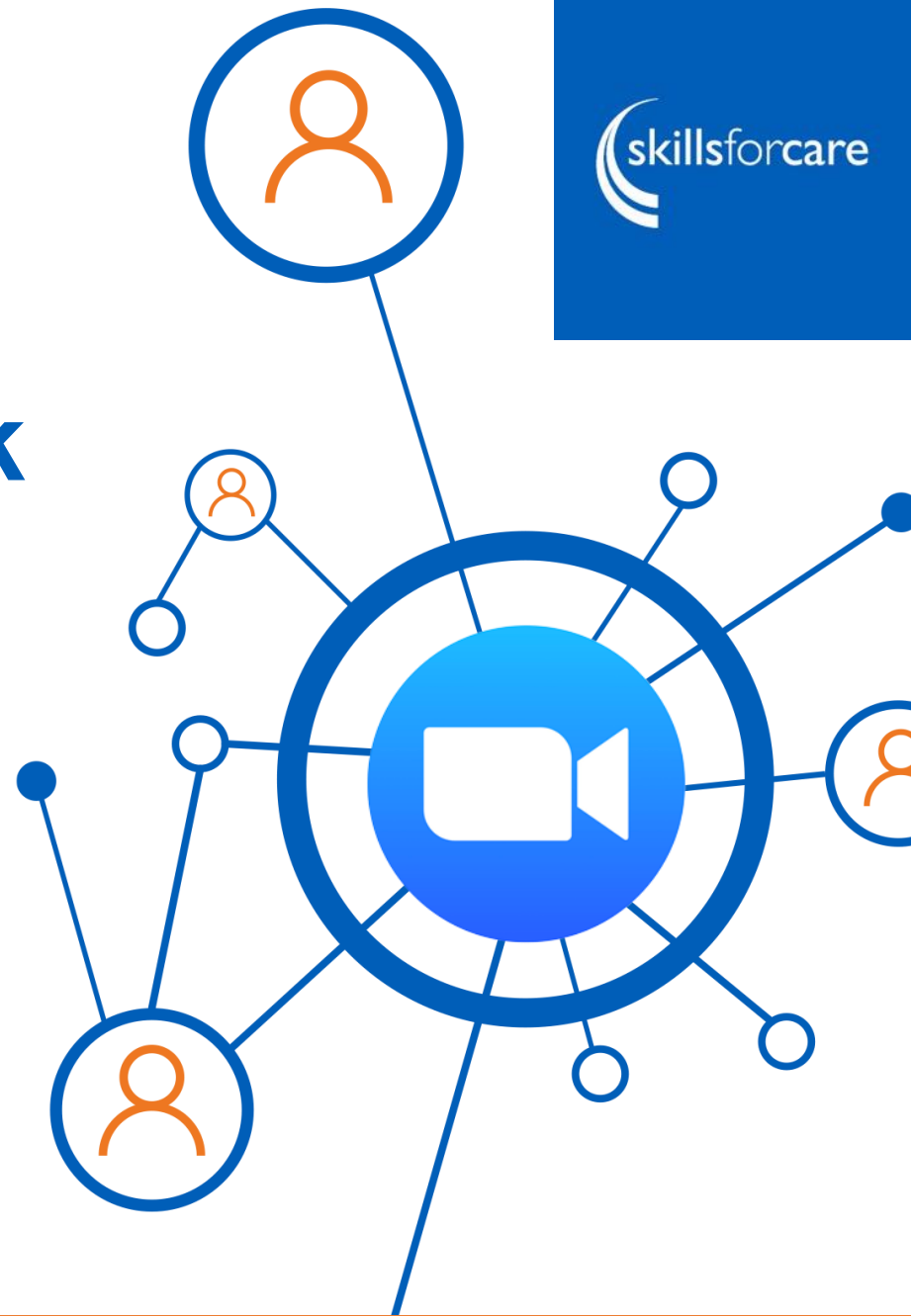


Welcome to your registered manager network virtual meeting

Somerset
08/09/2020



Developing the resilience and wellbeing of you and your staff



How do you define wellbeing?

