

CareTutor

LIVE CPD WEBINAR

From Compliance to Culture Building a Learning Culture in Your Care Service

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Who are we?



- ✓ CareTutor is a social care training provider delivering the following:
 - Pathway our video-based eLearning platform with over 100 video-based courses
 - Leadership training programme – SfC designed, instructor led, fully funded, delivered by webinar
 - TeamTalk our team learning toolkit
- ✓ Courses are Peer reviewed by organisations such as the Social Care Institute of Excellence.
- ✓ We are a Quality Assured Care Learning Service
- ✓ Great for induction, refresher and Care Certificate Training
- ✓ Feature-Packed Learning Management System – Track Your Team Learning Progress

What we will cover

Today we will explore:

Why compliance alone is not enough.

What a learning culture looks like in adult social care.

What CQC and Skills for Care say about leadership, culture and improvement.

How managers can create regular opportunities for reflection and discussion.

How TeamTalk (Micro-learning) and leadership development can support learning culture.

Compliance is important, but it is not the whole picture

✓ Compliance shows:

Training has been completed.

✓ A learning culture shows:

Learning has been understood, discussed, applied and followed up.

✓ Key question:

What happens after training is completed?



Compliance culture vs learning culture

✓ Compliance culture asks:

“Have staff completed the training?”

✓ Learning culture asks:

“How has the learning changed practice?”

✓ Compliance culture focuses on:

Certificates, deadlines and training records.

✓ Learning culture focuses on:

Understanding, confidence, reflection, action and improvement.

What CQC and Skills for Care expect



*CQC links good leadership with:
Culture, governance, learning, improvement, openness and high-quality person-centred care.*



*Skills for Care highlights:
Leadership development, positive workplace culture, supervision, reflection and manager confidence.*

Key Question

Could you evidence learning beyond the training matrix?

Signs of a tick-box training culture

A tick-box culture may include:

✓ Training is only discussed when it is overdue.

✓ Staff complete courses but do not revisit the learning.

✓ Managers rarely ask what staff learned.

✓ Team meetings focus only on updates and tasks.

✓ Incidents and audits are not linked back to learning.

✓ Evidence stops at the certificate.

What a learning culture looks like

- ✓ Staff feel safe to ask questions.
- ✓ Managers follow up after training.
- ✓ Learning is discussed in supervision.
- ✓ Team meetings include reflection.
- ✓ Incidents, audits and complaints become learning opportunities.
- ✓ Evidence shows action and improvement.



Learn. **01**

Staff complete training or receive guidance.

Discuss **02**

The team talks about what it means in practice.

Apply **03**

Staff use the learning in day-to-day care.

Evidence **04**

Managers record discussion, actions and follow-up.

Improve **05**

The service uses learning to strengthen practice.

Worked example: from completion to practice

Topic: Safeguarding.

Compliance evidence:

Staff have completed safeguarding training.

Learning culture evidence:

- ✓ Staff discuss a realistic safeguarding scenario.
- ✓ Managers ask how concerns should be reported locally.
- ✓ Staff know what to do with low-level concerns.
- ✓ Discussion is recorded in supervision or team learning.
- ✓ Learning is revisited after incidents, audits or concerns.

What managers can do after training

Managers can ask:

- ✓ What were the key messages?
- ✓ What does this mean in our service?
- ✓ What do we expect staff to do differently?
- ✓ What might make this difficult in practice?
- ✓ What support or supervision is needed?
- ✓ How will we know the learning has been applied?

Short reflective learning in practice

Reflective learning does not need to be long.
A 15-minute discussion can include:

✓ One short topic.

✓ One video, scenario or real example.

✓ Two or three discussion questions.

✓ One agreed action.

✓ One short evidence record.

The aim: Keep learning practical, focused and linked to day-to-day care.

How TeamTalk can support this



TeamTalk is CareTutor's reflective learning toolkit.
It helps managers run short, practical learning discussions with their teams.
Each session includes:



A short video.



A Session Guide.



Discussion
questions.



Key learning
points.



A Session
Evidence Log.

Purpose:
To help learning move from completion into team discussion and practice.

Leadership development and learning culture

A learning culture needs confident managers.

Managers need to feel able to:

- ✓ Lead reflective discussions.
- ✓ Use supervision well.
- ✓ Give feedback.
- ✓ Support staff confidence.
- ✓ Manage resistance.
- ✓ Turn learning into action.
- ✓ Build positive team culture.

Skills for Care leadership programmes delivered virtually by **CareTutor** can help managers develop these skills.



Key takeaways and Q&A

Key takeaways:

- ✓ Compliance matters, but it is not the whole picture.
- ✓ Learning culture is shown through discussion, reflection, action and improvement.
- ✓ Managers play a key role in making learning stick.
- ✓ Short reflective discussions can strengthen everyday care.
- ✓ TeamTalk and leadership development can help support this in practice.

Q&A:

- ✓ What would help your service move from compliance to culture?

TeamTalk 45-Day Free-Trial

- ✓ Strong services need more than compliance.
- ✓ They need learning that is revisited, discussed and applied.
- ✓ TeamTalk helps make reflective team learning easier to run in practice.
- ✓ Leadership development helps managers lead culture more confidently.
- ✓ Together, they offer a practical route from compliance to culture.



**Signup for a 45-Day
Free-Trial and get full access**



Q&A

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