

The Managers Conference 2025 - Programme

Day 1 – Monday 10th March

Time	Session	Room
18:30	Registration and Drinks reception	Exhibition space
19:30	Housekeeping	Main Room
19:35	Welcome Prof Vic Rayner OBE , Chief Executive Officer, National Care Forum Oonagh Smyth , Chief Executive Officer, Skills for Care Message from drinks reception sponsor: Craig Varney, Business Development Manager, Altura Learning	Main room
19:45	Dinner	Main room
19:50 – 22:00	Entertainment: Live Music Now	Main room

Day 2 – Tuesday 11th March

Time	Session	Room
08:15	Registration, refreshments and exhibition	
09:45	Housekeeping	
09:50	Co-Chairs' Opening Remarks Liz Jones , Policy Director, National Care Forum Sarah-Jane Dale , Chief Operating Officer, AOD and Director of Development, Skills for Care	Main room
10:00	Message from Headline Sponsor: Christoph Marr , Managing Director, Marr Procurement	Main room
10:10	Plenary 1: Getting Involved - the Value of Lived Experience In Campaigns Chair: Liz Jones , Policy Director, National Care Forum Helen Wildbore , Director, Care Rights UK Jane Wier-Wierzbowska Nicola Gregson Sapphire Beamish , Head of Communications and Marketing, United Response Dr Mark Brookes , Advocacy Lead, Dimensions UK A session that discusses the importance of empowering those with lived experience to campaign on issues that matter to them - a chance to hear from the More Than a Provider Collaborative and from Care Rights UK about how the voice of the people they support is shaping and leading their campaigning; amplifying the voice of the people we support takes many routes and these campaigns are inspiring examples!	Main room
10:55	Refreshments and exhibition	
11:25	Panel: New Political Environment - Employment Rights Bill including Fair Pay Agreement - preparing for the changes ahead Chair: Prof. Vic Rayner OBE , CEO, National Care Forum Nina Hemmings , Researcher in Health Policy, Nuffield Trust Phil Orton – Chief Operating & People Officer, Making Space Labour's manifesto included a commitment to deliver a sectoral Fair Pay Agreement in adult social care, a commitment subsequently included in the King's Speech and the Employment Rights Bill. The stated aims of the FPA are to set fair pay, terms and conditions, and training standards. This	

	<p>session will explore the options open to the government for achieving these aims; discuss the implications of the latest legislative and policy developments; and explore transferable learning from other countries. We will look at issues such as coverage of a social care FPA, the negotiating process, what's required to successfully deliver the FPA, and how it may be enforced. This session should be of interest to anyone who wants to know more about this key social care workforce policy.</p>	
12:15	Workshop Sessions 1	
	<p>Workshop A</p> <p>Getting stars and keeping them</p> <p>In this session Sanjay will detail the journey of The Close Care Home. From inadequate to FULLY Outstanding in just 5 years. He will share what was learned at The Close and give you an insight to the low cost but high impact innovations that lead to their success.</p> <p>Sanjay Dhrona, Managing Director, The Close Care Home</p>	<p>Workshop F</p> <p>Inspiring Care Managers: A fun dive into digital tools for better care and support</p> <p>An opportunity to see demonstrations from new and creative technologies for various care environments such as care homes, independent living, and services for people with learning disabilities.</p> <p>Beverly Futtit, Digital Transformation Lead, National Care Forum</p> <p>Katie Thorn, Project Lead, Digital Care Hub</p> <p>Inspired Inspirations</p> <p>Adaptive Care</p> <p>Robotics for Good</p>
	<p>Workshop B</p> <p>Is your team too cosy for some Conversations?</p> <p>Does your team sidestep difficult conversations? Explore the importance of encouraging reflexivity in teams to support constructive debate and the steps to building psychological safety.</p> <p>Lori Barber-Field, Service Delivery Manager, AOD</p> <p>Sarah-Jane Dale, Chief Operating Officer, AOD</p>	<p>Workshop G</p> <p>The Workforce Strategy - making it happen on the ground</p> <p>The Workforce Strategy for Adult Social Care, developed by the sector and launched in July 2024, is being used by providers, local authorities, health bodies and other stakeholders to think about how they work to make change happen, as well as how they advocate for the changes the sector needs for care staff to be recognised, rewarded, supported and retained.</p> <p>Facilitated by colleagues responsible for leading the development and implementation of the strategy, this workshop will be an opportunity to hear about what other managers and providers are doing in support of the strategy, the progress the sector has made so far on implementation, and "what is next" for the strategy.</p> <p>Sarah Gilbert, Head of Internal Engagement, Skills for Care</p> <p>Fran Simmons, Senior Workforce Strategy Project Manager, Skills for Care</p>

