

# Leadership and Management Workshop



**Thursday 11th October 2012**  
Birmingham—Venue to be confirmed

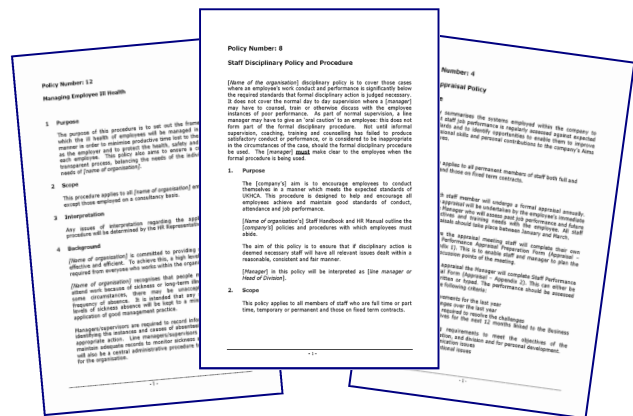
**Workshop presenter: Sarah King**

Much has changed since Skills for Care first published their Leadership and Management strategy for the social care workforce in 2004. Today, leadership and management is still high on the agenda with the Care Quality Commission (CQC) adopting its principles. If organisations are to deliver quality services and positive outcomes for those who use domiciliary care services, effective leadership and management skills remain crucial.

This workshop will help differentiate between the different levels of leadership and what their responsibilities are. It will also tackle some of the most challenging issues that face managers in the domiciliary care sector today like managing change, effective delegation and team working. This interactive workshop will also look at current policy topics which will form a basis of discussion as to what policy changes may mean for the future. Well known leadership modules from renowned academics will be used to support the practical way of leading and

managing people and businesses in the sector.

UKHCA regularly produces articles for its Homecarer magazine and has written many human resource publications for the website as a resource to members.



A selection of relevant policies will be made available at this workshop.

## Workshop price

UKHCA Members £102.00 (Inc. VAT): Non-members £192.00 (Inc. VAT)

In addition to our range of services, UKHCA's member organisations enjoy substantial discounts on conference fees and publications. For more information visit: [www.ukhca.co.uk/joining.aspx](http://www.ukhca.co.uk/joining.aspx).

## **Aims of the workshop**

To gain a better understanding of how to lead and manage staff and business within the domiciliary care sector.

To examine some leadership and management theories and how to link them into practical day to day administration.

## **Objectives**

To identify certain principles that aid effective leadership and management and understand how these can be translated to domiciliary care businesses in line with Care Quality Commission and Skills for Care guidelines.

## **Learning outcomes**

Delegates will be able to use leadership and management principles and techniques that are relevant to their organisation, to streamline procedures and processes and help achieve sound outcomes.

## **Workshop programme**

09:00      **Registration and refreshments**

09.45      The morning session will cover:

### **Leadership**

- What is leadership?
- Effective leadership development
- Differences between leadership and management
- Levels of leaders – frontline, operational, strategic

### **Change management**

- Building leadership capacity for change
- Making change happen
- Change management

**Refreshments will be served during the morning session**

13:00      **Lunch—a valuable opportunity to network**

14.00      The afternoon session will cover:

### **Team working**

- HR for frontline managers
- Developing and supporting frontline managers
- Managing people and knowledge
- Delegation

**Refreshments will be served during the afternoon session**

16:00      **Close of workshop**

*The programme may be subject to change without notification*

## **Who should attend?**

This workshop is designed for all those responsible for setting direction and strategy and its dissemination into operation for the whole organisation (senior managers, line managers and proprietors).

# Workshop Booking Form

Workshop title: **Leadership and Management Workshop**

Workshop date **Thursday 11th October 2012**

Conference or workshop location: **Birmingham**

Delegate 1:

Delegate 2:

Your organisation's name:

Address:

Telephone:

E-mail: (Please write one letter in each space)																

Would you be prepared to share your e-mail address with other delegates at this workshop?  
 Yes No (Please tick)

UKHCA membership number, if applicable:  
 (Essential to claim UKHCA membership rate)

Details of any special requirements including dietary needs:

Where did you hear about this workshop?

## Terms and conditions:

1. Full details of venues and maps will be sent with confirmation of your place.
2. Substitute delegates are acceptable at any time and notification of substitution should be faxed to 020 8288 5290.
3. Cancellations **must** be sent in writing and will incur an administration fee of 20% + VAT. Cancellations can only be accepted at least **seven calendar days** before the event.
4. In the event of cancellation of the event by the organisers, liability will be restricted to the refund of fees paid.
5. Any overnight accommodation is the responsibility of the delegate.
6. Attendance at our events may entitle delegates to an extensive range of teaching materials that remain the intellectual property of UKHCA. By completing this form you agree to any course materials being used solely by

the organisation named above. Course materials may not be photocopied or reproduced in any other format without prior written permission of UKHCA.

To secure your place we must receive a completed booking form with payment. Cheques should be made payable to UKHCA or to pay by credit card please phone 020 8661 8182.

Return this booking form to:  
**Jane Taylor-Medhurst**  
**UKHCA, Group House, 52 Sutton Court Road, Sutton, SM1 4SL.**  
**Telephone:** 020 8661 8182  
**E-mail:** conferences@ukhca.co.uk

A VAT invoice will be sent by return.

Company Registration Number 3083104  
 Registered in England

## UKHCA Resource Packs

Below are some of the training resources available from UKHCA. To view further resources please go to [www.ukhca.co.uk/productlist.aspx](http://www.ukhca.co.uk/productlist.aspx).

### Caring for People with Dementia: A Training Guide for Domiciliary Care Workers

This training guide has been written using the principles within the Skills for Care Knowledge Set for dementia. The training guide contains information about the different types of dementia and how people with dementia can be supported at home. The training guide can be used as a management resource, as a self-directed learning tool or as a framework for an in-house training course.

Included in the pack is a training guide, a PowerPoint presentation, exercises, competency tests and some aide memoirs designed for care workers to take home as a reference.

A4 File 138pp. £25.00 (UKHCA members) £50.00 (non-members)



### Infection Control Train the Trainer Programme

This training programme has been written specifically for domiciliary care staff, using the principles within the Skills for Care Knowledge Set for infection control. The programme is designed to help organisations raise awareness of the causes of infection, how it spreads and what can be done to prevent or reduce infection. The training guide has been designed to help you run your own in-house infection control training programme.

Included in the pack is a training guide, a PowerPoint presentation, exercises and a list of resources.

A4 File 80pp. £25.00 (UKHCA members) £50.00 (non-members)



### Food Hygiene Train the Trainer Programme

This training programme has been written specifically for domiciliary care staff, using the food hygiene principles within the Skills for Care Knowledge Set for nutrition and well-being. The pack allows staff to be trained in-house in good hygiene techniques during food preparation, storage and cooking.

Included in the pack is a training guide, a PowerPoint presentation, exercises, a set of basic food hygiene test papers and a list of resources.

A4 File 147pp. £25.00 (UKHCA members) £50.00 (non-members)



### Nutrition Resource Guide and Training Programme

This resource pack and training programme has been written specifically for domiciliary care staff, using the principles within the Skills for Care Knowledge Set for nutrition and well-being. The pack allows staff to be trained in-house in the principles of nutrition, menu planning and food preparation.

Included in the pack is resource guide, a training programme, exercises and hand-outs.

A4 File 168pp. £25.00 (UKHCA members) £50.00 (non-members)