- The state of being comfortable, healthy, or happy
- How people feel and how they function, both on a personal and a social level, and how they evaluate their lives as a whole.
- Well-being is the experience of health, happiness, and prosperity.
- It includes having good mental health, high life satisfaction, a sense of meaning or purpose, and **ability to manage stress**



Six primary sources of stress at work.....

- **Demands:** including workload, work patterns and the work environment
- **Control:** i.e. having too little say about the way you do your work
- **Support:** i.e. inadequate support from the organisation, line managers, colleagues
- **Relationships:** including conflict and malignant behaviours (e.g. bullying, harassment)
- **Role:** i.e. when you lack clarity about your role, and/or you have conflicting roles
- **Change:** i.e. when organisational change is poorly managed and/or communicated

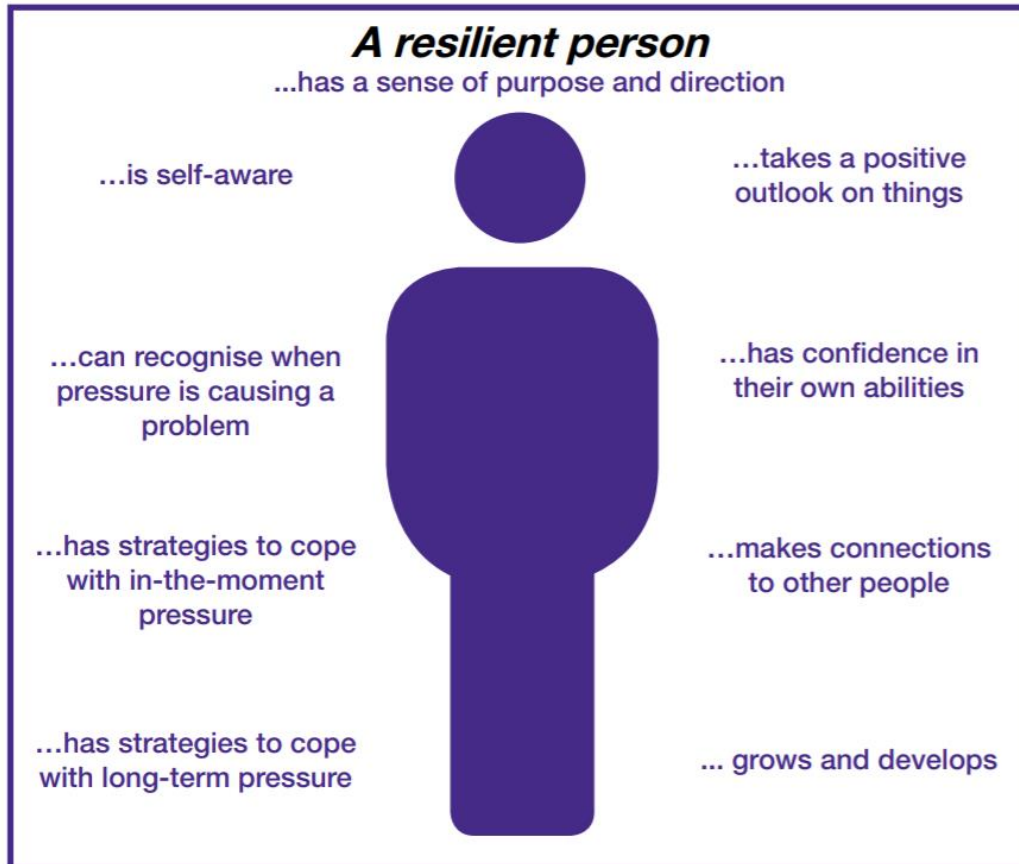


What is resilience and why does it matter?

