



Staffordshire
Registered
Managers Network

CMDT
Care Market Development Team



20th June 2024





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Victoria Hill-Yates

Chairperson

Registered Manager – The Willows



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AGENDA

- 13:15 Coffee – please scan QR code to help us understand who is attending
- 13:30 Opening welcomes: introductions
- 13:45 International Recruitment.
- 14:00 Support understanding CQC Assessment Evidence Based Framework.
- 15:00 June is Pride Month. Supporting LGBTQ+ learning framework.
- 15:15 Partner Updates
- 15: 30 Summer 2024 Wellbeing Walk and Networking: Bandstand and Alberts Café.
- 16:15 Goodbyes.





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Sam Booy

Care Market Development Officer

International Recruitment Funding

[IR-ASC-Small-Grant-Funding-Complete-Doc-PDF-2.pdf \(staffordshire.gov.uk\)](#)

Utilising our local allocation of 23/24 DHSC funding to support international recruitment, providers can bid for up to £2,000 to support the delivery of 'culturally sensitive' training for international recruits. Our funding is not designed to fund mandatory training – however providers may highlight here they have had to tailor things in the induction to meet specific cultural training needs.

Other examples may include supporting with food preparation, adjusting to British culture and aiding communication i.e. enhanced ESOL. Applications can be made for training already delivered.

Eligibility Criteria

Regulated provider, with registered location in either LA

Contracted with Staffs or Stoke

Rated RI / G / OS and not in a local quality process

Have an active Sponsorship License and have adhered to ethical recruitment processes

Applications are required by 28 June – this is a limited window but sadly we have faced local delays

Annual Workforce Surveys

Love feedback from the RMN – especially given the contributions the group made when shaping the strategy.

Links are below:

Individual Workforce Survey: <https://forms.office.com/e/fAwUzCRB1c>



Organisation self-assessment tool: <https://forms.office.com/e/WiRWipD2mG>





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Suzanne Petrie

Skills for Care Locality Manager

Suzanne.Petrie@skillsforcare.org.uk

Safe and Effective Staffing

We make sure that there are enough qualified, skilled and experienced people who receive effective support, supervision and development and work together effectively to promote safe care that meets individuals needs

Monitor and Improve Outcomes

We routinely monitor people's care and treatment to continuously improve it and to ensure that outcomes are positive and consistent and that they meet both clinical expectations and the expectations of people themselves

Independence Choice and Control

We promote people's independence, so they know their rights and have choice and control over their own care treatment and well being

Person centred care

We make sure that people are at the centre of their care and treatment choices and we decide in partnership with them how to respond to any relevant changes in their needs

Capable compassionate and inclusive leaders

We have inclusive leaders at all levels who understand the context in which we deliver care treatment and support and embody the culture and values of their workforce and organisation they have the skills knowledge experience and credibility to lead effectively and do so with integrity openness and honesty



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Julian Cragg

Care Market Development Officer

[Care Guides - Staffordshire County Council](#)

Care Guides

The team have produced a number of support guides and are looking to prioritise further guides based on care provider feedback.

Hi, Julian. When you submit this form, the owner will see your name and email address.

1. Order the following guides based on what you believe will have the greatest impact to adult social care providers

- Quality Improvement
- Handover
- Risk Assessment
- Positive Behaviour Support
- Falls
- Call Bells
- Dignity and Respect
- Social Media and Private Messaging
- Whistleblowing





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DSCR Funding

Submit Expression of Interest:

Once you have chosen a DSCR system and obtained a quote, submit an expression of interest application form to DigitalFundingEnquiries@staffordshire.gov.uk. You do not need to have signed the contract with your chosen supplier at this stage. Funding decisions will be based on the quote provided, and funding is subject to change if the contract value differs from the quote.

Complete Surveys: After a successful funding application, you will be required to complete a short baseline benefits survey. Additionally, six and 12 months after implementing the chosen DSCR system, you must complete a short implementation benefits survey to assess its impact on your care service.

Further information

For any inquiries or questions, please contact DigitalFundingEnquiries@staffordshire.gov.uk. Alternatively, monthly online DSCR sessions are available to go over what funding is available and what further support we can offer.



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DSCR Funding

What Can Be Funded:

We can currently fund up to £6000 per registered location or 50% of the year one implementation costs, whichever is the lower of the amounts.

