

Registered Care Manager

Scope of Work appropriate to Post:

Our core purpose is to provide high quality, safe, effective, compassionate, competitive and person centred residential and day time support for older people and domiciliary services in the community across Lancashire. We pride ourselves in championing the My Home Life philosophy, which is about celebrating good quality of life for older people by creating a positive, empowering and a relationship focused atmosphere. We are striving to be the first choice provider of care services in Lancashire.

We specialise in providing services, which embrace the five key areas of:

- Person centred approaches and well-being of older people
- Best practice in dementia specialism
- A reabbling ethos to maximise older people's independence
- Creating a community including links with the wider community and local neighbourhoods
- End of life care to ensure older people have a good death

We champion the philosophy of MyHomeLife which is about celebrating good quality of life for older people, it aims to create a positive culture, based on a relationship-centred approach. It recognises that staff need to engage at an emotional level with their customers and that managers need to support them in this.

The principles focus on the following key areas:

- Maintaining people's identity
- Sharing decision making
- Managing transitions
- Improving health and healthcare
- Supporting good end of life
- Keeping the workforce fit for purpose
- Promoting a positive culture and leadership

The post holder will be subject to registration with the Care Quality Commission and is the person appointed by Lancashire County Council to manage the regulated activity on their behalf, as determined in Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 7.

The Registered Care Manager is a key role and is bound not only by LCC policy and procedures but also in particular the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. The Registered Care Manager may be subject to all regulatory compliance refer to CQC guidance as below:

<http://www.cqc.org.uk/guidance-providers/regulations-enforcement/offences-health-social-care-act-2008-regulated-activities>

Accountabilities/Responsibilities:

Principal Responsibilities:

- To develop and maintain a warm, caring environment geared to meeting individual needs and providing the opportunity for maximum independence, having regard to the rights of individuals to privacy, freedom of choice and opportunity for personal expression. To be able to communicate / have excellent interpersonal skills, taking into account the sensitive and challenging situations when dealing with families and residents in, for example, end of life care conversations, safe guarding and deprivation of liberty.
- To lead, direct, supervise and support staff working within the Home in providing a network of services, which can respond flexibly to the needs of the residents as individuals. This may include a service for frail older people, people living well with dementia, people following a community discharge pathway enabling them to return home and people being supported at the end of their lives.
- Ensure the emotional, spiritual, physical, medical and material needs of the resident are recognised, assessed and met. This will involve ensuring there are regular planned reviews, assessments and formulation of support plans for all users of the services in liaison with other professional workers, if appropriate. To promote relationships which enable each resident to participate in social activities within the Home and in the life of the local community to the maximum of their ability as well as opportunities for residents to provide ideas and feedback on the service provided.
- To take responsibility for the health and safety of residents and to ensure effective and person centred risk assessments are in place and within their support plans.
- To oversee all staffing requirements and be responsible for the recruitment of suitable employees for the team working in the home. Ensure effective inductions and that the training needs for all the team are identified and met. To carry out regular supervisions, assessments, lead team meetings, ensuring the Care Home is a friendly and supportive caring environment. To ensure all CQC requirements with regards to staff are in place.
- Responsible for organisation of staff including arranging staff rotas, ensuring adequate numbers of staff are employed and all shifts are covered, managing staff holidays and sickness levels. To implement all LCC staffing processes in full.
- Responsibility for management of the Home in an efficient and cost effective manner within available resources and controlled budgets, ensuring that

budgetary control of the Home is maintained in accordance with LCC financial guidelines and with support of the homes senior manager.

- To maintain all legal and statutory records and display records concerning the home; insurance certificates, registration documents.
- Responsibility for investigating any complaints, compile reports and take any appropriate action if required. Liaise and co-operate with CQC inspectors and inspections and maintaining regulatory compliance in all areas.
- To maintain and review records relating to residents, ensuring that they (or their representatives) are aware of their rights, have a copy of appropriate documents (i.e. support plans, risk assessments, contracts) and are aware of the complaints policy and procedure.
- To deal with all prospective/potential residents for the home including; providing relevant information and guided tours, assessing prospective/new residents and informing of appropriate fees. Also to welcome new residents and complete appropriate paperwork. To arrange trial visits and assess whether or not the home is able to meet the needs of any prospective resident.
- To develop good relationships with outside agencies, suppliers and professionals, along with regular liaison with residents, relatives and prospective employees. As well as influencing and motivating skills, being able to work as part of one of the team is vital, leading by example and wherever necessary around the Home.
- To promote good employee relations in the Home, ensuring that LCC's personnel policies and procedures are implemented promptly and effectively.
- To ensure that at all times the physical environment, furniture or fittings within the Home is maintained in accordance with all current legislation and regulatory requirements and the need to maintain a pleasant, homely environment for residents. Ensure that good communication is maintained with LCC property and surveyors in fulfilling this requirement and with assistance of senior managers, if required.
- To ensure that any malfunction of the heating, lighting, nurse call systems, lifts, catering or emergency systems are dealt with promptly and ensure the security of the premises.
- To ensure that the appropriate fee and payment process is fully in place with the purchasing authority, the resident or the resident's family if not in receipt of local authority assistance. To inform residents or their representatives of the charges payable and to ensure that these are collected on a regular basis.