- Resilience is the ability to cope under pressure - it protects against stress
- Developing the resilience of staff is one of the keys to retaining workers with the right values and behaviours
- The practical steps that foster resilience also help to build positive workplace cultures that support high-quality, person-centred care and support
- Employers have a legal obligation to address stress at work



What does resilience look like?



www.skillsforcare.org.uk/Leadership-management/managing-people/resilience/Building-resilience.aspx



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Wellbeing for registered managers
a practical survival guide



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Building your own resilience, health and wellbeing



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Greater resilience better care

A resource to support the mental health of adult social care workers

Case Study

The Care Management Group

- Different approach to supervision
- A discussion with staff about their jobs
- A workshop looking at mental health & wellbeing
- A mindfulness session
- Focus on Wellbeing



Developing the resilience & wellbeing of staff

Culture is the Key.....!

- Open door policy; Modelling
- Reflective supervisions and team meetings
- Honesty and shared understanding of good practice
- Identifying and addressing key sources of stress
- Coaching and mentoring
- Rewards and retention tools
- Using wellbeing resources
- Creating a Well-being strategy
- Mindfulness



Wellbeing support

Helplines available for adult social care staff

Samaritans helpline

Speak to a trained Samaritans volunteer who can help with confidential listening and signposting to specific support.

Call: 0300 131 7000
07:00 – 23:00 / 7 days a week



Hospice UK - Bereavement and trauma helpline

Speak to specialist counsellors who can help if you have;

- experienced a bereavement
- anxiety or emotional issues or your wellbeing has been affected by events in work due to COVID-19.

Call: 0300 303 4434
08:00 – 20:00 / 7 days a week

Wellbeing support

Mental health apps

- **Daylight:** provides support to people experiencing symptoms of worry and anxiety
- **Sleepio:** a clinically-evidenced sleep improvement programme
- **Silvercloud:** offers mental and behavioural programmes to support those experiencing difficult emotions as a result of the pandemic

Online platform

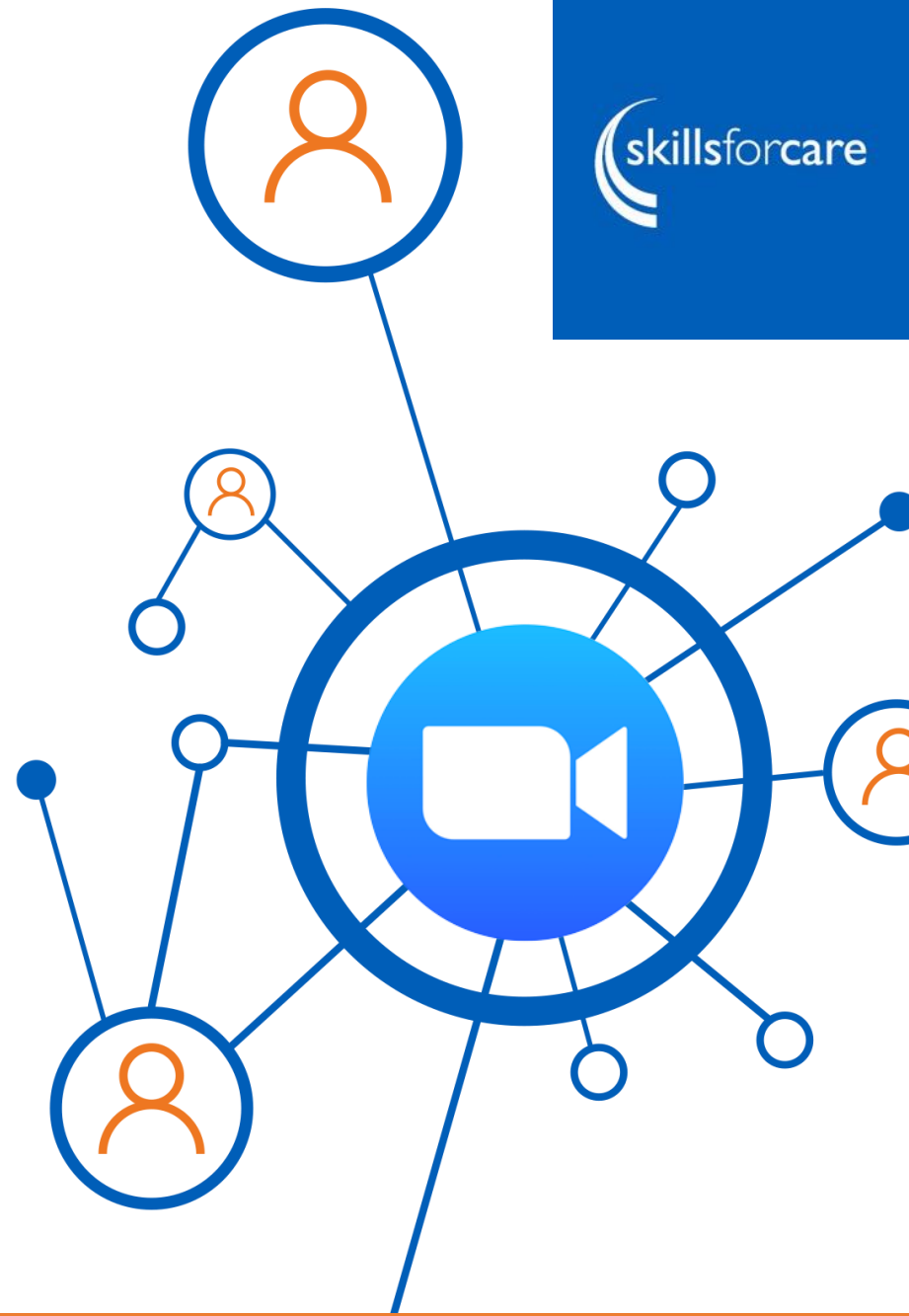
Wellbeing guidance, resources and support can be found on the Care Workforce COVID-19 app

