**Training and Support for**

**Registered Care Managers**

**in Humber, Coast and Vale**



**OUR AMBITION**

We aim to support the retention of Registered Managers working in Care across Humber, Coast and Vale, and support the development of deputy and aspiring managers.

It is currently difficult to recruit and retain Registered Managers in our region and we know that some managers can feel isolated. We will create opportunities for managers to develop, learn and network in a supportive environment.

**OUR WORK SO FAR………………..**

We have developed a series of seminars for Registered Managers in Hull and East Riding. The seminars are designed to provide wider learning to complement already established training and development networks. They also encourage networking between managers to help develop a peer support network of colleagues.

**Seminars delivered**

* + Leadership
	+ Resiliance
	+ Being your best self

Personal Development

* + Managing employees mental health

Team Development

* + Developing a positive culture
	+ Having difficult conversations effectively

Service Development

**Future Seminars**

Proposed further seminars based on feedback from previous events:

**Effective recruitment & retention**

**Mentoring & coaching staff**

**CQC key lines of enquiry**

**Creating a Positive Culture**

**Managing employee’s mental health**

**Values based recruitment**

More details will be available on our [website](https://humbercoastandvale.org.uk/how/workforce/humber-coast-vale-excellence-centre/) in due course.

**MAKING A DIFFERENCE**

**Tony Riding, Director of Services, New Foundations Care Limited, attended a recent seminar. He explains how he’s putting into practice what he learnt at the event.**

**What did you find useful about the seminar?**

*“There was a fantastic talk on resilience and how you can put that into practice in the workplace. It’s made me think about how I can become more resilient and how I can help my staff with this too. I was so interested in the topic I got in touch with the speaker after the event to get further help and advice”.*

**Why do you think events like this are so important?**

*“It’s a great opportunity to speak to other people in similar roles and share good practice and knowledge. For example, you might be struggling with an issue at your workplace and you can get advice and support from people who know the sector and the challenges you face”.*

**How are you using the knowledge you’ve gained from the seminar?**

*“Through the seminars I can develop my role and put into practice the things that I’ve learnt. For example, incorporating messages about resilience in our staff induction and training. Ultimately, I want to be able to support my staff to offer the best possible care to our residents”.*

**Paul Lyon, Registered Manager at the Beeches Care Home, Driffield, attended one of the seminars with a colleague. He found the seminar ‘empowering’ and ‘refreshing’ and has already signed up to the next event.**

**What did you find the most valuable about the seminar?**

*“So many courses are directed at supporting the service users and our employees. In the 13 years that I’ve been with our organisation, this is the first 'cost-free' course I have attended that shifted the focus to ourselves, as managers. I found that really refreshing, and above all, empowering”.*

**How did the seminar benefit you in your role?**

*“I came away from the seminar with positive affirmations, that have enhanced my focus on self-care, and striving to be the best version of myself. This, in turn, has enabled me to support my team better, and manage my time and emotions better”.*

**Would you recommend these seminars to other registered managers?**

*“Yes, I would definitely recommend the seminars to other managers. I’ve already signed up to the next event and will continue to look out for these events, and hopefully broaden my social network with other managers and organisations”.*

**FEEDBACK**

**Kim Cullumbine, Managing Director, Holly Lodge Residential Home (Bridlington) Ltd**

*“These seminars are important because it gives everyone a chance to discuss what they are dealing with in their care homes and what challenges they are facing. When you are in a management role you can feel like you’re the only one going through it. I* *feel that as managers we have a very demanding role and an important duty of care, and we need to chat more about this.”*

**Paul Lyon, Registered Manager, The Beeches Care Home**

*“I have thoroughly enjoyed participation in all training seminars/webinars (this is my 4th in total, 2nd webinar) put on by yourself and your team. Some of the most engaging and educational sessions I have been able to access”.*

**CONTACT US**

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