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FROM SANDRA HANLEY - HANLEY CARE GROUP

Manatec Testimonial

I have worked with Manatec for the past 20 years. We run a small business consisting of 3 care homes for people with a diagnosis of dementia and work with Manatec to ensure that all of our employees across the group are able to access the training they require. They have enabled us to meet our legal requirements with regard to training provision and CQC. We feel we are meeting and exceeding best practice guidelines.

In addition they have been successful at involving care staff in training, which can be difficult because they are working fulltime and/or have family responsibilities. They have also, in many cases, left school without qualifications and have negative thoughts regarding their ability to study successfully.

However with Manatec staff report positive experiences and they are all keen to move on to the next level of study. At this time we have staff who are waiting to start their new course but cannot because Manatec are not allowed to take on new starters. This is having a negative impact on our business. In a world where many of our employees have many things competing for their time it is important to maintain momentum.

From my personal experience with Manatec I can confidentially say that:

- Assessors are well trained, for example when qualification specifications have changed they update me as part of their role.
- For many years I have worked with Viviane Lawrence. We work closely together and she has worked hard to help me embrace the new terminology
- Viv keeps me updated on the progress of all the staff. If a staff member seems to be struggling with the course she contacts me and we work together to help the staff member get back on track.
- The staff find her approachable and easy to talk to.
- She encourages me to comment on staff progress and the effect it has on driving up the standard of care we offer our clients.
- On the one occasion I had a concern with Manatec they listened to me and acted quickly to resolve the problem. Having an open and transparent relationship with them is a real positive for me as a RM.

The other managers across our homes support me in the above statement.

Sandra Hanley