Search 'Care workforce' for the free app on the Apple App store or visit:

<https://workforce.adultsocialcare.uk>



Skills for Care resources



Workforce Development Fund



Available now to adult social care employers in England and supports staff development by funding a range of qualifications and learning.

Key sector priorities:

- Enhanced funding for completion of leadership and management qualifications, learning programmes and digital modules.
- Enhanced funding for some apprenticeship standards including new standards Lead Practitioner in Adult Care and Leader in Adult Care.



www.skillsforcare.org.uk/wdf



Webinars to support your service



Our series of webinars cover a range of topics.

- Essential training
- Human Resources (HR)
- Attracting workers
- Using technology to support...
 - your staff and each other
 - the people you care for
- Keeping your team motivated
- An introduction to DBS checks
- Distance recruitment
- Safe recruitment
- End of life care
- NICE guidance: preventing infection & promoting wellbeing
- Dealing with the impact of COVID-19 on your staff
- Managing bereavement
- Effective delegation and empowering your staff
- HR during COVID-19 recovery phase
- **NEW: Verification of expected death during COVID-19 with remote clinical support**
- **NEW: Growing your staff to ease your workload**

www.skillsforcare.org.uk/COVID-19webinars



Bite-size resources

We have produced some new bite-size resources to support frontline managers. More of these resources will be available on a variety of different topics over the coming weeks.....

- **Effective Supervision** – these resources can help you to continue to deliver virtual supervisions and detail how to delegate the supervisor role to other staff.
- **Effective delegation** – these resources include an effective delegation checklist, practical ways to delegate and reflecting on your delegation responsibilities.
- **Succession planning** – these resources look at practical ways to succession plan and checklists to identify talent.

www.skillsforcare.org.uk/COVID-19webinars

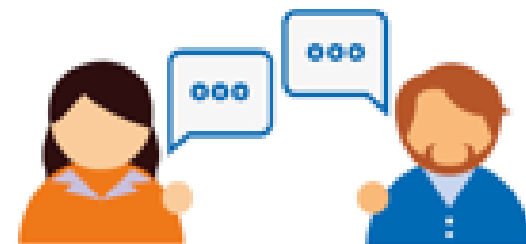
Membership organisation for registered managers

