

**CareTutor**

● **LIVE 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 programmes – 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

# Why this subject matters now

Compliance is important, but it does not always change day-to-day practice.

Strong services need learning, reflection and improvement to be part of everyday culture.

CQC's Well-led approach highlights continuous learning, improvement and an open, fair culture.

Skills for Care also places strong emphasis on leadership development and workplace culture.

# The gap many services recognise

- ✓ Staff complete training, but practice can still vary.
- ✓ Team meetings often focus on updates rather than reflection.
- ✓ Learning from incidents is not always shared widely enough.
- ✓ Supervision can become task-focused rather than developmental.
- ✓ Managers want to reinforce learning, but do not always have a simple format to use.

# CQC's comments on Reflective Learning



*“There are processes to ensure that learning happens when things go wrong, and from examples of good practice. Leaders encourage reflection and collective problem-solving.”*

CQC's current Well-led quality statement on Learning, improvement and innovation.



*“Continuous reflection, learning and improvement are part of regular practice.”*

CQC's research on what makes care outstanding.



*“There is little or no evidence of learning, reflective practice and service improvement.”*

CQC's adult social care guidance describing inadequate practice.

# What CQC says about learning and improvement

✓ Learning should happen when things go wrong and from good practice.

✓ Leaders should encourage reflection and collective problem-solving.

✓ Staff should have time to develop improvement skills and contribute ideas.

✓ People, families and carers should be involved in improvement.

✓ Improvement should include outcomes, impact and evidence of learning.

# What a learning culture looks like

- ✓ Learning is discussed, not just completed.
- ✓ Teams reflect on real situations together.
- ✓ Managers create space for feedback and improvement.
- ✓ Concerns, incidents and near misses lead to learning and change.
- ✓ Good practice is revisited regularly, not just during formal training.

# A simple model for building culture

Compliance foundation –  
training, induction, policies,  
audits and checks.

Reflective team learning –  
short discussions that  
connect learning to real  
care.

Leadership capability –  
managers who can guide  
reflection, challenge poor  
practice and lead  
improvement.

# Where TeamTalk fits



TeamTalk sits between formal training and day-to-day practice.



It helps bring learning back into team conversations.



It gives managers a ready-made format for short reflective learning.



It supports team discussion without replacing eLearning or formal training.



It helps turn small pockets of time into structured learning.



# What TeamTalk is and how it works

- ✓ A short, manager-led reflective learning format for adult social care teams.
- ✓ Built around Share. Learn. Reflect. Evidence.
- ✓ Uses a short video or realistic scenario, guided discussion prompts and key learning points.
- ✓ Includes a simple learning log or session record.
- ✓ Usually lasts around 10 to 15 minutes.



# Why TeamTalk can be valuable

- ✓ Ready-made and easy for managers to use.
- ✓ More practical than assigning another course.
- ✓ More structured than an informal conversation.
- ✓ Focused on real issues staff recognise from care practice.
- ✓ Easier to connect learning to what staff should do next.





# What TeamTalk helps providers achieve

- ✓ More regular reflective learning in practice.
- ✓ Better conversations about real care.
- ✓ Reinforcement of key learning messages.
- ✓ Clearer links between training and workplace application.
- ✓ Simple evidence that teams are discussing and applying learning together.



# What TeamTalk is not

- ✓ It is not a replacement for eLearning.
- ✓ It is not a replacement for formal training.do not clear their mind completely.
- ✓ It is not a replacement for supervision or competency assessment.
- ✓ It is a practical add-on that helps keep learning alive between those activities.



# How TeamTalk and leadership development work together

- ✓ TeamTalk supports reflective learning at team level.
- ✓ Leadership development supports confidence at manager level.
- ✓ Together, they help connect compliance, reflection, culture and improvement.
- ✓ One strengthens team conversations.
- ✓ The other strengthens the managers leading those conversations.



## How this links to the wider Skills for Care picture

- ✓ MIS helps clarify what new and aspiring managers need to know.
- ✓ LQF helps describe the leadership behaviours and qualities managers need to show.
- ✓ Care Workforce Pathway helps place manager development within the wider adult social care career structure.
- ✓ This webinar focuses on how TeamTalk and leadership development help bring those expectations to life in day-to-day practice.
- ✓ You can explore our related webinars and resources on the CareTutor website afterwards.

## Key message and next steps

- ✓ 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.



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# Q&A

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