



Department
of Health &
Social Care



Registered managers

Guidance on jobs in adult social care
in England



May 2025

This guidance is in Easy Read.

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Easy Read



This is the Easy Read booklet about registered manager jobs.

The full guidance which is not in Easy Read is on our website.

www.gov.uk/government/publications/care-workforce-pathway-for-adult-social-care/registered-manager-role-category



This Easy Read booklet uses clear words and pictures.

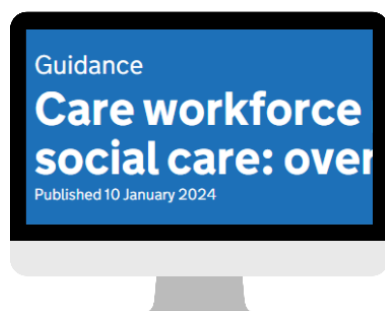
People might still want help to read it.

Bold word



Some words are **bold**.

We tell you what the words in bold mean.



Some words are [blue and underlined](#).

This means they are links to websites or email addresses.

You can click on these links on a computer.

Who we are



We are the Department of Health and Social Care.

We are part of the UK government.

We help lead health and **adult social care** in the UK.



Adult social care means helping people who have disabilities or who are ill for a long time. For example, people with a

- Mental health illness



- Physical disability

- Learning disability



- **Autism**

Autism means someone's brain works differently so they might think or feel in ways that are different to most people.



- **Dementia**

Dementia is an illness that makes it hard for people to remember and do everything things.

About this booklet



There are lots of different **roles** in adult social care in England.

A role is another word for a job.



We put these roles into different groups.

We call these groups **role categories**.



This booklet tells you about the **registered manager** role category.

What registered managers do



Staff in the **registered manager** role category run the social care service. Registered manager jobs might have different names like home manager.



Registered managers help people who need care to live their lives. They can do this work in different places. For example, in someone's home or in a care home.



Registered managers might still do some care and support. For example, helping someone get dressed.



But they mostly make sure the service follows the law and rules.

Like making sure care is **person-centred**. This means listening to what care and support people want and need.



The law says registered managers must

- Be someone that people can trust
- Be able to do the work
- Have the right certificates
- Have the right skills experience
- Have papers to prove this.



All registered managers must have a Level 5 Diploma in Leadership and Management.

Or they must be training to get it.



A registered manager's main job is to

- Make sure the service follows the law
- Work with other organisations and families.

Values that registered managers need



A **value** is an idea or belief that helps us make choices and do things.



In this role category it is important to have these values

- Being kind and understanding.
- Showing people respect.



- Seeing the **whole person**

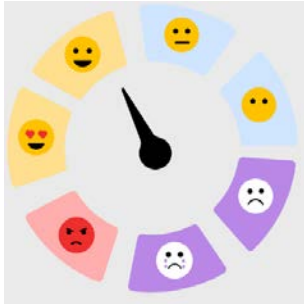
This means not thinking of someone as just one thing, like being old.

- Being brave.



- Being honest.
- Being proud of good work.
- Being happy to learn and change.

Behaviours that registered managers need



A **behaviour** is how someone acts or the way they do something.

Registered managers should show these behaviours.



- Be a kind and understanding leader.

- Be honest and learn from mistakes.

- Show people respect and be fair.

- Be brave and speak up for people.

- See the **whole person** and not think of someone as one thing, like being old.

- Be happy to learn and change.

- Be proud of good work and support the team to be proud too.

- Work together as a team.

- Follow rules and be professional.

Registered managers should be leaders of **person-centred** work.

This means making sure all staff listen to what support people want and need.

Knowledge and skills that registered managers need



Knowledge means what someone needs to understand to do their job well.

Skills are how they use this knowledge to do their job well.



Registered managers must have knowledge and skills from the

- Supervisor and leader role category
- Practice leader role category
- Deputy manager role category.



They will also do manager training with the organisation they work with.



Registered managers also need other knowledge and skills.

We tell you about these below.



