

CareTutor

LIVE CPD WEBINAR

Staff Retention, Wellbeing and Engagement

How to build a care team people want to stay in.

July 16th 2026 at 11:00 AM BST

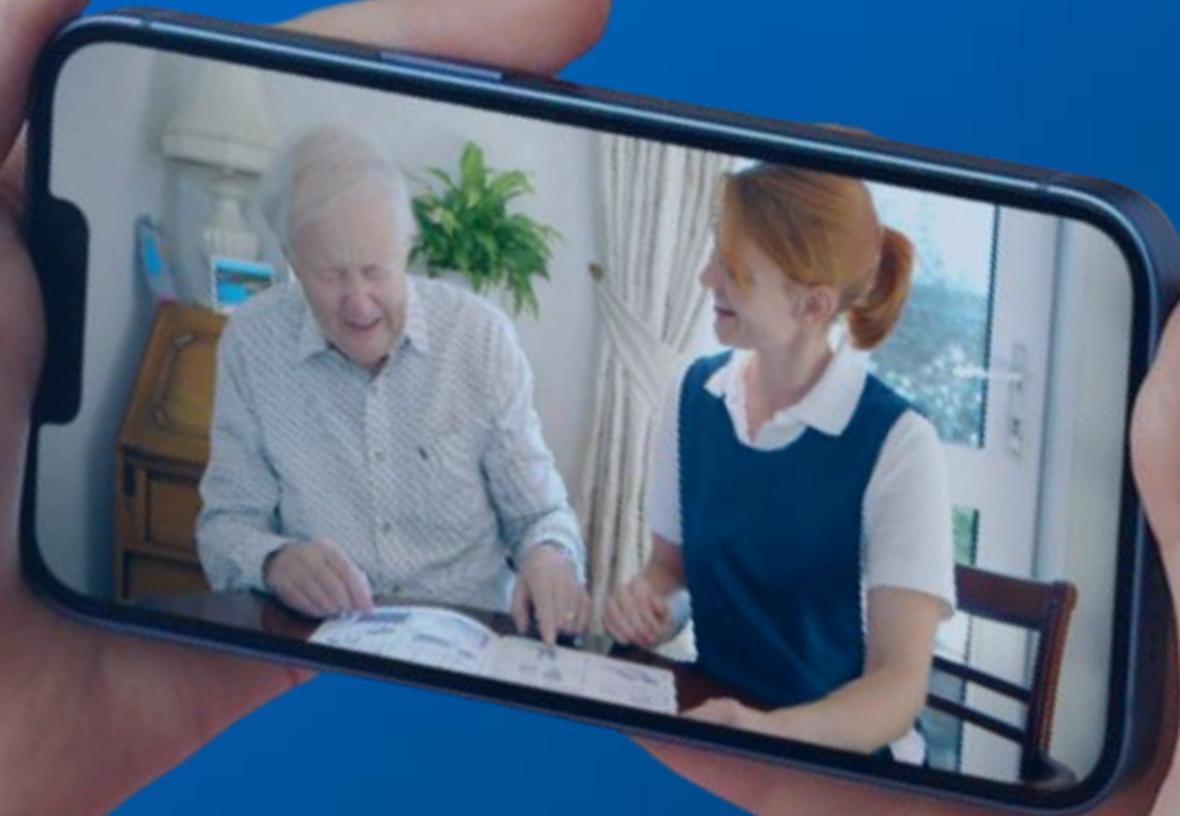
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Mark Thomson

