

Leading Well, Every Day: Turning CQC Well-Led into Everyday Practice

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Leading Well, Not Just Inspecting Well

It Starts And Ends With You

- 1 - Who feels confident their service is Well-Led?
- 2 - Who feels it depends on the day?
- 3 - Who feels it's strong at the top, but patchy further down?

**Well-Led isn't proven by what leaders
say — it's proven by what staff
experience when leaders aren't in the
room**



Leaders Are Visible, Approachable, and Human

What Do Staff Actually See?

In practice, this means:

Leaders are regularly present in services — not just in offices

Staff feel able to speak openly without fear

Leaders are curious, not defensive

Leaders model respectful behaviour, even under pressure

Day-to-day evidence CQC sees:

Staff confidently talk about leaders

Leaders know their teams and the people they support

Problems are raised early, not hidden

#EverydayLeadership



Throughout June and July, our 'everyday leadership' campaign explored what good leadership looks like and how you can demonstrate those skills and behaviours no matter what your job role.

Great leadership doesn't just shape how care is delivered; it shapes the culture around it. It creates environments where staff feel genuinely supported, valued, and heard, enabling them to perform at their best and provide the highest quality support.

We'll be looking at the need to lead inclusively and promote allyship to support minoritised groups and those with different protected characteristics.

Discover practical tools, expert insights and learning material to help you develop everyday leadership skills to create inclusive workplaces and deliver high-quality care and support.

EverydayLeadership

[Find out more](#)

Values Are Lived, Not Laminated



Values Under Pressure

In practice, this means:

Values guide decisions — even when it's inconvenient

Leaders challenge behaviour that doesn't align with values

Recruitment, supervision, and development are values-based

Day-to-day evidence CQC sees:

Consistent expectations of behaviour

Respectful interactions across all roles

Staff can explain "how we do things here"

Culture is what staff do when leaders aren't watching.

Creating a positive workplace culture seminar



Join our seminar and learn how to create a workplace culture built on inclusivity, compassion, and collaboration.

This interactive online session will give you practical strategies for building a thriving, values-led team culture that boosts staff morale, retention, and recruitment.

Highlights include guided discussions and hands-on exercises to uncover workplace norms, address negative behaviours and develop a tailored action plan that enhances wellbeing and team cohesion.

You'll also learn how to align your culture with the Care Quality Commission (CQC) Single Assessment Framework.

Date: Tuesday 24 February 2026

Time: 10:00–15:30

Cost: £250 + VAT per person

Register today www.skillsforcare.org.uk/CultureSeminar

**Save 10% when
you book using
promo code
10%OFF**

Staff Feel Supported, Developed, and Listened To

Well-Led services grow people — not just rotas.

In practice, this means:

- Supervision is regular, meaningful, and reflective
- Leaders invest in learning, not just mandatory training
- Career pathways are discussed, not assumed
- Wellbeing is taken seriously, not reactively

Day-to-day evidence CQC sees:

- Staff talk about development opportunities
- Managers know individual strengths and aspirations
- Lower sickness, better morale, stronger retention

Induction toolkit



Skills for Care has developed a toolkit to help managers plan and deliver a high-quality induction that fully supports new starters to quickly settle into their roles.

Induction is a vital time in settling in new recruits and ensuring that they feel welcomed, well-equipped and understand what is expected of them.

Our induction toolkit brings together checklists with resources and guidance for each stage of the process - from pre-arrival through to the sixth month of employment.

The toolkit also includes guidance on inclusion, diversity, cultural awareness and inducting disabled workers and agency staff.

[Access the toolkit](#)



Effective supervision



Effective supervision supports good working relationships, helps you to address any issues and celebrate achievements.

Supervision plays a key role in supporting your workforce to deliver high-quality care and support.

Your workforce is your most valuable resource and Skills for Care has some resources to help you manage your workforce:

- **Effective supervision guide:** this guide will help you to plan and deliver effective supervisions. It includes the supervision functions and why it's important and attributes of a successful supervisor and how to develop supervisors
- **Effective supervision webinar:** explore practical approaches to developing new supervision skills and how this benefits the staff you support

[Find out more](#)



Developing new managers and deputies – a guide to effective succession planning



This guide provides practical steps to identify, develop, and retain future leaders in adult social care.

As part of our registered manager membership, managers renewing their membership from 1 April 2025 – 31 March 2026 will receive an exclusive printed copy of this new guide.

The development of future managers is more important than ever, and this guide provides insight into practical ways to succession plan across different sizes and types of adult social care services.

The guide includes practical tools such as checklists, interview templates, and scenario-based assessments to help adult social care providers develop effective succession planning strategies.

[Download the guide now](#)



Adult Social Care Learning and Development Support Scheme (LDSS)

Funding for training is available for you and your workforce

The LDSS scheme supports adult social care employers to invest in learning and development for their staff, by providing a financial contribution towards the costs of training. Up-to-date information, including guidance for employers and a list of courses and qualifications eligible for funding can be found on the [Government website](#)

The LDSS will continue to be administered by NHSBSA via the [online claims service](#)

Webinar: Making the most of funding for training in 2025–26

We were recently joined by DHSC and NHSBSA to share key information about accessing funding for staff training through the LDSS in 2025-26.

[Find out more and watch the recorded webinar](#)

Learning Happens Every Day, Not Just After Incidents



CQC looks for evidence of learning in practice

In practice, this means:

Incidents, complaints, and near misses lead to learning

Learning is shared, discussed, and embedded

Leaders ask “what can we learn?” not “who’s to blame?”

