

Registered manager networks - Benefits of attending



Name: Anita Sharma



Job title: Domiciliary Care Manager

Anita attends the Coventry network. Her service provides home care, as well as care through supported living, for people in the West Midlands across a range of specialisations.

Here she reflects on her experience, and why 'getting more clients' is never the primary purpose of networking.

Anita, tell us a bit about yourself...

I came into care from the commercial sector. Very much a businesswoman first, but now with the care experience as well, to be sure we're running a business that's focused on delivering what people really need. I was a care worker myself at the height of COVID in 2020.

What was your perception of networking, before your current role?

I had little or no experience with networking as a business skill before I became a registered manager, although I thought it was probably quite a positive thing. I'm a natural talker and I like meeting people. I'm not shy.

When I started using networks more recently, I thought everybody was very friendly. There was lots of information coming from organisations similar to ours, which is very positive. People from different backgrounds, too. From care homes, and from a range of registered managers who've all had different experiences.

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What part of attending the registered manager networks do you enjoy most?

The networks do afford a sense of community. When you're a registered manager, you're so busy running your own team that it can be difficult especially if you're supervising the care and the training of staff. The managers' network will really open your eyes to all of the benefits of being in a group. If you're a new provider, it's very good because everybody has already been through what you're experiencing. You can pick up ideas and get information from them.

There've been some great events with special speakers, I've enjoyed those. We met the director of a care home, representatives from the CQC, other registered managers, and even some commissioners. Members of our council, too. That's been really positive. One of the great benefits is meeting organisations that are offering free funding to care providers - free training that we simply wouldn't have heard about, if we hadn't been along to the meetings. I've also been in touch with marketing organisations, and that's actually worked really well.

I share the information I learn with the rest of my office team. If there's anything I feel our care staff need to know, like mandatory training or free training, then I make sure they know. We run a WhatsApp group for that. But I also include things like weather warnings, and guidance and advice from other places too.

How will you be getting more from the registered manager networks yourself?

To be honest, I'm looking to improve my business. I want to have a great organisation that people are talking about in a positive way, and I want to make a contribution to that experience.

What's the top tip you'd give someone who isn't sure about attending their local registered manager network?

If someone's not sure about the networks, I would say just go along. Make a list of all the different things you learn from it. If nothing else, I'm confident you'll have come away from the event having met at least one person who's in a similar situation.

Local networks for registered managers and deputy managers

Find out more at www.skillsforcare.org.uk/networks

Our networks are a place for managers to come together with other managers in their local area.

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