

## Registered Managers Peer Network

### Update Report May 2019

#### **1. Background**

ARC NI facilitated the sector in providing feedback of their needs and wishes for Registered Managers to NISCC. Following this a Social Care Manager Forum was established, of which many ARC NI members (and their managers) attend.

Reflections from organisations was that a gap still remained which could better support the needs of the role of a Registered Manager. In response, ARC NI agreed to facilitate a Peer Network.

ARC NI marketed the establishment of the network openly and transparently using platforms such as Communityni website in February 2018 resulting in a network of 65 Registered Managers across 17 organisations. Organisations represented the voluntary, statutory and private sector, including some who are not broader members of ARC NI.

#### **2. Progress to date:**

ARC NI facilitated a meeting three times during the financial year 2018/19 with the first meeting establishing Terms of Reference for the group. These 3-hour meetings, discussed regional activities in accordance with the Standards and Regulations, opportunities and threats that are currently facing Registered Managers, their teams, and/or services, and good practice models as presented by providers of the network covering a range of themes. On appropriate occasions the meetings were also supported by the Regulation & Quality Improvement Agency (RQIA).

Network members were asked to review the past year, providing honest feedback of what has worked and what did not, including confirming their interest in the continuation of ARC NI's Registered Manager's Peer Network. The results are below.

#### **3. RM Satisfaction Survey Results**

17 individuals submitted responses to the survey, representing 14 organisations.

Of the 17 completed responses the key findings were as follows:

- An average score of 4 out of 5 was fed back by all respondents when asked how well the network supported you in your role as Registered Manager
- Dedicated time as peers to hear about regional developments, discuss revision of policy & procedure and share practice was fed back as to the benefit experienced by respondents
- An average score of 4 out of 5 was fed back by all respondents when asked if the network was a good use of their time
- 88% (15 of 17 respondents) wished for the network to continue and 100% would recommend it to a colleague/peer

“Getting to speak with other Registered Managers has been hugely beneficial. It is reassuring to hear that we are all experiencing similar issues and to have professional discussions on how we can improve our services.”

“This forum has given me personally the confidence to talk to colleagues, it is re-assuring that an issue or concern may not be the first time this has ever happened. It is feeling safe and secure about open honest discussion and knowing that it is non-judgmental.”

“The Chair is the vital link between managers in differing sectors or circumstances which we need as a group, keeping the group focused and driven. The membership is very open to peer support and to share best practice. It’s about depth of knowledge and understanding of issues and concerns outside the forum which impact on us in our daily role.”

“I have enjoyed hearing from peers on what has worked well for them. Group discussions are hugely beneficial as is the mix of membership. It has been a great confidence booster as I would be a younger Registered Manager.”

“I have found good peer support through the network that I know I can then contact again for help if required.”

“Based on the topics we have discussed at the meetings I have taken guidance back to our service to implement. Conversations have been thought provoking and made me look at our service in detail in particular areas.”

“I come away from each meeting feeling that I have gained something, be that information, new ways of thinking or approach or little things that could be used within staff teams to aide their learning.”