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

Today's focus

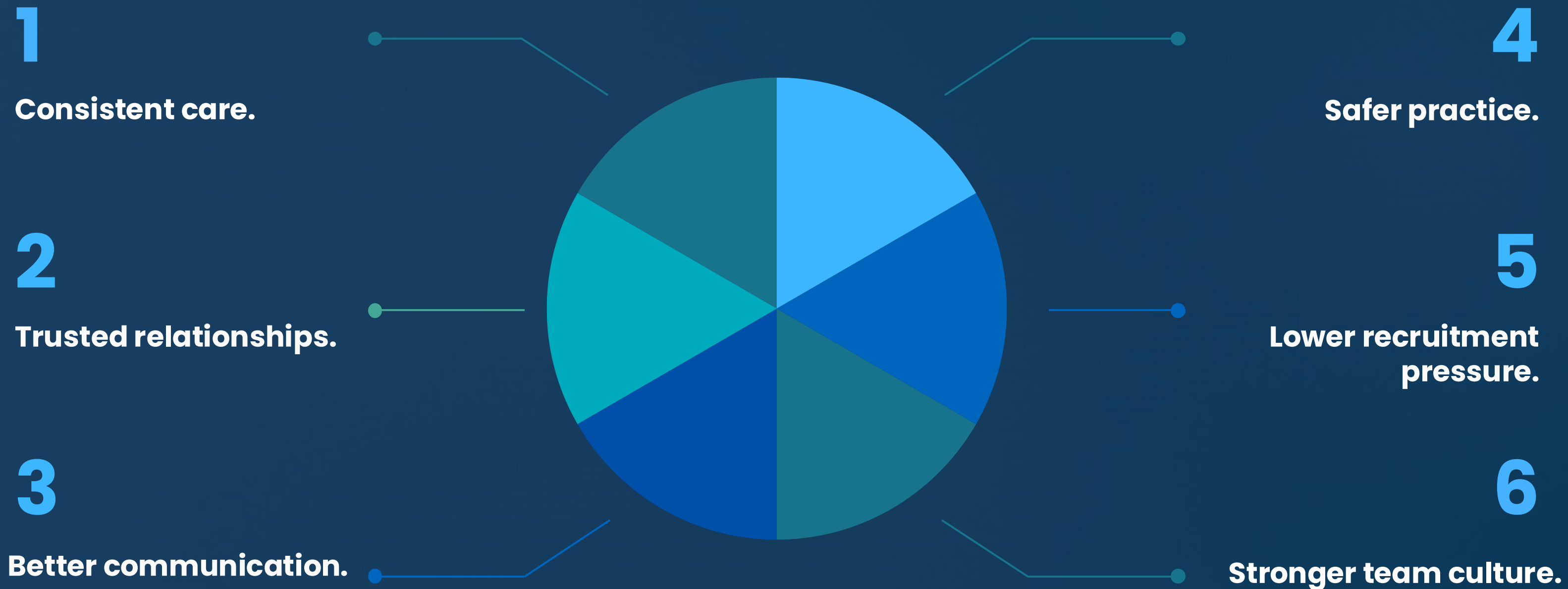
By the end of this session, we will explore:

- ✓ Why retention is about more than recruitment.
- ✓ What helps care staff stay or leave.
- ✓ How wellbeing and engagement affect team stability.
- ✓ What managers can influence day to day.
- ✓ Practical actions to strengthen retention.

POLL

**What is your biggest workforce
challenge at the moment?**

Why retention matters



Key message:

Retention is not only an HR issue. It affects care quality, continuity and confidence.

Why people stay or leave

People may stay because of:

- ✓ Supportive leadership.
- ✓ Fair treatment.
- ✓ Positive team relationships.
- ✓ Recognition and belonging.
- ✓ Learning and progression.
- ✓ Manageable working conditions.

People may consider leaving because of:

- ✓ Unsustainable workload.
- ✓ Poor communication.
- ✓ Inconsistent management.
- ✓ Feeling overlooked or unheard.
- ✓ Limited development.
- ✓ Better pay or conditions elsewhere.

Guidance and expectations

This topic links to:

- ✓ Skills for Care: Retention, wellbeing, workplace culture and career development.
- ✓ CQC: Safe staffing, support, supervision, development and Well-led culture.
- ✓ ACAS: Open conversations about stress, support and wellbeing.

Key message:

Managers support retention through everyday leadership, not one-off initiatives.

Influence what you can

Wider pressures:

- ✓ Pay and employment conditions.
- ✓ Local labour market.
- ✓ Workforce supply.
- ✓ Commissioning pressures.
- ✓ Travel and transport.
- ✓ National policy.

Manager influence:

- ✓ Welcome and induction.
- ✓ Communication and rotas.
- ✓ Supervision and support.
- ✓ Fairness and recognition.
- ✓ Learning and progression.
- ✓ How concerns are handled.

Early signs of disengagement

Possible warning signs include:

Possible warning signs include:

- ✓ Withdrawal.
- ✓ Reduced confidence.
- ✓ Increased absence.
- ✓ Frustration or conflict.
- ✓ Less contribution in meetings.
- ✓ Lower care standards.
- ✓ "Just doing the basics."
- ✓ Talking about leaving.

Important:

These are prompts for a supportive conversation,
not proof that someone is disengaged.

POLL 2

What do you think has the biggest impact on whether staff stay?

Stay conversations

Useful questions managers can ask:

**What is going well
for you?**

**What is making work
difficult?**

**What helps you feel
supported?**

**Is there anything that
may cause you to leave?**

**What development would
interest you?**

**What is one thing we
could improve?**

Six everyday retention levers

✓ **Welcome.**

A planned and supportive induction.

✓ **Support.**

Useful supervision and regular check-ins.

✓ **Recognition.**

Specific acknowledgement of effort and good practice.

✓ **Communication.**

Clear, respectful and timely information.