Leadership and supervision

Staff should understand different ways to lead and manage services in social care. And understand how to lead a team to give good care and support.



Following social care law

Staff should understand the law around adult social care and how this is checked.



Making decisions

Staff should understand how to make a good decision and show how they do it.



Leading learning and skills

Staff should understand how to support their team to learn and get the right skills.



Leading on safeguarding

This means keeping people safe from abuse or harm.

Staff should plan the service to follow safeguarding guidance.



Understanding mental capacity

When people do not understand the choices they make we say they do not have **mental capacity**.

Staff should understand how to plan support for people without mental capacity.



Keeping people safe from harm

Sometimes people do things that might hurt other people or themselves.

Staff might use **restrictive practices** to stop them and keep them safe.

For example, stopping someone from going to the shops on their own.



Working with others

Staff should understand how to work well with carers, families, **advocates** and other organisations.

An **advocate** is someone who stands up for someone else.



Listening to complaints

Staff should understand how to deal with comments and complaints.



Lead change in social care

Staff should lead the team to make changes so care and support is better.



Leading good communication

Staff should understand how to communicate well with others.

And what to do when people argue.



Keeping information safe

Staff should understand the law and make sure the service looks after people's private information.



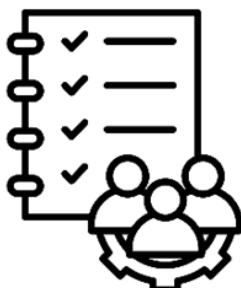
Leading person-centred work

Staff should understand why person-centred care and support is important. They should help staff work in this way.



Supporting people to be healthy

Staff should make sure their service supports people to be healthy and independent.



Planning healthcare training

Staff should plan healthcare training, so the team gets the right skills to give good and safe care.



Leading inclusive work

Inclusive means being fair and not leaving people out.

Staff should understand what inclusive work is and why it is important.



Health and safety

Staff should understand how to follow rules and the law to keep people safe. And how to support the team with their mental health.



Learning and getting new skills

Staff should understand what skills they have and what they need to work on.



Digital skills

Staff in this role category should be able to use a computer or tablet to go online.



Dealing with stress

Staff should understand how to look after themselves and why this is important.



Mentoring and coaching

This means a registered manager supports staff who have less experience to reach goals.

Staff should know why this is important and how to do it.



Understanding how to use knowledge

Registered managers should be able to use their training and skills to support upset team members by talking through problems.

And understand how to support people with learning disabilities and autism.



Maths and English

Staff should have good maths and English skills.



Business skills

Staff should have the skills to run the care service as a business.

For example, understanding how care and support is paid for.



Building trust

Staff should understand how to build trust and communicate carefully with staff, families and people who use care.



Managing people

Staff should understand the law on how to manage people and know what training the team needs to do this well.



Getting new staff

Registered managers should plan what staff they need and understand how to support them with training.

Ways staff can learn and get more skills



Training

Registered managers can do training to get more leadership skills.

They can work towards certificates in

- Leadership and Management in Adult Care
- Understanding Digital Leadership in Adult Social Care.



Skills in the workplace

Registered managers might want to do more training for where they work.

Staff can do online courses like

- Being a manager
- How to give better care.



Digital skills

Registered managers can do extra training in digital skills.

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Mira's story



8 years ago Mira was new to care and started work in a residential home.

She worked as a care worker and then a team leader.

Mira got lots of new skills caring for people with dementia and autism.



Mira did a Care Certificate and diploma in adult care.

She worked as the deputy manager and has just got a job as a registered manager.



Mira understands her new job is to run the care home and make sure people living there and her staff are happy and safe.

Mira must do lots of training to get leadership and business skills.



She talks to her boss about more training and works on her digital skills.

Mira also asks a nurse to help all the care staff with some healthcare training.



Mira becomes a skilled registered manager supporting everyone to make choices about their lives and work.

Find out more



For news about this guidance you can follow the Department for Health and Social Care on Facebook.

www.facebook.com/DHSCgovuk

If you have any questions you can contact



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