

Helping domiciliary care providers **develop capable leaders, stronger teams and better services.**

Running a care service means balancing people, quality, compliance and performance - often while managing constant day-to-day pressures.

AB Training & Development provides practical support and leadership development shaped around the realities of domiciliary care. With more than 15 years of operational leadership experience, I understand the challenges providers and their managers face.

My work focuses on three connected priorities: developing people, strengthening quality and supporting sustainable growth.



PEOPLE

+



QUALITY

+



GROWTH

In practical terms, I can help you:

- ✓ **Develop confident, capable managers and leaders.**
- ✓ **Build knowledgeable, motivated and effective teams.**
- ✓ **Strengthen quality, governance and CQC readiness.**
- ✓ **Improve systems, commercial awareness and service sustainability.**

Step back and focus on **what matters most.**

Together, we can identify the priorities, turn them into practical next steps and create meaningful, sustainable improvement.



Support shaped around your service

People, Quality and Growth do not operate separately. Each affects the others - and pressure in one area is often felt across the whole service.



What support can look like

Service Review Day

An independent view across People, Quality and Growth, with clear priorities and a practical action plan.

Fit Person and CQC readiness

Practical preparation focused on knowledge, governance, evidence and readiness.

Training and team development

Practical training and development shaped around the needs of your team.

Registered Manager leadership coaching

Tailored one-to-one support to build confidence, judgement and leadership capability.

Operational support and consultancy

Experienced support for a specific challenge, improvement priority or period of change.

Reflecting on your service

Use this quick reflection tool to consider what is working well across your service and where you may want to focus further. Tick the response that best reflects your current arrangements.

PEOPLE

YES PARTLY NO

1	Do you or your Registered Manager have enough time to step back from daily pressures and think about what the service needs next?	☐	☐	☐
2	Does your Registered Manager - whether that is you or someone you employ - have an experienced person they can turn to for objective advice, constructive challenge and a second opinion?	☐	☐	☐
3	If the owner, Registered Manager or another key person were unexpectedly absent, could the service continue effectively without relying on knowledge that only they hold?	☐	☐	☐
4	Has the person responsible for leading the service received appropriate leadership training and development - not only training on operational systems, policies and compliance?	☐	☐	☐

A capable, committed manager can still become absorbed by daily pressures. Strong leadership needs time to think, appropriate development and someone trusted to provide perspective and challenge.

QUALITY

YES PARTLY NO

5	Do you routinely compare your written policies, procedures and systems with what happens in everyday practice?	☐	☐	☐
6	Does your governance framework bring together information from audits, incidents, complaints and feedback to identify themes, recurring issues and emerging risks?	☐	☐	☐
7	From the governance framework referred to above, can you evidence how learning has led to action, sustained improvement and better outcomes for the people using your service?	☐	☐	☐
8	Can the owner and Registered Manager clearly identify the service's current quality priorities and most significant risks - and explain how these are being monitored and managed?	☐	☐	☐
9	If CQC carried out an inspection, are you confident that your service would achieve the outcome you are working towards?	☐	☐	☐

A service can be completing audits, gathering feedback and recording incidents - and still lack effective governance if that information is not analysed, connected and used to drive improvement.

Reflecting on your service - continued

Sustainable growth depends on the right enquiries, confident responses, effective systems and enough capacity to deliver additional care well.

GROWTH	YES	PARTLY	NO
10 Is your service growing in the way and at the pace you would like?	☐	☐	☐
11 If you answered Partly or No, do you know what is getting in the way?	☐	☐	☐
12 Are you confident that your service does everything it reasonably can to convert appropriate care enquiries into Customers - and that the staff responding have the appropriate training and confidence to do so?	☐	☐	☐
13 Could your service take on additional care safely and effectively without placing unsustainable pressure on the Registered Manager, team or existing Customers?	☐	☐	☐

Growth is not simply about generating more enquiries. It depends on having confident people, effective systems and the capacity to turn the right opportunities into sustainable care.

What do your answers tell you?

If your answers are mainly Yes

That is encouraging. This reflection can support your evidence that you are reviewing your service and maintaining oversight.

If you answered Partly or No

Your service may benefit from an experienced outside perspective or some additional support. If so, this is where I may be able to help.

Consultancy rates: £90 per hour or £695 for a full day, including a Service Review Day.

ALL IMPROVEMENTS BEGIN WITH A CONVERSATION

If you would like a free, no-obligation conversation about how I could support you, I would be very happy to meet in person or arrange a phone or Teams call.

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SCAN TO VISIT
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