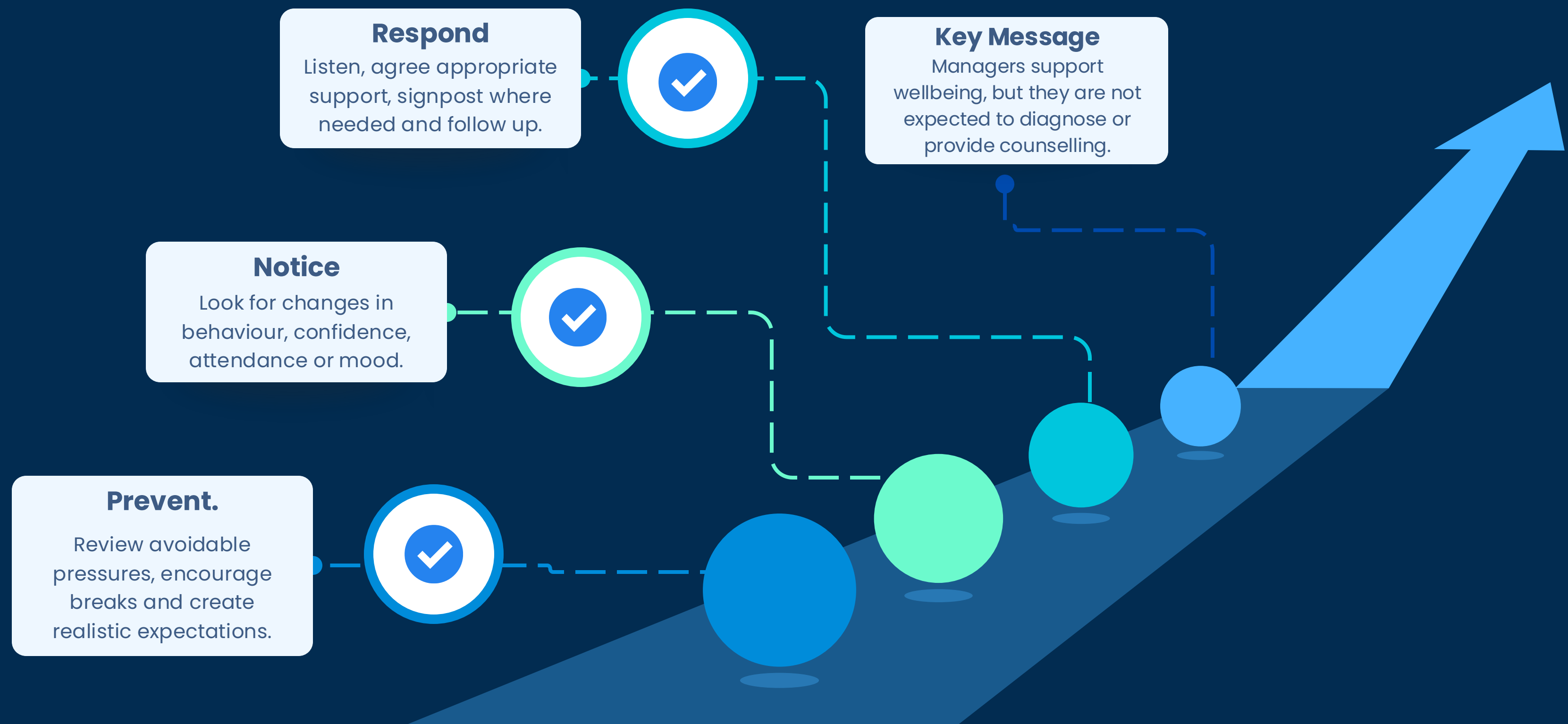
✓ **Development.**

Learning, coaching and visible progression.

✓ **Fairness.**

Consistent expectations, opportunities and decisions.

Wellbeing is not just crisis support



Making staff voice visible

✓ Ask.
Invite honest views.

✓ Listen.
Understand the issue before responding.

✓ Act.
Make realistic improvements where possible.

✓ Explain.
Be open when something cannot be changed.

✓ Review.
Check whether the action helped.

Learning and development as a retention tool

Learning and development can help staff feel:

- ✓ More confident in their role.
- ✓ Better prepared for practice.
- ✓ Clearer about expectations.
- ✓ Valued by the organisation.
- ✓ Ready for greater responsibility.
- ✓ Able to see a future career path.

Key message:

Retention is supported when development feels purposeful, accessible and connected to progression.

Practical 30-day action plan

Choose one action under each area:

✓ Listen.

Ask staff what helps them stay.

✓ Support.

Review supervision quality.

✓ Recognise.

Notice one example of good practice each week.

✓ Develop.

Identify one learning or progression need.

✓ Follow up.

Show staff what changed because of their feedback.

✓ Measure.

Choose one indicator to review.

What could you measure?

Useful indicators may include:

- ✓ Staff turnover.
- ✓ Short-term absence.
- ✓ Supervision completion.
- ✓ Exit interview themes.
- ✓ Length of service.
- ✓ Internal progression.
- ✓ Agency reliance.
- ✓ Staff feedback.