	<p>Workshop D The changing landscape of learning & development: a provider view</p> <p>The changing needs and “asks” on providers, an increase in the use of technology and recently announced initiatives from the Department of Health & Social Care, are all contributing to a period of rapid change for learning and development across adult social care.</p> <p>Join Skills for Care and providers to hear about new developments and what’s working for other managers.</p> <p>Eliza McConnell, Central Engagement Lead, Skills for Care</p> <p>Deborah McNally, Leadership Development Coordinator, Brandon Trust</p>	<p>Workshop H The Value of the Experienced Manager</p> <p>The role of a care and support manager is multifaceted with many responsibilities, but what about you? How do you see yourself in this pivotal role in years to come?</p> <p>This discussive session for experienced managers aims to identify the value of being a manager, what is available to you to expand your knowledge and experience and how you can continue to be fulfilled in your role.</p> <p>Focusing on:</p> <ul style="list-style-type: none"> • Recognizing your skill set and value of passing this on • Confidence to try new opportunities • Appraise the benefits of sharing your wisdom and knowledge • Buddy systems • Help to frame the conversation with your senior team <p>Tom Owen, Director, My Home Life</p>
	<p>Workshop E AI in adult social care: Examples, issues and potential</p> <p>In this workshop we will bring out how AI is being used in social care and look at the risks, the benefits and the potential. What role can AI have in social care?</p> <p>The workshop will explore the topic and introduce the work of the Oxford Project: The Responsible Use of Generative AI in Care</p> <p>Dr Caroline Green, Director of Research, The Oxford Institute for Ethics</p> <p>Daniel Casson, Casson Consulting - Joint Coordinator of the Oxford Project. The Responsible Use of Generative AI in Social Care</p>	
13:00	Lunch and exhibition	
14:00	<p>Panel: CQC Single Assessment Framework: Key learning and changes from the first year of implementation</p> <p>Chair: Sarah-Jane Dale, Chief Operating Officer AOD & Director of Development, Skills for Care, AOD / Skills for Care</p> <p>Oonagh Smyth, Chief Executive Officer, Skills for Care</p> <p>Rob Hargreaves, Project Manager, Skills for Care</p> <p>Tim Coolican, Partner, Anthony Collins</p> <p>Magdalena Chmielewska, Registered Manager, Walfinch</p> <p>Geoffrey Cox MSc LLb, Managing Director, Southern Healthcare (Wessex Limited)</p>	

	<p>Summary</p> <ul style="list-style-type: none"> Following the initial rollout, this interactive panel will share insight into the first year of the CQC's new approach, exploring: What has emerged as good and best practice in meeting CQC expectations on new areas of focus How has the CQC Single Assessment Framework evolved since launch and what this means for your service Delegates will have the opportunity to ask questions of sector experts including adult social care providers who have been through the new assessment, Anthony Collins solicitors and Skills for Care.
14:50	Workshop sessions 2
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15:40	<p>Closing remarks</p> <p>Prof Vic Rayner OBE, Chief Executive Officer, National Care Forum</p> <p>Oonagh Smyth, Chief Executive Officer, Skills for Care</p>	Main room
16:00	Close	