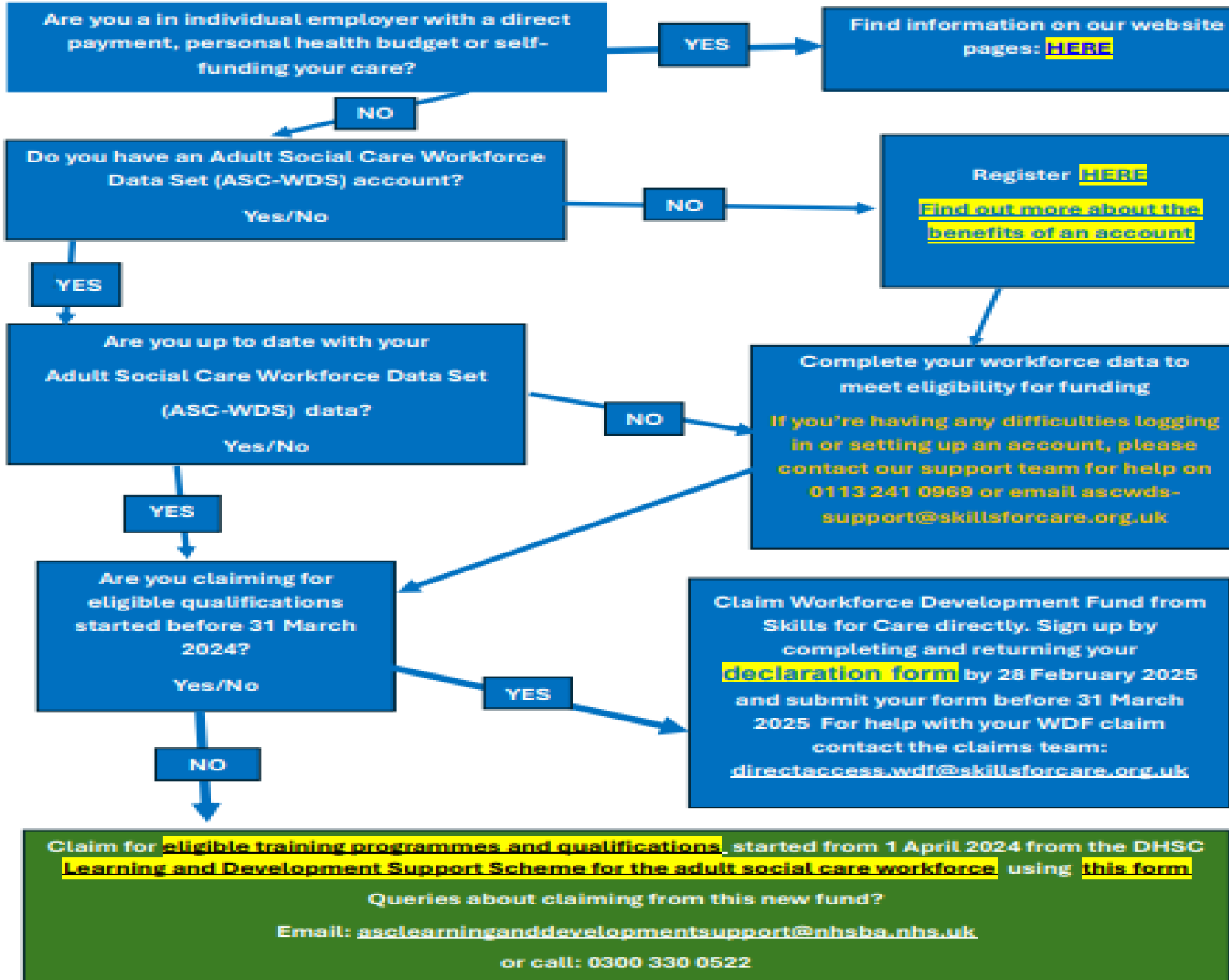
[More Info](#)

# Adult Social Care Learning and Development Support Scheme (LDSS)

## Learning and development improves turnover and quality of care

- Eligible organisations can claim funding for training courses and qualifications that have been paid for and started between 1 April 2024 and 31 March 2025.
- Includes eLearning modules, short courses and longer qualifications on a range of topics.
- Claim 60% of the course cost once your staff start a qualification and the remaining 40% once they finish.
- Submit claims via an online claims service, managed by NHS Business Services Authority.
- Make sure your ASC-WDS account is up to date to meet eligibility requirements.

[Find out more](#)



# Adult Social Care Workforce Data Set (ASC-WDS)

**ASC-WDS is a free online service which helps you to manage your team and provides crucial information to decision makers**

## **Benefits to your business**

- Become eligible to claim funding for your staff
- Safe and free storage of staff records
- Manage training records
- Benchmark your workplace
- Access the ASC-WDS Benefits Bundle
- Make your voice heard!

