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INTRODUCTION:

For people to be safe, individual centred care, health and social care services must be handled effectively. A care home manager is important for managing the daily activities of a care facility and making sure that the social, emotional, and physical needs of the residents are met. Care home managers oversee staff organisation, care delivery, and making sure services run smoothly and safely.

NHS Careers (2023).

The function of a care home manager will be explained, as well as the necessary abilities needed for the role, and how such abilities can be improved to raise the standard of care given. A care home manager looks at the whole care home and makes sure residents are safe, respected and cared for properly. Care homes must meet important standards such as being safe, effective, caring, responsive and well-led, and the manager is responsible for making sure these standards are followed (Care Quality Commission, 2024).

The management of a care facility falls within the responsibility of a care home manager. Their main responsibility is to guarantee that people receive the proper care and are treated with respect and dignity.

The Care Quality Commission (CQC) has established standards that care facilities in the UK have to stick to. These standards include being safe, efficient, compassionate, responsive, and effective (Care Quality Commission, 2024).

This is why effective management is crucial since failing to satisfy these requirements can lead to poor care outcomes and legal action.

Staff management is one of a care home manager's primary duties as it involves employing skilled workers, offering training, monitoring results, and guaranteeing that employees are capable of performing their jobs due to the fact that untrained or unsupported personnel might result in errors, neglect, or lower care quality, effective staff management is crucial (Skills for Care, 2024). Well-managed teams, on the other hand, are more driven and capable of delivering dependable, kind care.

Monitoring and raising the standard of care is another important duty. As a care home manager, I will need to make sure care plans match each resident's requirements by reviewing them on a regular basis. The care plan needs to be altered as soon as a resident's condition changes. This is crucial because a resident's health or well-being could suffer if care is not adjusted.

Maintaining health and safety in the care setting is another duty of care home management. This involves carrying out risk assessments, avoiding diseases, and guaranteeing the security of both residents and employees (Health and Safety Executive, 2023).

Poor health and safety procedures can lead to accidents, injuries, or disease outbreaks, all of which can have negative impacts on the reputation of the place, so to guarantee the smooth operation of the service, managers must also successfully manage budgets and resources. They oversee money distribution, equipment maintenance, and guaranteeing sufficient staffing levels. To coordinate care and guarantee that resident requirements are completely recognised and satisfied, they also communicate with relatives and medical experts (NHS England, 2023).

To prevent misunderstandings and provide continuity of care, effective communication is crucial.

One of the most important skills for a manager is leadership, since it has a direct impact on employee performance and the standard of care given. A capable leader can motivate employees, promote cooperation, and create a productive workplace. This is particularly important in care environments when employees may be under a lot of emotional strain and stress.

For example, a manager must plan shifts, assist staff, and maintain service standards when there is a staffing shortfall. Staff burnout, low morale, and dangerous care practices can result from poor leadership under such circumstances. Therefore, maintaining good standards of care and guaranteeing the wellness of people depend on reliable management (NHS England, 2023).

For staff, residents, and relatives to exchange accurate and clear information, communication is essential. This means communication abilities in both writing and speech are essential for a care home management. Effective communication ensures that care needs are understood, helps avoid mistakes, and promotes healthy connections.

For example, the manager must notify family members and medical professionals in a detailed way if a resident's health status changes.

Misunderstandings, treatment delays, and lower-quality care can result from poor communication (NICE, 2021). Strong communication abilities are therefore essential for providing safe and efficient care.

Every day, care home managers must deal with a variety of difficulties, such as staff shortages, complaints, and problems. Managers with strong problem-solving abilities can make quick and effective judgments that guarantee residents safety and continuity of care. For example, to keep safe care levels, the manager must successfully set up other staffing options if multiple employees are absent. Poor response could lead to residents receiving subpar care and being at greater risk. Strong problem-solving abilities are therefore essential to managing challenging and uncertain circumstances (Skills for Care, 2024).

Training programs like those provided by the NHS Leadership Academy (2023), which concentrate on boosting confidence, decision-making, and team management, can help improve leadership abilities. Also, watching experienced managers can offer helpful perspectives on successful leadership approaches.

Another important strategy for progress is reflective practice. Reflecting on events helps people to assess their behaviour and pinpoint areas for improvement. Schön (1983)

This can assist care home managers in developing their leadership skills and situational flexibility over time.

Training in skilled writing, clear speaking, and active listening may improve communication abilities (NICE, 2021). These abilities support managers in building and maintaining solid bonds with employees and residents.

Finding areas for improvement can also be helped by asking residents and coworkers for their opinions. Additionally, consistent practice in meetings and everyday encounters can boost confidence and guarantee communication that is efficient and open.

Training in risk assessment and decision making can improve abilities in practice (Health and Safety Executive, 2023). These abilities help managers recognise possible dangers and take the necessary precautions to avoid damage.

It's essential for managers to learn from their prior experiences to better respond to similar circumstances in the future. Additionally, managers can improve their ability to react properly under pressure by practising handling real-life problems through simulated training.

CONCLUSION-

To sum up, a care home manager is important to making sure that care services are person centred, safe, and efficient. Managing employees, upholding the standard of care, guaranteeing health and safety, and promoting interactions between residents are among their duties.

Effectively doing these duties requires critical abilities like problem-solving, communication, and leadership. Without these abilities, care standards could drop, which would be detrimental to both residents and employees. To sustain high-quality care and address the issues facing the health and social care sector, it is essential that these skills be continuously developed.

References:

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