

Local Success

Care Worker named as 'Best Manager in West Midlands'

A home care manager from Cannock has beaten off hundreds of other competitors to be named as West Midlands 'Registered Manager of the Year'.

At a glitzy awards ceremony, hosted by Cheryl Baker, star of Record Breakers and Bucks Fizz, Claire Cooper beat off stiff competition from across the region to scoop the top prize and she couldn't have been happier;

'I am delighted for Radis & the Brownhills branch who have worked so hard together to achieve this result.... I feel very proud that the hard work of my team has been noticed by the 'Great Care Awards'.

The 'Great West Midlands Care Awards' celebrate excellence across the care sector paying tribute to people who have demonstrated outstanding commitment within their field of work. As a professional

association, they are dedicated to individuals working within home care who aim to promote best practice within all home care sectors.

The award is a huge achievement, not only for Claire, but for the company as a whole, and company director Deepesh Patel was delighted she scooped the top prize, attributing some of the success to the services of SSCWP, "As you can imagine, Claire was over the moon, and I feel it is a particularly positive story as Claire has developed over the past 8 years from a Care Worker to Registered Manager, and has taken advantage of a number of SSCWP initiatives to help her achieve this development.



Claire Cooper (centre), receiving her award from Cheryl Baker and John Mayhew

Leadership and Management Course Praise

SSCWP always welcomes comments about us, as we constantly strive to improve our services to help you.

I've been meaning for sometime to write to you congratulating you all at SSCWP for all the excellent work that you do in securing funding, as well as offering fantastic, much needed relevant training and courses. Well done to all of you. My team and I have gained much information from each attended course, and as a manager, I've been able to put this knowledge gained into everyday working practices, which in turn enables the team to work at all times to a high standard. One of the courses that have been so helpful to me was the Leadership & Managers course which Clemorton delivered. I attended the first one two years ago and the second one this year. Both have, and continue, to be a great source of knowledge to me, and I have been able to implement many things that allow me to manage my team effectively and efficiently. They have also empowered me as a manager as, like a lot of care managers, I fell into the role without a lot of formal training. So my confidence to be able to lead and manage teams has been great, THANK YOU.

One of the things that I was having a problem within the team was trust, confidence, effective listening and problem solving, to name but a few. This was causing no end of issues, but I reflected on the knowledge gained and I was able to develop something very simple but fantastically effective.

I begin every staff meeting with a huge pack of playing cards and then I spread them across the table. I call this "putting your cards on the table". At first staff were very hesitant about how to use this tool, but ten staff meetings on and it is being used to its full advantage. Something so simple but so effective has had huge benefits to our team and if it wasn't for the knowledge gained from the Leadership and Management course, I wouldn't have ever thought of this simple tool. So a massive THANK YOU again. I feel also that I must comment on the GUYS from Clemorton: I have personally met three of the trainers; Baz; Andy; and Stewart, all of them are true professionals and really know the subject that they are delivering and able to give full explanations without patronising you. They really are knowledgeable and they deliver the course at a level that everyone can follow. They are also very enthusiastic about the subject and this enthusiasm is catching and you feel empowered by this.

I will continue to develop as a manager and draw on the knowledge gained and hopefully this can be passed on to other managers through this course. Thanks again to Kym and your team. LONG LIVE SSCWP!!

Lynne West