

Policy on Day-to-Day Management

Policy Statement

Ace Care believes in providing the highest quality service possible for all of its clients and in creating a relaxed, welcoming and comfortable atmosphere where individual clients are treated with respect, dignity and compassion by a well-trained, highly-motivated and professionally-led staff group aware of its legal, ethical and moral duties. It believes that Ace Care should be run and managed by a person who is fit to be in charge, is of good character and is able to discharge their responsibilities fully.

Aim of the Policy

This policy is intended to set out the values, principles and policies underpinning Ace Care's approach to its day-to-day management.

Our Management Ethos

Ace Care believes that its managers play a crucial leadership role in Ace Care and that the approach taken by managers, in particular their leadership style, is likely to have a great bearing on the performance of staff and, ultimately, the quality of care.

The policy of Ace Care is that the registered manager should meet the following criteria.

1. Be qualified, competent and experienced to run Ace Care and meet its stated purpose, aims and objectives.
2. Have at least five years' experience at a senior management capacity in the managing of a relevant care setting within the past five years.
3. Have a qualification in management and care (or equivalent) at level 4 NVQ or above.
4. Be familiar with the conditions and diseases associated with old age.
5. Be able to take responsibility for fulfilling all of their duties.
6. Ensure that there are clear lines of accountability within Ace Care.
7. Lead by example and uphold the highest standards of Ace Care at all times.

8. Always strive to promote and safeguard the wellbeing and interest of its clients.
9. Ensure that their management approach creates an open, positive and approachable atmosphere where staff and clients feel that they have a say in how things are done and feel that they contribute to the running of Ace Care.
10. Openly acknowledge both the physical and care limitations of Ace Care, particularly in relation to the number of staff employed, their competence and skills.

Training

The proprietor and management team of Ace Care believe that, in order to provide a quality service, Ace Care requires high-quality staff who are suitably trained, supervised and supported. In particular Ace Care believes that the registered manager should:

1. Like any other staff take every reasonable opportunity to maintain and improve their professional knowledge and competence and should attend at least three paid days training per year.
2. Like any other staff have a personal development plan in which their training needs are identified and a plan made as to how such needs will be met.
3. Be able to demonstrate a commitment to continuous professional development by doing periodic training to update their knowledge, skills and competence.