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1.1 Introduction

Roles in the health and social care sectors are important for making sure people with different needs receive safe, effective, and person-centred services. This field is all about helping people stay healthy physically, mentally and socially, especially older adults and other vulnerable groups. A registered care home manager for older people has a very important job because they make sure that care services are safe, moral and follow the rules set by the government. This report will first discuss the role's duties and importance, then it will list the most important skills needed for it. It will then look at ways to become better at these skills before ending with a summary of the main points.

2 Registered Care Home Managers for Elderly People in the Health and Social Care Field

2.1 Description of the role of a Registered Care Home Manager in Health and Social Care

A registered care home manager for seniors is very important for making sure that they receive adequate care in their homes. This job is important because it means making sure that older people who may have complicated physical or mental needs are safe, healthy, and treated with respect. Excellent management ensures adherence to legal and regulatory standards, directly impacting the quality of care provided (Department of Health and Social Care, 2025). The Care Quality Commission (2025) highlights that strong leadership in care homes is important for getting positive results for residents.

A registered care home manager's main jobs are to oversee staff, make care plans, ensure that safety rules are followed, and ensure resources are used wisely. In addition, the job involves talking to families, healthcare professionals and regulatory bodies to ensure that care is always of the highest quality. Leadership, communication and decision-making are important skills for the job because they help the manager organise staff, deal with problems, and ensure that residents get personalised assistance. Research indicates that proficient leadership in care homes significantly enhances the provision of person-centred care for elderly residents (Moenke et al., no date)

2.2 Explanation of Most Significant Skills Needed for a Registered Care Home Manager in Health and Social Care

One of the most important skills for a registered care home manager is being able to lead well. This is because it helps employees provide high-quality care by guiding, motivating, and supporting them. Strong leadership is important because it makes the workplace a better place to work and encourages team members to be responsible. For instance, a manager who provides clear instructions and checks in on staff regularly can ensure that care staff follows the right steps when helping residents with mobility or medication. Research indicates that leadership within care home environments significantly influences the quality of person-centred care and staff performance (Moenke et al., no date). This indicates that leadership has a direct impact on both the health of residents and the work of staff.

Communication is another important skill that helps staff, residents, families, and outside professionals speak to each other clearly. This skill is important because mistakes and less trust can happen when people don't understand each other in care settings. For example, when talking about care plans with family members, clear and kind communication can help ensure that everyone understands and meets their expectations. Studies on interprofessional healthcare teams indicate that clear communication leads to better teamwork and better patient care (Smith et al., 2018). So effective communication helps keep everyone safe and build relationships in the care settings.

A registered care home manager also needs to be able to make decisions because they often have to address complicated and urgent situations. The skill is important because care settings often need quick, well-informed decisions to keep residents safe. For example, if a resident's health suddenly becomes worse, the manager has to decide whether to call for help right away and ensure the staff does what they are supposed to do. According to research from the World Health Organization, making beneficial decisions makes patients safer and lowers the risks in care settings (WHO, 2023). This shows how important it is to use sound judgement to keep care practices safe.

When these skills are not present, there can be major dangers in a care home setting. Poor leadership can make staff unhappy and lead to inconsistent care practices. Poor communication can lead to misunderstandings that put residents' safety at risk. Furthermore, poor decisions can put off important actions, which could cause harm. Delaying action when

there are safety concerns, for example, could put residents at risk of neglect or abuse. The Care Quality Commission often associates poor management with subpar care standards (CQC, 2025). These results indicate that care is much less safe and lower quality without these important skills.

3 Strategies for Skill Improvement for Registered Care Home Managers.

3.1 Three Strategies to Improve the Skills for Registered Care Home Managers.

Continuous professional development programmes can help people become better leaders by giving them structured training and opportunities to think about what they have learned. This strategy works because it helps managers learn new things, gain confidence and get better at leading their teams. For instance, leadership training courses in the health and social care sector often include case studies and real-life situations that help managers learn how to solve problems. These programmes may also include feedback and mentoring sessions, which help people develop their own leadership styles and ways of doing things even more. According to Skills for Care (2025), ongoing training makes leaders more effective and services better. Research also demonstrates a direct correlation between strong leadership development and improved care outcomes in residential settings (Moenke et al., no date). This evidence shows that professional development is a beneficial way to improve your leadership skills.

Reflective practice can help improve communication skills by looking back on interactions and finding ways to improve. This strategy helps people contemplate how they communicate and change it to fit the needs of different groups of people. For example, reflecting on a conversation with a resident's family member can help assess the clarity and care of the information conveyed. Keeping reflective journals or having supervision sessions can also help understand communication strengths and weaknesses better. The data indicates that reflective methods and effective communication within teams make health and social care work better together and provide better service (Smith et al., 2018). This method helps managers of care homes talk to each other better and make the care environment a better place to live.

Scenario-based training can help managers improve their decision-making skills by letting them practise handling real-life situations in a safe environment. This plan works because it makes people more sure of themselves and prepares them to be ready for real-life problems. For instance, training scenarios that include emergency situations, like a resident falling, help managers become better at making quick, smart decisions. These situations can also involve moral dilemmas or safety issues that need careful thoughts and following the rules, such as deciding whether to prioritise patient safety over resource limitations in a crisis. According to the World Health Organization (2023), simulation and scenario-based learning help people make better decisions and make fewer mistakes in healthcare settings. This shows how important hands-on training is for building critical thinking and judgement.

4 Conclusion

In conclusion, a registered care home manager for elderly people is essential for making sure that care is safe, effective and high quality. This report shows how important the job is, including the duties of managing staff, keeping standards high and helping residents. It has also looked at important skills like leadership, communication and decision-making, as well as the dangers of not having them. Moreover, professional development, reflective practice and scenario-based training have been identified as effective approaches to enhancing these skills. In general, effective management in care homes is important for getting positive results and keeping high standards of care.

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