Join our growing community for £35 for 12 months

- Copy of 'Social care manager's' handbook
- Monthly member' newsletter
- Membership certificate and logo to help you publicise your membership
- Discounts on the Skills for Care bookshop
- Mentoring and facilitated peer-support group opportunities

Find out more at:

www.skillsforcare.org.uk/membership

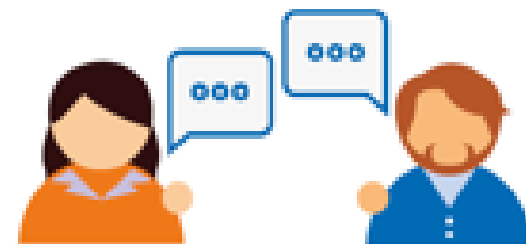


Registered manager membership: mentoring

Opportunities to be mentored: exclusive to members

- Registered manager members of Skills for Care can request support from a mentor.
- We're supporting this to continue virtually during the pandemic.
- Being mentored can help promote confidence in decision making and help you develop a greater self-awareness.
- To request support from a mentor, contact:

membership@skillsforcare.org.uk



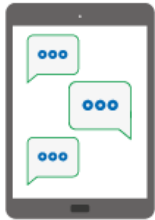
A guide to WhatsApp

We understand that organisations are evolving with new ways of working. This may be the first time you and/or your organisation has started to use WhatsApp to communicate and share information.



What Is WhatsApp?

WhatsApp is a messaging application (or app) which allows you to:



send information via text and voice messages



make voice and video calls



share images/documents, user locations, and other media

Find out more at www.skillsforcare.org.uk/whatsapp-guide



Skills for Care registered manager members

Private group · 2.6K members

Join Group



www.facebook.com/groups/registeredmanager/

Essential Training

The three packages of fully funded learning

- **Rapid induction programme:** Unlimited new workers will receive training in 8 topics and the main knowledge elements of the care certificate
- **Refresher training:** Access to 8 topic areas - assisting & moving people; basic life support; fire safety; food safety; health & safety awareness; infection prevention & control; medication management & safeguarding
- **Volunteer programme:** Introduction to adult social care

The training is delivered by select endorsed training providers.

www.skillsforcare.org.uk/essentialtraining

Verification of Expected Death with remote clinical support

Skills for Care, commissioned by NHS England and NHS Improvement, have developed the following to support registered managers understand what they need to know, plan and prepare for VOED in COVID-19 emergency times:

- guidance
- infographic
- pocket cards
- short video



www.skillsforcare.org.uk/endoflifecare

Traineeships – new government funding available



To encourage young people into the workforce

- A traineeship is a skills development programme that includes a work placement aimed at 16-24 year olds.
- Recent government consultation shows high levels of retention can be gained through these traineeships with 75% of trainees started in further learning, employment or an apprenticeship within 12 months.
- New or expanding employers can claim incentive payments of £1,000 for up to 10 learners to help with employer costs (such as administration, equipment and set up costs).

Learn more about the funding:

www.gov.uk/guidance/traineeship-information-for-employers

New support available for employers to hire apprentices

As part of the Government's response to the COVID-19 pandemic and the impact this has had on employment and skills, new payments have been introduced for employers in England for each new apprentice they hire between 1 August 2020 and 31 January 2021.

This includes:

- £2,000 for each new apprentice aged under 25
- £1,500 for each new apprentice aged 25 and over.

These payments are in addition to the existing £1,000 employers receive to support 16-18 year old apprentices and those under 25 with an Education, Health and Care Plan. This is only for new employees.

For more information visit:

www.skillsforcare.org.uk/apprenticeships

Kickstart

Government funding to support placements for young people

What is it?

Government funding to support placements for 16-24 year olds.

What can be claimed?

- 100% of the relevant National Minimum Wage for 25 hours a week
- associated employer National Insurance contributions
- employer minimum automatic enrolment contributions
- £1,500 per job placement available for setup costs, support and training.

To find out more visit www.gov.uk/kickstart



Thank you

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