



6th Kent Registered Manager Conference

10 March 2021



Due to the Covid-19 situation this event is a Webinar

This FREE event is open to all registered managers, deputies, owners, nurses and senior staff, providing an opportunity to keep updated on what is happening within the sector, hear from national and local speakers and attend a choice of virtual workshops.



Attendance at this event provides evidence to support CQC's 'Well-led' and all delegates receive an attendance certificate for CPD purposes

Agenda for the Day

9.00 - 10.45 am (Webinar 1 for all delegates)

- **Welcome & Introduction** Gina Walton Design & Learning Centre Manager
- **KCC Update** - Richard Smith, Corporate Director, Adult Social Care and Health
- **CQC Update** - Jo Wallace Inspection Manager South East
- **Q&A Panel** – including CQC, Skills for Care, KICA, KCC Commissioning, NHS

10.45—11.00 comfort break

11.00– 12.00 Choice of 3 Webinars

- (Webinar 2) Resilience – Leading self and others through uncertain times
- (Webinar 3) Virtual ESTHER Café
- (Webinar 4) The benefits of effective complaint handling - Social care Ombudsman

12.00—13.00 Lunch Break & Optional 30min (webinar 5) Digital Social Care

13.00—14.00 Choice of 3 webinars

- (Webinar 6) Demo of the Kent Care Hub - for all things Infection Control
- (Webinar 7) KCC Safeguarding Team - When does poor quality care become abuse?
- (Webinar 8) Recruitment - Kickstart, Apprenticeships and Nursing associates

14.00—14.15 Comfort Break

14.15—15.15 (Webinar 9 for all delegates) CQC Inspecting during a pandemic

CLOSE

For more information on workshops—see page 2

To book a **FREE** place go to: <https://www.eventbrite.co.uk/e/6th-kent-registered-managers-conference-tickets-140296455475>

Kent Registered Managers Conference - AGENDA

Webinars 1 & 9 are for all delegates

+ log into 1 morning & 1 afternoon webinar of your choice.



<p>Webinar 1 for all delegates 09.00—10.45</p>	<ul style="list-style-type: none"> • Welcome & Introduction • KCC update • Jo Wallace – CQC Update • Q&A Panel
10.45—11.00	Comfort Break
11.00—12.00	3 Morning Webinar choices - Log into webinar 2, 3 or 4
<p>Webinar 2</p>	<p>Resilience – Leading self and others through uncertain times We usually have some grasp of certainty around 1) World Events 2) Work Life 3) Home Life. During the current crisis, work and home have all but blurred and a ‘Triangle of uncertainty’ shrouds all three of these usually predictable areas.</p> <p>Against this hugely difficult backdrop, leadership development and mindset expert Jonathan Bowder shares strategies for steering ourselves and others through this challenging epoch. Expect to exit this workshop with hope, energy and at least three practical tools to provide some ease and perspective for yourself and those that you lead.</p>
<p>Webinar 3</p>	<p>Join us in the virtual ESTHER Café – you will need to supply your own tea, coffee and cake but apart from that it is very similar to being at an actual ESTHER Café! Listen to ESTHER’s story and work in breakout groups to identify what went well in relation to health, care and community services and what could have been better. Generate improvement suggestions, for what matters to ESTHER and learn how to run your own ESTHER cafés. Take away a copy of the ESTHER Café Resource pack, containing support materials and templates for running your own Café. Presented by the DLC</p>
<p>Webinar 4</p>	<p>The benefits of effective complaint handling - The Local Government and Social Care Ombudsman investigates complaints about all adult care services in England. It is uniquely placed to use the learning from its investigations to identify themes and opportunities for improvement within the sector. Alan Park will share how registered managers can channel the learning from their own complaints to improve services, increase customer satisfaction and make better use of resources.</p>
12.00 - 13.00	Lunch Break + Optional 30min webinar (12.15-12.45)
<p>Webinar 5</p>	<p>Digital Social Care – Exploring the digital technology available to social care providers, including iPads, Docobo and Kara. Providing some top hints and tips on linking with health, social care and friends and family.</p>
13.00— 14.00	Afternoon Webinar Choices - Log into webinar 6, 7 or 8
<p>Webinar 6</p>	<p>Demo of the Kent Care HUB Website - The <u>one place</u> to go for everything Infection Control. Managed by KICA & NCA. Presented by KICA</p>
<p>Webinar 7</p>	<p>Safeguarding - When does poor quality become abuse? content will focus on Marsland and Oakes model of the signs of a decaying service to enable service self examination and early identification of signs to take remedial actions and prevent poor quality becoming abuse. By Jay Aylett Safeguarding Adults Service Manager KCC</p>
<p>Webinar 8</p>	<p>Recruitment - benefits of Apprenticeship training for your workforce, opportunities to fund training by sharing the apprenticeship levy and practical advice on apprenticeship training + a managers experience of their own trainee Nursing Associates</p>
14.00—14.15	Comfort Break
<p>Webinar 9 for all delegates 14.14—15.15</p>	<p>Inspecting during a pandemic – Themes and good practice and how CQC are using this to shape the future. CQC’s work during the pandemic and their strategy consultation response. By Jo Wallace, Inspection Manager CQC</p>