

“we help care
businesses
deliver better
services”

leadership & management development products
to help social care make the transformation to
personalised services (2008)



Transformed & personalised services

Adult social care has always been changing, but changes that are just starting to take hold now, in 2008, are going to be more far-reaching than ever before. All social care organisations are going to need to develop strong leadership and management to be successful at the coming 'transformation' to 'personalisation'.

The government's *Putting People First* policy, countersigned by Skills for Care and the bodies representing public, private and voluntary sector care providers, describes the changes:

“Over time, people who use social care services, and their families, will increasingly shape and commission their own services.”

“This will not require structural changes, but organisations coming together to re-design local systems around the needs of citizens.”

The purpose of this reform – which includes personal budgets and direct payments – is to ensure that people have choice and control over the support they need to live the lives they want. So, the workforce will have to be able to deliver personalised services in all circumstances and all types of settings.

These initiatives are building on existing good practice and are re-affirming the need to put people who use services, or who are carers, at the heart of service planning and delivery.

This leaflet is about products available from Skills for Care to help adult social care organisations develop their leaders and managers to deliver this transformation of social care.

Manager Induction Standards

Skills for Care has launched the Adult Social Care Manager Induction Standards to make sure new managers hit the ground running as they take up their new posts.

The Adult Social Care Manager Induction Standards are aimed at novice or experienced managers who are new in post in all adult social care settings, regardless of type or size or whether they are in the public or independent sector.

The standards are also designed to be used by people who use services who manage their own directly employed staff, such as personal assistants, and by aspiring managers.

All social care agencies need their leaders and managers to be competent and confident and able to ensure high quality for those who use their services. High quality induction of new managers is therefore essential. The standards set out clearly for the first time what a new manager needs to know, understand and be able to do.

The basic web edition is free at www.skillsforcare.org.uk, just search on [manager induction standards](#).

For fuller information, Skills for Care has published:

The New Manager's Guide – a workbook with guidance on the new standards for each new manager (40pp A4 softback, £17)

The New Manager's Manager – guidance for those managing or mentoring new managers (36pp A4 softback, £17).

Order these from www.skillsforcarepublications.org.uk

Introductory offer, for the rest of 2008: Buy six copies of *The New Manager's Guide* and get one copy of *The New Manager's Manager* absolutely free!

Leadership & Management Development in Social Care Small and Medium-sized Enterprises (SMEs)

Meeting social care's changing expectations is much more demanding in SMEs than in larger organisations. So Skills for Care has published a guide specifically for SMEs.

It gives a checklist of what smaller social care organisations need to do to prepare their staff for the challenges and changes of personalisation. And it makes the business case for doing so.

This includes having clear policies on supervision, continuing professional development planning for all leaders and managers (integrated into performance and review arrangements), effective induction arrangements for new managers, and a strong lead and personal example from owners and senior managers.

The SME guide is available in two editions:

- a two-page summary free at www.skillsforcare.org.uk
- a 12-page printed booklet available for £5 from www.skillsforcarepublications.org.uk

Other leadership & management products

- A statement of what leaders and managers in adult social care do (revised 2008)
- *Providing Effective Supervision* (July 2007) *
- *A Guide to the Evaluation of Leadership and Management Development* (second edition, 2006)
- Employer's guide to CPD for the social care workforce (2006) *

Find all these at our website (* print editions also for sale).

Skills for Care
Albion Court
5 Albion Place
Leeds
LS1 6JL

telephone 0113 245 1716

fax 0113 243 6417

email info@skillsforcare.org.uk

web www.skillsforcare.org.uk