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# Registered managers membership

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**110,000**



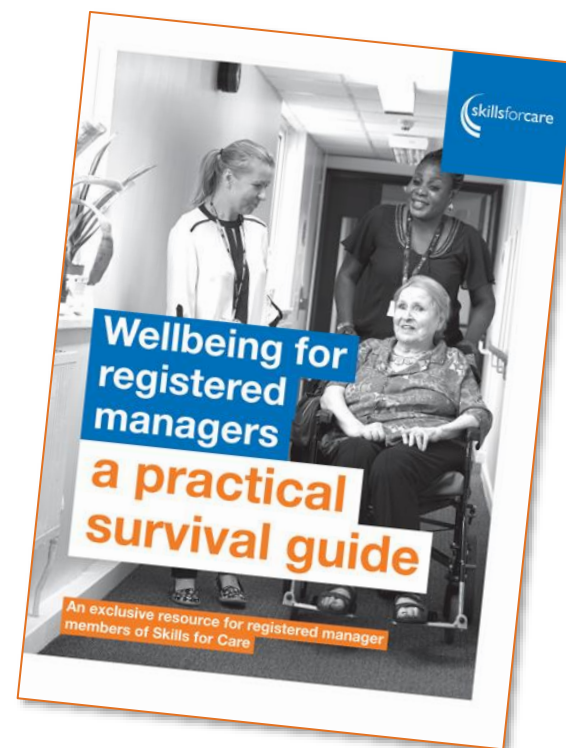
**+65,000**  
by 2035



## The new guide describes wellbeing as falling into the following areas:

- doing things that promote a sense of individual vitality
- living a meaningful and fulfilling life that makes us feel in control of our lives and resilient to what's out of our control
- having a broad range of support and resources to help us manage our lives as best we can

**helping ourselves to help others by focusing on our own wellbeing**





‘As care professionals, I feel we have a moral duty to ensure our own wellbeing is not neglected. A happy registered manager tends to create a happy team, which in turn leads to good care.’

**Bill Mumford,**  
**Skills for Care Fellow and co-author of the guide**





## Overview

This resource offers practical guidance to adult social care employers on how to develop resilience within their workforce.

Resilience is the ability to cope with pressure and underpins safe, high-quality, person-centred care and support.

Developing the resilience of the people who work for you is one of the keys to retaining workers with the right values and behaviours. It protects the mental and physical health and wellbeing of the people who work for you and helps them deliver quality services, consistently.

Resilience matters - it is an essential skill for all who work in adult social care. Use this resource to understand what you and your workforce can do to develop resilience.

The resource has five parts. Each part addresses a question:

1. What is resilience and why does it matter?
2. Who is responsible for resilience?
3. What can I do as an employer to develop the resilience of the people who work for me?
4. What can individuals do to develop their own resilience?\*
5. Where can I find out more about resilience?

Look out for these icons which point out key information, questions and activities:

- Information to look at
- A question to ask yourself
- An exercise or activity

\*Section 4 is for individuals so they can consider their own mental health resilience.

Note: Resilience is a well researched area and evidence shows how resilience can be developed. This resource is based on that evidence.

## 1. Understanding resilience: What is it? Why does it matter?

This part of the resource contains information about resilience and why resilience matters to you.

### Key learning points

- Resilience is the ability to cope with pressure and underpins safe, high-quality, person-centred care and support.
- There are straight-forward ways to build resilience.
- Stress is a major issue in care and it damages health.
- Employers have a key role to play in building resilience.
- Taking action to foster resilience is in addition to protecting health and safety, help to build the person-centred care and support.

### What do we mean by resilience?

Simply put, **resilience** is the ability to cope with pressure and underpins safe, high-quality, person-centred care and support.

Research suggests that the ability to cope with pressure is linked to better health and wellbeing. This is because resilience is the ability to cope with pressure and underpins safe, high-quality, person-centred care and support.

### What does resilience mean?

Behaviours associated with resilience include:

- understanding and valuing your own strengths and weaknesses
- doing what you can to manage your own stress
- taking a problem-solving approach
- keeping a sense of perspective
- being flexible and willing to change
- greeting new situations, new people, new demands with a positive attitude
- drawing on a range of strategies to help you cope with pressure
- recognising your thoughts and emotions – and managing them





# Key learning points

- Resilience is the ability to cope under pressure - it protects against stress.
  - There are straight-forward, practical ways to foster resilience, in ourselves and in others.
  - Stress is a major issue in adult social care - it undermines the quality of care and support and it damages the mental and physical health of workers.
  - Employers have a legal obligation to address stress at work.
  - Taking action to foster resilience is prudent, responsible and worthwhile - in addition to protecting yourself and others from stress-related ill health, it will also help to build the positive workplace cultures that support high-quality, person-centred care and support.
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## ***A resilient person***

...has a sense of purpose and direction

...is self-aware

...takes a positive outlook on things

...can recognise when pressure is causing a problem

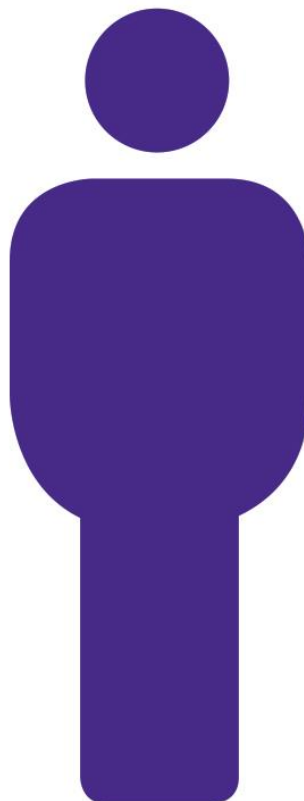
...has confidence in their own abilities

...has strategies to cope with in-the-moment pressure

...makes connections to other people

...has strategies to cope with long-term pressure

... grows and develops







Thank you