



**South East Region**

## **Leadership Development Programme for First Line Leaders in Care Homes**

We believe in the vital importance of stable and strong leadership within the care home sector; with the role of first line leaders playing a critical role in the delivery of quality care outcomes and services. To this end we have developed a programme which offers an exciting opportunity for first-line leaders to develop their leadership skills in a supportive and participative environment.

### **Background**

Within Hampshire County Council we offer training to both internal HCC care and nursing homes as well as offering courses to private and voluntary adult social care providers (through our PACT Alliance).

All local authorities and care services have to be far more astute in looking at efficiencies whilst also looking at transforming care delivery, better integrated care, managing relationships and wider partnerships, as well as responding to the person centred quality agenda. We wanted to make sure that front line managers had the necessary skills to respond to this ever changing environment. To this extent we approached the Thames Valley & Wessex Leadership Academy (TVWLA) and together we set up a programme of leadership training. We secured funds from the Better Care Fund (BCF) to enable the whole programme.

### **What they did**

We worked with the leadership team to identify leadership needs, followed on by a number of meetings with Registered Managers and first line leaders to find out what they felt was most needed.

We had intended to look at internal trainers delivering the programme but this wasn't possible hence the opportunity to work with Thames Valley & Wessex Leadership Academy.

### **What they achieved**

We worked in close partnership with TVWLA sharing the development of the programme, the administration of the activity and the coordination. The programme will run for 18 months and we are currently on cohort 5. Initial feedback is very good with very good attendance and low drop out.

The three-day programme consists of facilitated discussions, activities and self-development exploring the challenges and opportunities of delivering high-quality care. Participants work closely with other leaders within a safe and confidential environment, gaining mutual support and sharing of knowledge and experience.

The learning outcomes focus on:

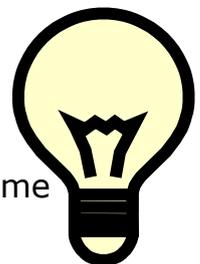
- Increased understanding of their leadership style and their development needs
- Developing skills in getting the best out of their staff and teams
- Exploring different ways of motivating and influencing others
- Developing skills in feedback, addressing poor performance and having challenging conversations

### **Lessons Learnt**

We are still delivering the activity so it is too early to look at lessons learnt.

### **Top Tips**

- ✚ Make sure staff see this as an investment in their Future and their leadership skills
- ✚ Make sure you have the right messages to sell the programme And encourage engagement
- ✚ Meet with Managers to get them on board at the start



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