For example, we would potentially be able to contribute £6000 towards £13,000 of year one implementation costs. If your year one implementation costs were £7000, we would be able to potentially contribute £3500.

The Digital Social Care Record (DSCR) funding program application deadline is 28th February 2025, claims for funding must be made to providers by 15th March 2025. No payments made after this date.



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Future Meetings

[Leadership Management and Future Leaders - Staffordshire County Council](#)

20 June 2024	13:30 - 16:00	Oak Room, Staffordshire County Buildings, Tipping Street, Stafford, ST16 2LB
19 September 2024	09:30 - 12:30	MQNF
3 October 2024	09:30 - 12:30	Trentham Room, Staffordshire Place 1, Tipping Street, Stafford, ST16 2LP
24 October	13:30 – 16:00	St Giles Hospice, Whittington, Lichfield
19 December	09:30 – 12:30	Trentham Room, Staffordshire Place 1, Tipping Street, Stafford, ST16 2LP
6 February 2025	13:30 – 16:00	St Giles Hospice, Whittington, Lichfield
20 March 2025	09:30 – 12:30	Trentham Room, Staffordshire Place 1, Tipping Street, Stafford, ST16 2LP



LGBTQ+ learning framework

Our learning framework for knowledge, skills and values for working affirmatively with LGBTQ+ people in later life.

This learning framework aims to provide a base for identifying the insights, knowledge, understanding and skills that the social care workforce need to help them work affirmatively, inclusively and effectively with individuals from gender and sexually diverse communities.

The framework is intended to be used by social care employers, employees, training providers, regulator, commissioners, policy makers and others to build their own knowledge of LGBTQ+ issues, to support colleagues' understanding, and to create learning programmes which will allow teams to better support LGBTQ+ people in later life.

www.skillsforcare.org.uk/LGBTQFramework

LGBTQ+ your people



What does the CQC expect?

Treating people as individuals

Quality Statement:

We treat people as individuals and make sure their care, support and treatment meets their needs and preferences, taking account of their strengths, abilities, aspirations, culture and unique backgrounds and protected characteristics.

- **Regulation 9:** Person-centred care
- **Regulation 10:** Dignity and respect
- **Regulation 15:** Premises and equipment



LGBTQ+ your people



What are the biggest challenges?

- Acceptance and tolerance of others
- Ensuring people feel safe to open up, whilst respecting their privacy and dignity
- Supporting people struggling with their own sexuality



LGBTQ+ our resources



LGBTQ+ Care in Later Life

- Informed by research evidence
- Acknowledges challenges, but includes practical recommendations from the LGBTQ+ community
- Signposts to resources and support organisations



www.skillsforcare.org.uk/LGBTQframework

LGBTQ+ our resources

Care in Later Life – next steps

- Benefits of the framework
- Relevance to all providers
- Learning and development
- Latest findings



www.skillsforcare.org.uk/LGBTQframework

LGBTQ+ your team



What does the CQC expect?

Workforce wellbeing and enablement

Quality Statement:

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

- **Regulation 9:** Person-centred care
- **Regulation 12:** Safe care and treatment
- **Regulation 17:** Good governance
- **Regulation 18:** Staffing



LGBTQ+ your team



What are the biggest challenges?

- Creating an inclusive culture for staff
- Awareness, training and support
- Getting the terminology right



LGBTQ+ our resources

Further resources

- LGBTQ+ learning framework
- Culturally appropriate care guide
- OUT Standing Diversity Forum
- The Outstanding Society



www.skillsforcare.org.uk

www.theoutstandingsociety.co.uk

Skills for Care Resources

- [LGBTQ+ learning framework](#)
- [A positive culture toolkit for adult social care](#)
- [Equality, diversity and inclusivity \(skillsforcare.org.uk\)](#)
- [Confident with difference \(skillsforcare.org.uk\)](#)
- [Creating an inclusive organisation \(skillsforcare.org.uk\)](#)

- You can also view our latest LGBTQ+ Webinar here - [Managing people \(skillsforcare.org.uk\)](#)



Providing a good induction

Managers Induction toolkit Released 20th May 2024

- Standardise the core of your organisation's induction
- Set off on the right foot
- Understand any concerns or needs of your new starter
- Share the culture of your organisation
- Create a sense of belonging to your organisation
- Promote workers needs and reasonable adjustments

Help your new starter be an effective member of your team as quickly as possible





New: Induction toolkit

Skills for Care has developed a toolkit to help managers plan and deliver a high-quality induction that fully supports new starters to quickly settle into their roles.

