

Registered Manager & Responsible Individual Compliance, Governance and Business Development

10% card payments discount*
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Friday 24th May 2024

Virtual Masterclass



Facilitated by:

Mr Tim Dallinger *Ex-care Provider, Trainer, Consultant, Conference Speaker, Author*
Social Care Consultants Ltd

Ms Tracey McGee *Healthcare & Social Care Advisor / Consultant*
Quality Care Consultant Services Ltd

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COURSE OUTLINE

How to successfully manage service compliance to Care Quality Commission regulations and, grow your services new business opportunities.

Develop your skills and knowledge around the implementation of systems and processes which demonstrates sustainable change and service development and support business growth.

This course will support responsible individuals to understand how to effectively manage and, develop a service with key performance indicators demonstrating compliance to The Care Quality Commissions new single assessment framework and, Local Authority contract Quality Monitoring teams.

Services are struggling in the current climate with changes to the way the regulator is now assessing, inspecting, and monitoring services. Additionally, Local authority contract tendering systems and processes requiring a high level of understanding of local demographics, resources, and outcome-based service provision.

The National Recruitment crisis sees services fishing from the same 'pool' creating a culture of competition for staff and new business. Services are struggling to balance staff and customer ratio's seeing many services with voids, or reduced weekly service hours which in turn, not only affects turnover and business development but threatens to impact on vital service compliance.

Recent trends have seen service embargo's in place with local authorities removing clients or removing services from frameworks. There has been a rise in the number of services with warning notices, Notice of Proposal or Decisions issues by the Care Quality Commission.

This course will support delegates to understand the skills needed to effectively manage a service providing effective service leadership. How to attract new staff, retain existing staff, develop a service culture with a shared values and vision. How to develop and manage new business working in collaboration with your local demographics and stakeholders.

WHO SHOULD ATTEND

This masterclass will enable you to:

- Identify the skills, knowledge and experience required to successfully manage a service
- Demonstrate effective compliance and governance within the service aligned to the Single Assessment Framework and quality statements
- Identify the values which underpin your service and how you can develop a shared vision and strategy to embed the values into practice
- Describe a positive service culture, why is it so important and how can managers develop and maintain and change culture.
- Identify your service KPI's and how service managers can gather, monitor, and evaluate data to demonstrate performance and, effective governance.
- Describe how to demonstrate safe and effective recruitment, onboarding, training, supporting, and developing new staff whilst retaining experienced existing staff.
- Develop a marketing strategy and safely balance new business and staffing.

PROG RAMME

9.30am	REGISTRATION
9.45am	Introduction to the day
9.50am	Knowledge, skills and experience needed to manage a service
10.20am	Effective compliance and governance
11.00am	Comfort Break
11.15am	Values, shared vision and strategy
11.45am	Positive service culture
12.15pm	Open forum based on morning session content
12.30pm	Lunch Break
1.15pm	Service KPI's and using data
2.00pm	Safe recruitment and retention
2.30pm	Developing a marketing strategy
3.00pm	Open Forum, Signposting to Resources and Moving Forward
3.30pm	CLOSE OF DAY

FACILIATORS

Tim Dallinger has worked in the social care sector for 35 years as a; social care worker, Registered Manager and Responsible Individual. For the last 15 years Tim has been a trainer and consultant for the social care sector. Tim has written many articles for care sector. Tim delivers training courses for local authorities and the private sector on a wide range of health and social care subjects. Tim also supports care services to; improve, become outstanding and deal with regulatory enforcement action. Tim chairs and presents at conferences and workshops and has an engaging, real world practical approach to the issues that face the care sector today.

Tracey McGee has worked in health and social care for over 20 years. She began her career within Occupational Therapy in acute front door services such as A & E, admission avoidance and emergency assessment units. Tracey has worked with some of the UK's leading providers as a specialist adviser in healthcare, social care. Tracey provides independent support and advice supporting services on compliance and governance to regulations, turn around services, working alongside nationally recognised legal teams on enforcement actions and notice of proposals and decisions to terminate registrations. Tracey has a degree in health including law, ethics. Tracey has a BA (Hons) degree in Leadership and management in which her dissertation had the subject focus of team working with the psychological principles underpinning team working.

Tracey is also a mentor and coach volunteer using any free time she has to work with The Princes Trust. Tracey works on varies programmes including, coaching young people and over 25's returning to work, to develop confidence and self-awareness skills to be ready for the workplace.

Tracey has a diverse and unique set of skills which enables her to deliver a wide range of services aligned to the evolving CQC assessment framework including 'mock inspections, action planning, bespoke training programmes, strategy evaluation and planning and writing, policy, and tendering support.

Tracey's work has been described as 'forensic' leaving 'no stone unturned' when quality assuring services. Tracey's passion is to support providers to develop robust pathways of evidence with systems and processes, self-assessments, and quality assuring services with feedback from those using services.

Tracey continues works with services following the implementation of new systems and processes providing continued monitoring and embedding support with a reflective action approach ensuring sustainability. Tracey's achievements have seen inadequate services moving to good when inspected by the Care Quality Commission and the Local Authority Quality Monitoring Officers. Tracey has successfully guided services with legal teams who are at the point of a tribunal supporting teams to compile evidence bundles. Appeals have been 'upheld 'by the Care Quality Commission following final progress focussed inspections and, tribunal proceedings ceasing. The commission have recommended providers to continue to work with Quality Care Consultant Services as part of proceedings.

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Date

Friday 24th May 2024

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