- To ensure that all records required to be kept in the home by the Health and Social Care Act 2008 and any subsequent relevant legislation are maintained accurately, and are up to date. To have these available for inspection by the Care Quality Commission Inspection Officer or anyone appointed by Lancashire County Council to see them.

Other Responsibilities:

- To prepare an annual service plan setting out financial and other plans for the home.
- To develop opportunities for improving the standard of care by encouraging interest and support to the Home by the involvement of relatives, friends and the local community etc.
- To participate in meetings, training and workshops as required by LCC.
- To be an enthusiastic agent of change and demonstrate a flexible, open attitude to new ideas.
- In addition to the duties and responsibilities listed; the job holder is required to perform other duties assigned by a senior manager from time to time.

Additional supporting information – specific to this post:

Actively participate in supervision/appraisal and continuous personal professional development, attending relevant approved training courses identified through these processes and participate in team development.

Key Measurements will be from:

- Feedback from Residents, Relatives and visiting Professionals to the Home.
- Income and expenditure is maintained within LCC Adults Older People's agreed budget.
- Monthly Supervision Meeting with an LCC Senior Manager.
- The home is fully staffed with minimal or no agency use.
- Staff supervision and all mandatory training records are maintained and up to date.
- The Home is fully compliant with CQC and ensures all other statutory and legal obligations are met.
- Occupancy is maintained.
- The Home is warm and welcoming to visitors.
- Results of Home Inspections and Audits (internal and external).

Lancashire County Council

Grade Profile

Grade Profile – Managerial – (Grade 10)

Applies to **all** managerial posts at Grade 10

Purpose
Manages a small team of professional staff or a large team of para-professionals to deliver a focussed service across a small geographical area or across a business stream of a whole service.
Scope of Work
Role holders at this level will require a professional qualification or equivalent to provide direction to their team and to act as a technical reference to deal with complex escalated issues. They will be co-ordinating and integrating the work of their team, including dealing with multiple priorities. They will regularly be making proposals for service planning purposes and will be fully aware of wider implications. At this level they will not always follow established precedent and there will be some freedom in how to achieve end results.
Accountabilities/Responsibilities
<ul style="list-style-type: none">▪ Set work objectives and standards, interpreting functional objectives for the team to ensure goals are met. Monitor the effective performance of staff in delivering against these.▪ Co-ordinate and integrate team activities, resolving both routine and complex issues, to ensure the effective delivery of the service. Within own area may need to look several months ahead to anticipate and respond to changes that will impact on delivery. Contributes to long term service planning.▪ Motivate and coach staff through the identification of training and development needs to equip them to deliver effective and responsive services.▪ Develop an overview of the service area to identify ways to improve operations, performance and efficiency. May include analysis of management and financial information, and helping to scope improvement projects.▪ Manage allocated budgets and other resources (e.g. equipment, buildings) to deliver the agreed results. This would typically be medium to large sized budgets with some complexity/risk which needs to be managed.▪ Make formal proposals on resources, objectives and targets for service planning purposes in specified area to support the delivery of effective and responsive services.
Skills, Knowledge and Experience
<ul style="list-style-type: none">▪ Typically professionally qualified/relevant degree (or equivalent), or substantial vocational experience at a demonstrably professional level▪ Experience of managing budgets of some complexity and risk.▪ Experience of leading, coaching and mentoring to develop others.▪ Skills in resolving complex problems and managing conflicting issues.▪ Good understanding of Service area and service goals, as well as relevant council policies. <p>In addition to the skills knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.</p>

Performance Indicators

- Delivery of specified results e.g. outputs, volumes.
- Achievement of medium term milestones.
- Quality of partner relationships.

**Lancashire County Council
Person Specification (Grade 10 – Managerial)**

Requirements	Essential (E) or Desirable (D)	Identified by Application Form (A) or Interview (I)
Qualifications:		
Qualified professional or equivalent with significant relevant experience or Significant vocational experience, demonstrating development through involvement in a series of progressively more demanding relevant roles	E	A
Experience:		
Experience of managing budgets of some complexity and risk	E	A, I
Experience of leading, coaching and mentoring to develop others	E	A, I
Knowledge and Skills:		
Skills in resolving complex problems and managing conflicting issues	E	A, I
Good understanding of service area and service goals, as well as relevant council policies	E	A, I
Thorough technical knowledge and understanding of the work practices, systems, processes and procedures relevant to the role	E	A, I
Sound analytical and problem solving capability	E	A, I
Able to formally train and mentor other professional staff	E	A, I
Excellent written and verbal communications skills	E	A, I
Other (including special requirements)		
1. Commitment to equality and diversity	E	I
2. Commitment to health and safety	E	I
3. Display the LCC values and behaviours at all times and actively promote them in others	E	I