Induction is a vital time in settling in new recruits and ensuring that they feel welcomed, well-equipped and understand what is expected of them. Our induction toolkit brings together checklists with resources and guidance for each stage of the process - from pre-arrival through to the sixth month of employment - to ensure you are providing a robust and supportive induction. The toolkit also includes guidance on inclusion, diversity, cultural awareness and inducting disabled workers and agency staff.



[Access the toolkit](#)

Step-by-Step Guide

Bookshop Think Care Careers



[← Back to menu](#)

Induction toolkit

Analyse Plan Do Review

Inclusion, diversity, and cultural awareness in induction

Inducting disabled workers

Analyse Plan
Do Review



Inclusion,
diversity,
and cultural
awareness in
induction



Inducting
disabled
workers



Pre-arrival



Day one -
The welcome



Week one



Month one



Months
three to six





New: International recruitment toolkit for social care

This best practice guide, produced by the Department of Health and Social Care and Skills for Care, aims to support providers to ethically recruit care workers and senior care workers from overseas

The toolkit can be used by providers who are new to international recruitment, to help support through the new processes, or by providers who are undertaking international recruitment and are looking to refine their current processes. It is hosted on the international recruitment section of our website, alongside other key resources and information to support with ethical international recruitment.

[Find out more](#)





Upcoming registered managers webinar...

Leading induction for a positive workplace culture

Thursday 6 June 2024 | 10:30 – 11:30 | Zoom

Good quality induction significantly reduces turnover rates and reduces the time taken for someone to become effective and productive in their role.

Induction is a critical time for anyone joining social care – it's an opportunity for managers and leaders to embed organisational values and culture, as well as support that new person to set a positive ongoing career experience.

This webinar will show managers and leaders that a quality induction doesn't need to be complicated.



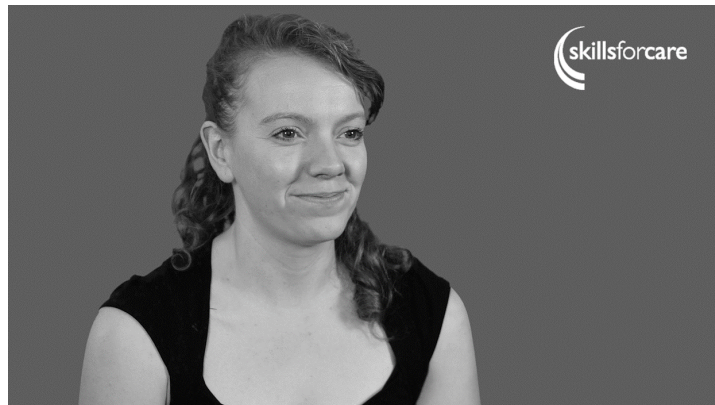
[Register now](#)



Support available for the CQC Single Assessment Framework

Recommendations, practical examples, advice and resources to support your CQC assessments

Ensure your service is prepared by exploring recommendations, practical examples and resources covering the 34 new Quality Statements in our [inspection toolkit](#).



"I use the GO Online: Inspection toolkit and think it's great. It enables us to see instantly what area we need to focus on improving."
**Marlene Kelly, Director and Registered Manager
Auburn Mere Residential Care Home**



Upcoming seminars to support CQC assessment

Being prepared for CQC assessment seminar

Wednesday 17 July | 10:00 – 15:30 | Zoom

An interactive seminar for services who want to understand the practical ways prepare for CQC assessment and evidence the quality care your service is providing

[Register now](#)

“I have gained so much valuable knowledge that will take me through the entire process from collecting the evidence to documenting and providing correlating evidence.”

Bethan Humphrey, Care Manager, Spire Homecare



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 to evidence to meet the CQC's 34 new Quality Statements.

This latest edition is an exclusive free resource for all our [registered manager members](#). Become a member for £35 a year.

Or you can purchase a copy now from our [bookshop](#)