Improvement actions actually change practice

Day-to-day evidence CQC sees:

Staff can explain what’s changed because of learning

Leaders talk confidently about improvement journeys

Reflection is part of normal conversations

Learning from accidents and events eLearning



This interactive module is designed to support managers and leaders in all adult care settings carry out learning reviews that bring people together to holistically explore an adverse event or near miss.

Learning reviews allow teams to explore different perspectives and create a positive action plan that supports individuals and seeks to avoid repeat incidents.

Through the 35-minute digital learning module you'll:

- discover what learning reviews are, why they're needed and how they can help you
- learn how managers can move from completing reviews at an individual level to involving the wider team
- find practical tips for embedding learning reviews into your working environment.

The cost per module is £40 - discounts are available and the cost can be claimed back through LDSS.

[Find out more](#)

Leaders Manage Themselves as Well as the Service

Emotionally intelligent leaders create emotionally safe teams

In practice, this means:

- Leaders understand their triggers and stress responses
- Conflict is addressed calmly and fairly
- Leaders regulate their emotions under pressure
- Decisions balance logic with empathy

Day-to-day evidence CQC sees:

- Calm leadership during crises
- Constructive handling of conflict
- Respectful tone even in challenging situations

Emotional Intelligence & Well-Led Leadership



When pressure is high, what version of you shows up and what impact does that have on your culture?

emotional intelligence linked to Well-Led:

Self-awareness → consistency & integrity

Self-management → calm leadership in crisis

Social awareness → inclusive culture

Relationship management → trust & engagement

Introductory modules for managers



11 eLearning modules to develop skills in leadership, succession planning and developing future talent

- Leading and managing in adult social care
- Supporting and developing teams
- Regulation and governance
- Effective communication
- Working with partners
- Leading a person-centred service
- Safeguarding and mental capacity
- Making decisions
- Managing resources
- Learning and innovating
- Personal development and wellbeing

The cost per module is £40. Discounts are available and the cost can be claimed back through LDSS.

Governance Supports Practice — Not Paperwork



Good governance makes good care easier — not harder

In practice, this means:

Policies reflect what actually happens

Data is used to improve care, not just report it

Risks are discussed openly and managed proactively

Leaders take accountability

Day-to-day evidence CQC sees:

Clear decision-making

Staff understand why things are done a certain way

Risks are managed, not ignored

Guide to improvement



Skills for Care and The Outstanding Society have co-developed a new edition of our Guide to improvement

Shaped around the CQC Single Assessment Framework, the guide looks at what has caused adult social care services to be rated Requires improvement or Inadequate since 2023.

The guide is designed to help frontline managers and others at the service to embed sustainable solutions informed by services who have recovered their rating.

Discover how to engage your teams and identify practical solutions that will work for your service and understand the building blocks to improvement.

[The guide is free and can be downloaded now](#)



Single Assessment Framework



Well-Led Is Consistent — Even on Bad Days



CQC don't assess your best day — they assess your normal one

In practice, this means:

Leaders behave consistently under pressure

Expectations don't change depending on who's on shift

Improvement is continuous, not inspection-led

Leaders reflect on their impact regularly

Day-to-day evidence CQC sees:

Stability in leadership approach

Consistent staff experience

Clear sense of direction

Support for the CQC Assessment Framework – Inspection toolkit



Recommendations, practical examples, advice and resources to support your CQC assessments

Ensure your service is prepared by exploring recommendations, practical examples and resources covering the 34 Quality Statements in our [inspection toolkit](#).



Being prepared for CQC assessment seminar



February and March dates available

This popular one-day interactive seminar is for services that want to understand practical ways to be ready for their CQC assessment.

- Learn about the CQC Assessment Framework and the latest areas of assessment focus.
- Understand successful approaches to preparing your staff for CQC assessment.
- Discover what you will need to evidence to demonstrate your service meets or exceeds what the CQC expects.
- Cost £250 + VAT

[Book now](#)



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you book using
promo code
10%OFF**

Embedding Well-Led Every Day



Well-Led lives in your everyday behaviours

In how you listen when someone raises a concern

In how you respond when something goes wrong

In how you manage yourself when pressure is high

In how you support, develop, and trust your teams

And in the culture you create — whether you realise it or not

Registered manager membership



Skills for Care is the award-winning membership organisation for registered managers.

Through membership, we support managers to develop best practice and knowledge, keep up-to-date with sector developments and share ideas with peers.

Membership benefits include:

- printed copy of our 'Social care manager's handbook'
- monthly newsletter including practical information and guidance
- access to Good and Outstanding care guide: Single Assessment Framework version and 34 Quality Statement recommendation checklists
- exclusive annual resource when you renew your membership - a hard copy of 'Developing new managers and deputies - a guide to effective succession planning' for renewing members from 1 April 25 – 31 March 26
- the chance to train to become a mentor or receive mentoring.

[Find out more about our award-winning registered manager membership](#)



Good and outstanding care guide – Single Assessment Framework edition



Our updated Good and Outstanding care guide has been co-produced with The Outstanding Society and covers the new CQC inspection model

Aimed at frontline managers and those supporting regulated services, it helps regulated providers to prepare evidence to meet the CQC's 34 new Quality Statements.

An electronic version of this latest edition is available to all our registered manager members as part of their membership.

[Become a member for £35 a year](#)



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