

# People management and leadership in social care

Iris Steen

Director of Communications

social care  
institute for excellence



# Outline

- Existing products
- Benefits to you
- Coming soon
- Further information
- Discussion and audit

# People management

- Good people management leads to:
  - better performance
  - improved well-being of staff
  - reduced staff turnover
  - **better outcomes for service users**

# The big issues



# SCIE's role

- Identify and share best practice
- Products:
  - People management website
  - People management network
  - Leading practice development programme
  - Learning organisations: self-assessment
  - Social care leadership

# People management website

[www.scie-peoplemanagement.org.uk](http://www.scie-peoplemanagement.org.uk)

- One stop shop
- Audit tool
- Directory of resources
  
- Practical and easy to use
- Interactive
- NOT just HR

social care  
institute for excellence



# Website content

- Business strategy and planning
- Workforce planning
- Recruitment and retention
- Selection and interviewing
- Employment contract
- Employment policies
- Induction

# Website content

- Administration and records
- Performance management
- Workforce development
- Employee relations
- Health and safety
- Ending employment



# People management audit

Audit



Score and assessment



Directed to resources



Register, save audits,  
review progress

# Self-assessment

Below  
statutory  
minimum

Statutory  
minimum

Developing  
good practice

Continuous  
improvement



**RED**

**YELLOW**

**GREEN**

# People Management website

better management for better practice

social care  
institute for excellence



[contact us](#) | [site map](#) | [help](#)

search

English  
Cymraeg

[home](#)

[audits](#)

[resource directory](#)

[contact us](#)

## Workforce development

Audit > Workforce development

Please select your answers to the questions below. Questions marked with an asterisk (\*) and highlighted must be answered before you can move on to the next page. Click on 'clear' at the bottom of the page to clear your selections and start the page again.

You are on page 1 of 3

### Legal requirements

1. The Care Standards Act 2000 and associated regulations set out minimum qualification standards and training requirements which vary between service areas.

Are you aware of the minimum legal requirements for qualifications and training for your organisation? \* [\(more information\)](#)

- No, I haven't checked what they are
- Yes, I know roughly what they are
- Yes, we have checked the relevant National Minimum Standards and know the deadlines by which we must have this addressed

2. Which of the following have you taken steps to address? Tick all that apply.

### Member login:

Username

Password

[I forgot my password](#)

# Benefits to you

- Identify areas for improvement
- Resource of best practice
- Monitor progress
- Assist with inspection
- Lever for negotiations
- Your online HR department

# People Management Network

- Online community to support and promote exchange of good practice
- Over 450 organisational members
- Free events, newsletter
- Adding user forum
- Join online at

[www.scie-peoplemanagement.org.uk](http://www.scie-peoplemanagement.org.uk)

social care  
institute for excellence



# Leading practice development programme



- Inhouse training
- First line managers
- Leader and practitioner
- 12 x 3.5 hour sessions
- Discussions, notes, exercises, reading lists
- CD and online


social care  
institute for excellence



# leading practice

quit 


a development programme for first-line managers

 Facilitator's preparation guide

 Participant's handbook

 Facilitator's handbook

 View PowerPoint presentations

 View OHP printable menu

social care  
institute for excellence



# Programme sessions

1. Introduction to the programme
2. Working as a group
3. Systems thinking
4. Learning in the team
5. Team tasks and skills
6. Working with distress
7. Stress or distress?
8. Supervision
9. Service user participation
10. Management information
11. Informed decision making
12. Observing practice and further work



# Service user participation

## Focus of the session

This session allows participants to examine both the organisation's policy about involving service users and how first-line managers and their teams demonstrate this in their day-to-day practice.

This session begins to review how the organisation demonstrates its commitment to the principle of service user involvement, both in policy development and in day-to-day practice. The aim of the session is to carry out an audit of service user participation and to assess how this might become more effective.

This session should have service users as part of the group.



## Exercise 1: Reporting back 30 minutes

Use this time to introduce yourselves to the service users you have invited to the session and for them to introduce themselves.



## Exercise 2: Presentation 30 minutes

Turn to the supportive material for Session 9. This summarises some points about service user involvement and what service users say they want from social care.



## Exercise 3: Discussion 30 minutes

# Benefits

- Flexible – can be built in to inhouse training
- Build skills and knowledge
- Maximise potential of teams
- Review current tasks and use of resources
- Use it as a lever for change

# Learning organisations: self-assessment resource pack

HUMAN RESOURCE DEVELOPMENT

## learning organisations

a self-assessment resource pack



- What is a learning organisation?
- Inform decision making
- Develop a learning culture
- Resource for everyone

# Learning organisations

Learning organisations

1

## the informed frontline worker

### Special responsibilities of frontline staff

This card is for all frontline staff who have direct responsibility for managing or delivering a social care service. All staff in a learning organisation need to address the responsibilities that are outlined in the 'key characteristics' (yellow) cards and the 'knowledge about learning organisations' (dark blue) cards. However, there are specific responsibilities for frontline staff, which include:

- Being clear about their organisation's principles and policies and being able to communicate these clearly to service users and carers.
- Being clear who are the primary service users.
- Understanding one's own role and that of the organisation and being able to communicate this to others.
- Recognising that one belongs to a team and organisation and being prepared to contribute to both.
- Ensuring that core social work values, particularly respect, are adhered to by everybody at all times. Those with responsibility for reception and answering phones are in a key position and may need support and training.
- Having a clear understanding of accountability and communicating this to all stakeholders, particularly service users and carers.
- Receiving feedback from service users and carers and ensuring that their views are passed on to management. This involves advocating for service users when appropriate. Use the 'informed service user and carer' (purple) card in this pack to act as a checklist to the kind of information that service users and carers say they need in order to take part in informed decision-making.

social care  
institute for excellence



- Series of cards
- Stimulate discussion
- Part of development programme

social care  
institute for excellence



# Social care leadership

- Social care futures programme:
  - For public sector senior and middle managers from Black and minority ethnic backgrounds
- Social care leadership development programme:
  - Strategic leaders in social care
  - 3 modules over 9 months

# Coming soon

- People management study day – 13 June, Birmingham – focus on audit tool
- Contact [edward.holloway@scie.org.uk](mailto:edward.holloway@scie.org.uk) or visit [www.scie.org.uk](http://www.scie.org.uk)

# And finally....

- Register for email updates [www.scie.org.uk](http://www.scie.org.uk)
- Register for people management network
- Attend study day
- Try products and give us feedback
- Suggest documents for resources directory
- Score most useful documents
- Invite us to visit you

# People management website

<http://www.scie-peoplemanagement.org.uk/public/auditIndex.php>

social care  
institute for excellence





social care  
institute for excellence

