



THE COMPLETE CARE LEADERSHIP & CQC MASTERY PROGRAMME

Your Essential Path to Confident,
Compliant, and Inspired Care
Management.



Designed for Registered Managers, Deputies and senior care leaders who want to lead with clarity, integrity and confidence — while fully meeting CQC expectations.



Why This Programme Exists

Care leadership is one of the most demanding roles in health and social care.

Managers are expected to:

- Lead teams under pressure
- Protect residents' rights and safety
- Evidence compliance at all times
- Prepare for inspection continuously
- Remain emotionally grounded and professional, even in crisis

Yet many leaders step into management without structured support that truly integrates **leadership identity, emotional intelligence, governance and regulation.**




This programme was created to close that gap.

It supports leaders to move from:

- reactive to composed
- overwhelmed to organised
- uncertain to confident
- compliance-focused to *well-led*

This is not about passing an inspection. It is about becoming the kind of leader who runs a safe, stable, confident service — every day.



The Philosophy Behind the Programme

This programme is built on one core truth:

Leadership in care begins with who you are — not just what you know.

Strong care leadership requires:

- emotional intelligence
- ethical decision-making
- accountability without fear
 - clarity under pressure
 - deep understanding of regulation *in practice*, not just theory

Throughout the programme, leaders learn to:

- regulate themselves before leading others
- build psychologically safe, accountable cultures
- apply regulations to real-life situations
 - evidence learning, improvement and outcomes clearly
 - speak confidently and professionally to inspectors

Culture is not separate from compliance.

Culture is compliance.

Programme Structure

The Complete Care Leadership & CQC Mastery Programme is delivered in structured sections that build progressively:

mastery

- Practical leadership tools, planners and reflective practice

- Leadership identity, presence and emotional intelligence
- Culture, communication and accountability
- Full mastery of CQC Regulations (4–20)
- Governance, audits and the monthly quality cycle
- Mental Capacity Act, consent, best interests and DoLS
- Safeguarding, medication safety, IPC and risk management
- The CQC Single Assessment Framework and Quality Statements
- Inspection readiness and CQC interview

Each section blends:

- learning
- reflection
- real scenarios
- practical application



Leadership Identity – Reflection

Leadership is not a title. It is a behavioural identity.

Reflect:

- How do people feel when you walk into the service?
- What tone do you set under pressure?
- Which behaviours do you consistently model?
- What standards will you no longer compromise on?

A manager is the emotional thermostat of the home. When the leader is calm, clear and consistent — the service stabilises.





Governance Thinking – In Practice



Audits are not paperwork. They are leadership tools.

A strong manager does not ask:

- Who is responsible?
- What improved as a result?

“Have we completed the audit?”

They ask:

- What did we find?
- Why is this happening?
- What is the risk?
- What action is needed?

This thinking is at the heart of Regulation 17 (Good Governance).



CQC Interview Preparation – Mindset

You are not performing for inspection. You are demonstrating leadership.

- remain calm and professional
- show ownership, not defensiveness

Strong managers:

- speak clearly and factually
- explain decisions confidently
- evidence learning and improvement

Inspectors respond to leaders who know their service — and themselves.

Who This Programme Is For

This programme is designed for:

- Registered Managers (new or experienced)
- Deputy Managers preparing for registration
 - Senior carers stepping into leadership
 - Managers in services rated *Requires Improvement*
- Leaders preparing for CQC interview or inspection
 - Providers who want strong, confident, accountable leadership

Delivery can be tailored to any type of care services.

Next Steps

The Complete Care Leadership & CQC Mastery Programme is delivered through conversation and collaboration — not off-the-shelf purchasing.

If you would like to:

- explore whether this programme is right for your service
- discuss delivery options
- strengthen leadership, culture and inspection readiness

Book a conversation to discuss your needs.

This programme is part of Mareric's commitment to strengthening leadership, quality and compassionate care across the sector.

<http://www.mareric.co.uk/>

