

**CareTutor | LIVE Webinar**

Governance made simple: Funding,  
roles, routines and oversight that  
works

**CPD Session for Care Leaders**

2nd Sept | 11:00AM BST

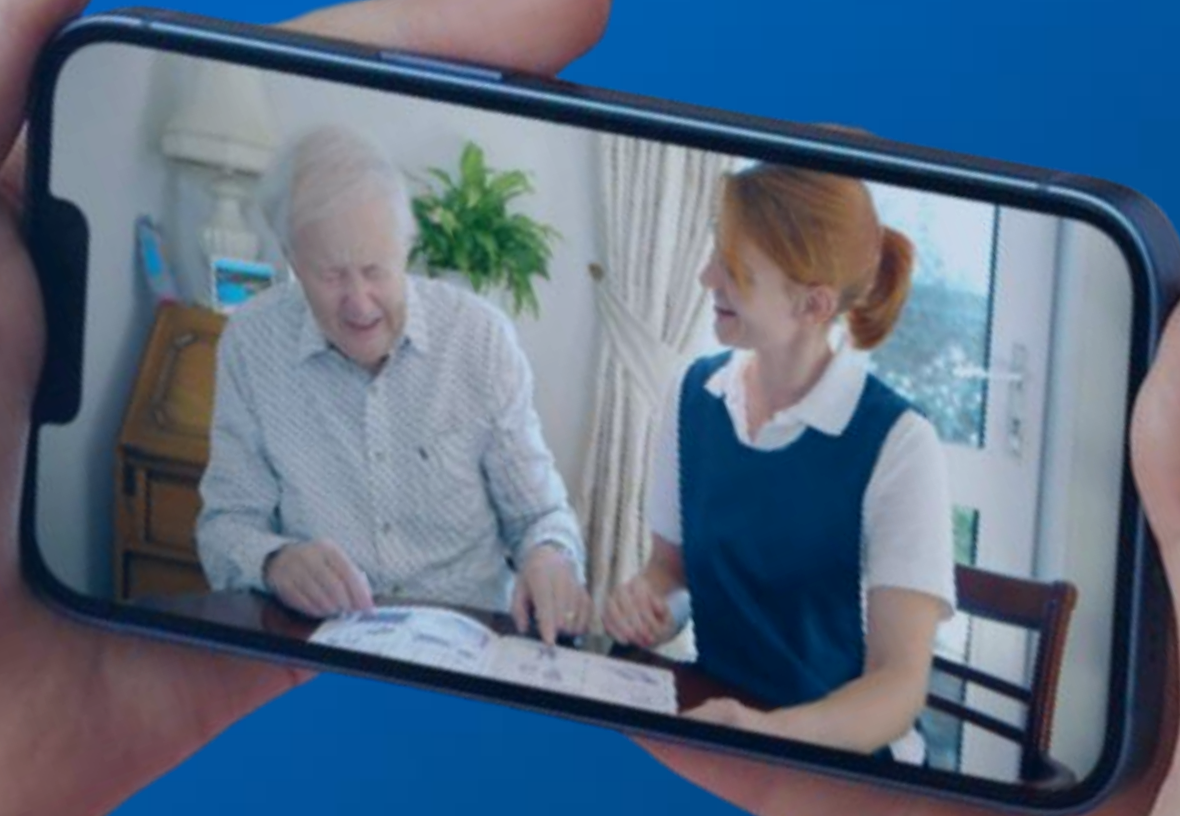
info@caretutor.org | 020 3129 5667 | caretutor.org



**Mark Thomson**

Head of Learning and  
Development – CareTutor

## 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

## By the end, you will know how to:

- ✓ Set a simple governance rhythm (weekly, monthly, quarterly)
- ✓ Decide what information to review (risk, performance, outcomes)
- ✓ Create a basic dashboard and action log in your own format
- ✓ Build follow-through so issues do not keep repeating

What do you want more control of: quality, risk, staffing, consistency, or sustainability?



## Why governance matters

- ✓ Governance is how you stay in control when you are not on site
- ✓ It reduces repeat issues by creating accountability and follow-through
- ✓ It supports consistent standards across shifts
- ✓ It helps you spot risks early and act before problems escalate

Name your biggest repeat issue right now.





# Good governance in plain English

Good governance  
means:



✓ Clear responsibilities  
and escalation



✓ Regular review of the  
right information



✓ Decisions recorded and  
actions followed through



✓ Learning applied so  
things improve over time

Which part is strongest in your service, and which needs tightening?

# The minimum viable governance system

To keep governance simple, put 3 things in place:

**Roles and accountability:** who owns what

1

2

**A rhythm:** when you review and decide

**Action tracking:** what was agreed and whether it happened

3



Which of the  
three is currently  
the weakest?

# A governance rhythm you can actually stick to



## Weekly

- ✓ What changed this week?
- ✓ Biggest risk right now?
- ✓ Any urgent actions?



## Monthly

- ✓ Review your key data and themes
- ✓ Agree actions and owners
- ✓ Check last month's actions are closed



## Quarterly

- ✓ Look for patterns and themes
- ✓ Agree improvement priorities
- ✓ Sense-check sustainability and capacity

Put a monthly governance review in the diary.

# Your one-page dashboard (what to track)

Choose 5 key lines (example areas):

- ✓ Incidents and safeguarding themes
- ✓ Complaints and compliments themes
- ✓ Staffing stability (sickness, turnover, vacancies)
- ✓ Training and supervision completion
- ✓ Quality checks (audits, spot checks, key findings)

What 5 measures would give you the clearest picture?

**Rule: Keep it to one page, otherwise it will not get used.**





# Your action log (follow-through)

Every action needs:

- Owner
- Due date
- Status
- Evidence it's done
- Review of impact (what changed)

**What is one action in your service that keeps reappearing because follow-through is unclear?**



# Common pitfalls (and quick fixes)

- ✓ Too many checks, not enough follow-through → tighten action tracking
- ✓ Data collected but not used → monthly decisions from your dashboard
- ✓ Everything escalates to one person → clarify escalation rules
- ✓ Supervision inconsistent → include it in your rhythm and dashboard
- ✓ Improvement feels random → choose 1–2 priorities per quarter

Pick one pitfall and one fix you will apply in the next 7 days



# Embed it in practice through leadership development

Governance only works when leaders have the skills and confidence to run it consistently.

**Skills for Care funded leadership programmes can support this, including:**

- Well-led
- Lead to Succeed
- Leading Change, Improving Care (LCIC)

Decide which group you want to develop first, then use the website links to check eligibility and book.



**Scan Here**

# Q&A

info@caretutor.org | 020 3129 5667 | caretutor.org



**Get in touch**

Live Webinar

# Protecting People at Home: Building Scam-Resilient Care and Housing Services



 Thursday | 10th September 2026

 11:00 AM – 12:00 PM BST



Speaker :  
Mark Thomson



Speaker :  
Oliver Brooks – Stephenson



Speaker :  
Xavier Mace