



# Supporting the hospice workforce





## Recruiting and managing staff



**Finding and keeping workers** is an online resource that supports employers of all sizes with their recruitment and retention challenges. You might also be interested in our values based recruitment guide and toolkit which you can find at [www.skillsforcare.org.uk/values](http://www.skillsforcare.org.uk/values).



The **People Performance Management Toolkit** is a practical online resource for managers, supervisors and team leaders to help review and manage employee performance. The toolkit includes a series of easy to use scenarios to help when managing conduct, absenteeism and poor quality of work.

## Creating the right culture



**The Social Care Commitment** is the adult social care sector's promise to provide people who need care and support with high quality services and demonstrates a commitment to workforce development. It is made up of seven "I will" statements with associated tasks.

The **Culture toolkit** explains why positive workplace cultures are central to an organisation's success or failure. This resource is relevant for all social care and support employers, regardless of size or services delivered. The toolkit includes activities and scenarios.

Dignity must be at the centre of everything we do if we are to achieve high quality, person-centred care and support. The **Dignity Toolkit** and **Dignity Training Pack** can be purchased to help train staff in this critical area.

## Planning and delivering your service

**Principles of Workforce Redesign** sets out the key things that need to be taken into account when changing the way in which you work as an organisation. It's useful for hospices that might be undergoing restructure or transformation.

A good workforce plan will help an organisation to have the right people with the right knowledge, skills, values and experience in place. **Practical Approaches to Workforce Planning: guide and workbook** can assist employers to get this right by using the 'analyse, plan, do, review' approach.

**The National Minimum Data Set for Social Care (NMDS-SC)** is an online data collection system which holds information on over 740,000 workers. The Government use NMDS-SC to plan resources for the workforce so it's important to consider taking part. Benefits for account holders include sharing data with CQC, recording and tracking staff training, access to free elearning and funding. Our animation "what is NMDS-SC" is a helpful starting point.



**Research Knowledge Base (RKB)** is a free online searchable database that provides access to a wealth of workforce research. It contains links to over 1,800 research reports and other related documents dating back over 10 years.