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

# Level 2 Adult Social Care Certificate

## Key features

- Aims to ensure better consistency and standardisation in how the current Care Certificate standards are delivered, achieved, and assessed, increasing portability.
- Accredited qualification: Ofqual-regulated, requiring workplace assessment, completed in 6–8 months (or less).
- Prior learning recognised which builds on existing Care Certificate training and induction, which can be counted as prior learning towards the qualification.

## Why choose the L2ASCC?

- Eligible employers can claim LDSS funding for up to £1500 per qualification. (Ensure your ASC-WDS account is up to date to meet eligibility requirements.)
- Designed to ensure staff have the most up to date knowledge and baseline skills.
- Help staff feel valued and recognised as part of professional workforce.

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



# Share your experience



## We're looking for case studies, quotes or potential speakers

**DHSC initiatives:** including Care Workforce Pathway, the L2 Care Certificate qualification or the Learning and Development Support Scheme.

- Help DHSC initiatives achieve maximum impact and ensure continued positive interventions.

**Impact of Skills for Care:** tell us how Skills for Care's networks, resources or support have positively impacted your service.

- Help evidence the value of Skills for Care and ensure continued support.

**Good practice examples:** in workforce development, recruitment and retention, the use of digital technology, staff wellbeing support or delegated healthcare activities and prevention.

- Help others learn from your experience and enhance quality and reputation of adult social care.

# Creating a positive workplace seminar


**Secure your place on this transformative seminar and create a workplace culture that supports inclusivity, compassion and collaboration.**

This interactive session will give you the tools and confidence to foster a positive work environment.

Highlights include hands-on exercises with the Culture Iceberg model and positive culture toolkit, strategies to challenge and change workplace norms, and practical steps for enhancing team wellbeing and performance.

 Dates: Wednesday 29 January, Friday 28 February, Thursday 27 March

 Time: 10:00–15:30

 Cost: £250 +VAT per person

**Register today** [www.skillsforcare.org.uk/CultureSeminar](http://www.skillsforcare.org.uk/CultureSeminar)

# #BuildingDigitalConfidence



**Our ‘Building digital confidence’ campaign running throughout November and December is aimed at helping individuals working in social care to gain confidence in using digital technology.**

The campaign will include blogs and real-life insights from digital technology experts and social care organisations who have effectively introduced digital ways of working.

By highlighting the positive impact of digital tools, we hope to encourage a more comfortable and confident approach to technology in the sector.

Visit the [campaign landing page](#) to find out more



# Registered manager membership

## Skills for Care is the membership organisation for registered managers.

Through membership, we support managers to develop best practice and knowledge, keep up-to-date with sector developments and share ideas with like-minded peers.

### **Membership benefits include:**

- printed copy of our 'Social care manager's handbook'
- monthly newsletter including practical information and guidance
- access to Good and Outstanding care guide: Single Assessment Framework version and 34 Quality Statement recommendation checklists
- an exclusive annual resource when you renew your membership
- the chance to train to become a mentor or receive mentoring.

[Become a member for £35 a year](#)

# Good and outstanding care guide – Single Assessment Framework edition



**Our updated Good and Outstanding care guide has been co-produced with The Outstanding Society and covers the new CQC inspection model**

Aimed at frontline managers and those supporting regulated services, it helps regulated providers to prepare evidence to meet the CQC's 34 new Quality Statements.

An electronic version of this latest edition is available to all our registered manager members as part of their membership.

[Become a member for £35 a year](#)



# Moving up programme

## Bookings now open for our Moving Up programme starting in February 2025

Our Moving Up programme supports Black and Asian minority groups who are managers or aspiring managers and have the desire and drive to progress in their career but are facing blockages and resistance preventing them from doing so.

The programme will be delivered through blended learning – a combination of self-learning modules and three live online sessions. Cost is £750 + VAT.

### **The workshop dates are:**

- Wednesday 5 February 2025, 09:30 - 16:00
- Wednesday 12 March 2025, 09:30 - 16:00
- Wednesday 9 April 2025, 09:30 - 16:00

**Find out more and register** [www.skillsforcare.org.uk/MovingUp](https://www.skillsforcare.org.uk/MovingUp)

## Free-to-access, bitesize digital eLearning modules

Designed to support people working in adult social care to gain knowledge and understanding on how digital, data and technology is used in the sector.

### **The titles and themes of the seven modules are:**

- using technology to support person-centred care
- technical skills in using technology
- communicating through technology
- using and managing data
- being safe and secure online
- ethical use of technology
- digital learning, development and wellbeing.

[Learn more about the eLearning modules](#)

# New eLearning module: Ten public health tips for social care workers

**A new, free learning module tailored specifically for people who work in adult social care.**

It offers practical guidance on how your practice relates to public health approaches and how to further integrate these approaches into your day-to-day work, building on the knowledge you already have.

Key topics include preventing illness, promoting wellbeing and mental health, and supporting healthy aging. Completing the module will enhance the quality of care for those you support and deepen your understanding of public health.

[Public Health Tips](#)

SCAN ME

