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## 1.1 Introduction

Within the health and social care setting the role of the Register Manager (RM) is very important for the success of the organisation they manage. All registered managers must have or be working towards a Level 5 Diploma in Leadership and Management (or equivalent)

The RM shares legal responsibility with the service provider to meet the Care Quality Commission (CQC) regulations set out in the Health and Social Care Act 2008 (Regulated Activities) regulations 2014 (Care Quality Commission, 2024). The registered manager's role including communicating with the CQC regarding inspections, liaising with social services (in safeguarding), working with the local authority, family members and staff within the organisation to fulfil duties and responsibilities of health care professionals. (Department of Health and Social Care, 2026)

## 2 Registered Manager in the Health and Social Care Field

### 2.1 Description of Registered Manager in Health and Social Care

The Registered Manager (Department of Health and Social Care, 2025) The RM oversees the overall running of the care services. The RM must meet and Adhere to the regulation and legal requirements, set by the regulated body the Care Quality Commission (CQC). Some of the responsibility of RM, is to deliver a safe and effective high-quality person-centred care to the people they are supporting. They are to provide, leadership and support to the staff. The RM must make decision, when necessary, provide leadership to the, furthermore, making sure that the staff are following safeguarding policy to spot and stop the abused of vulnerable people in their care. The it is very important that RM have a good working relationship with the individual they support, their family members, staff, their colleagues and other health and social care professionals. Skills required are communication skills, leadership and management skills and Safeguarding skills. Overall, the RM role is important to the success of the services,

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

Effective Communication played a crucial role in providing good person-centred care. The RM must be able to communicate clearly and adopt different approaches to meet the needs of the individuals they are supporting. Good communication helps to build trust between the manager, other healthcare professionals and the people they are supporting. Good communication is key as it helps the organisation to run smoothly and safely. Communication is key to patient safety. Miscommunication about medication and unclear instruction such as where RM did not listen to patients concerns, it can lead to serious mistakes being made which could compromise patient safety or even be life threatening. Individuals must be provided with accurate information (Skills for Care, 2024). According to (Care Quality Commission, 2024) providers must support and help patients to understand so

they can make informed decisions. Good communication is essential in health and social care sector, because it allows managers to provide good quality person-centred care to the people they supported.

Safeguarding involves working with vulnerable individuals who may not be able to protect themselves. The register manager must ensure that they are safe from abuse and neglect. The RM must make certain that people in their care are not subject to degrading treatment such as shouting at, protecting their dignity, not laughing at, mocking or jeering. The register manager must ensure that there is 0 tolerance to abuse of vulnerable people in their care or within the health and social care services they are managing. Examples of safeguarding, a patient tell a carer that their family member has taken their money. The carers tell the patients they cannot keep their secret because it is safeguarding issue, the carer reported it to their RM who then contact the safeguarding team to protect the patient. It is important that safeguarding issue being reported and that staff are up to date with training of safeguarding to help the RM to spot and stop abuse of vulnerable people. (CQC, 2025b)

It is crucial for RM to make important decisions within or about the services they managed. Before making the decision, the RM must collect the right, accurate information and evidence and then analysed it. Get all the other professional involved to help make the decision. The feeling of others must be considering also the effect it will have on them. therefore, knowing how to communicate the decision effectively making sure it is clear and if the decision will affect others, it is also important that they are included in the decision-making process. (8 - Making decisions, n.d). An example, two carers accidentally Overdose Mr M, they inform the manager, the manager makes the decision to call the GP, then monitor Mr M. Documented the incident and report to the CQC. (CQC, 2025) It is very important that the RM can make good quick decision making as it can save lives

### 3 Strategies for Skill Improvement for Registered Manager

#### 3.1 Three Strategies to Improve the Skills for Registered Manager

Active listening is very important in health and social care. Practise active listening every time a conversation has been had in addition, give the other person enough time to answer and understand before you speak. Active listening can be nonverbal communication where you must listen with your eyes and body language by noticing what's happening with the person visually, their mood, their emotion nervousness or frustration. Meaning you are engaging and attention nonverbally. Active listening is about asking the right questions and waiting for and listening for a response. An example of Active listening When you're speaking, is to used small utterances that show the person that we're following them ,like "I hear, or yeah that makes sense or Oh mm-hmm right" .Those small utterances sometimes keep us engaged and show that they are following and actively listening (Theraplatform.com, 2024). By practicing active listening RM can communicate effectively to providing good quality person-centred care, to the people they support.

To prevent abuse, the RM must be properly trained in the different form of abuse and knowing how to spot them, record and report it correctly and appropriately.

In addition to that the RM need to make sure that all staff attended regularly in safeguarding vulnerable adult training. The register manager should build trust with the staff and the people they care for so they can feel comfortable reporting signs of abuse knowing that they will be safe and not ridiculed. Signs of neglect can be someone not having been showered for days not being given any food a drink or living in a deplorable condition. (NHS, 2024). Safeguarding is vital in health and social care it is important that RM is trained and if familiar with safeguarding procedure and trained the staffs to spot signs of abuse to keep people safe and provide a good quality of care.

There is a lot of surrounding decision making in the health and social care sector and it's the RM who will have to make that important decision. To do this the RM will have to gathers all the evidence and get all the appropriate health and social care professional, who needs to be there involved in the decision-making process (8 - Making decisions, n.d). Sometimes decision can involve the individual they support and their family members. RMs can improve their decision-making skills by attending more training, attend seminars or doing reflective practises to improve their decision-making skills and make improvements.

## 4 Conclusion

The register manager has a very important role, in providing an excellent service working in line with the CQC regulations. Ensuring and delivering a high-quality person- centred care to the people they support, furthermore always ensuring that their staff are properly trained and have a good knowledge of their overall job description. The RM must always follow the legal guideline set by the CQC when running the care service. This is a highly skilled job, and RM are having to develop many strategies, to provide good quality care to the people they support and to the staffs. With the high demand for care in the health and social care industry, the RM's role will continue to provide a safe, and secure environment in the future, where people can live out their days, in a happy stable and supportive setting.

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