

Registered manager networks - Benefits of attending



Name: Hannah McCaffery



Job title: Residential Care Manager

Hannah attends the West Lancashire network. Her residential service works with people living with mental ill health, to help them recognise when they are becoming unwell and take preventative measures to avoid relapse.

Here she shares her experience of joining the registered manager networks.

Hannah, tell us a bit about yourself...

I'm quite young, compared to a lot of other registered managers. The organisation I'm working with is quite different, too. We're looking after adults who wouldn't necessarily fit the criteria for a traditional care home - helping them to spot the signs they need to find more support.

And how did you hear about the registered manager networks?

I was introduced to the networks through our locality manager. He'd given me some insight about Skills for Care and what they offer; he'd also introduced me to the team at the King's Fund, and I was able to take part in a podcast with them. I'm very keen on making good use of opportunities that help me and my team improve, in any way.

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Do you see the value of registered manager network meetings?

Oh yes, you see this is quite a lonely job. Being able to connect with other people, even informally, and talk about anything that's on your mind - that's empowering. We're a different kind of care home, but when you put your minds together and work through problems together, it makes you feel like you've got a voice and a platform to speak about your concerns or contribute ideas to the table.

The health and social care sector in itself is challenging, but in a management role - especially with the responsibilities of CQC - it's your name on the door. That adds pressure to the role, it can be quite a lonely job when you've got to make decisions that people might not necessarily agree with. It's comforting to be in a position to share what's on your mind.

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

Well, it feels like the networks are a real catalyst for change. I know there are some excellent speakers too. Someone from the local community team came along to the meeting I was at, and while that doesn't necessarily fit into our model, it's good to have an awareness of what's around. The networks are definitely a very safe space, too. Nine times out of ten, I think there's someone on the opposite side of the room who's in the same position as you. They may or may not agree with you, but when you put your heads together, you can work your way through whatever's worrying you.

Would you encourage other people to join a registered manager network?

Yes, definitely. It's so empowering, and that's good because you can feel lost sometimes in this role. Am I doing the right things? Making the right decisions? I'd say, just give it a go - it's very helpful to be in a situation where you can share things in confidence. Not just negative things, but anything you'd value talking through with other people who've had similar experiences. The deputy manager meetings are great as well - I have encouraged my deputy manager to attend.

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Local networks for registered managers and deputy managers

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

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

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