Key question:

How will you know whether your retention actions are making a difference?

How CareTutor can support

CareTutor supports retention, wellbeing and engagement through:

- ✓ Interactive eLearning.
- ✓ LMS learning records and oversight.
- ✓ Skills for Care leadership programmes.
- ✓ TeamTalk reflective learning sessions.
- ✓ CPD webinars.
- ✓ Practical adult social care content.

Purpose:

To help managers support staff, evidence learning and build stronger team cultures.



TeamTalk 45-Day Free-Trial

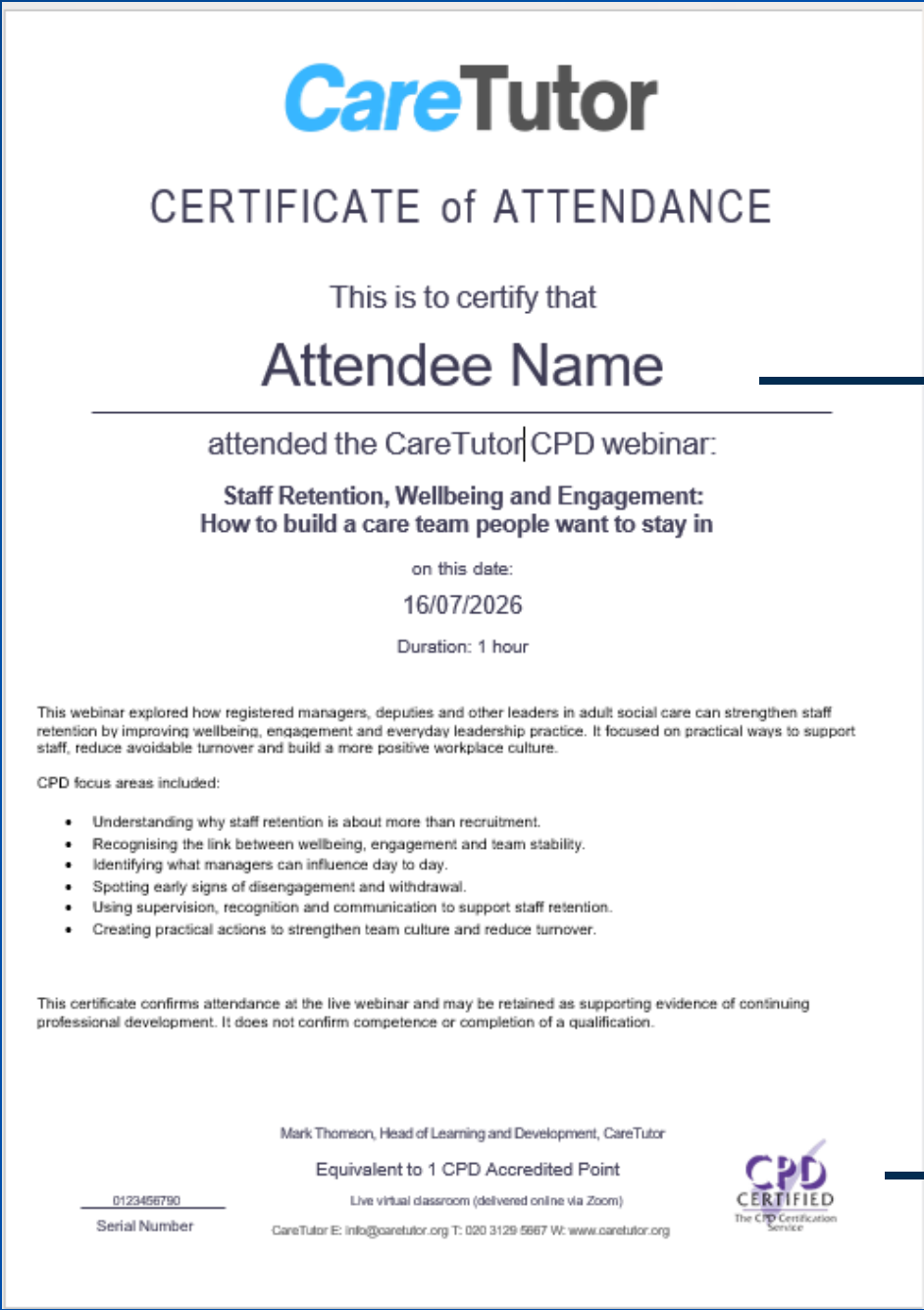
- ✓ Strong services need more than compliance.
- ✓ They need learning that is revisited, discussed and applied.
- ✓ TeamTalk helps make reflective team learning easier to run in practice.
- ✓ Leadership development helps managers lead culture more confidently.
- ✓ Together, they offer a practical route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



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



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Q&A

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