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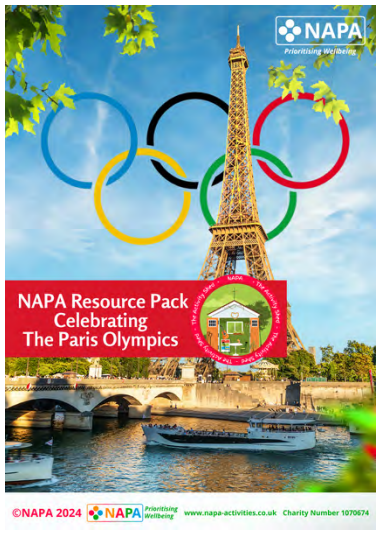


Care Managers Show

The UK's largest show dedicated to care managers

Showguide





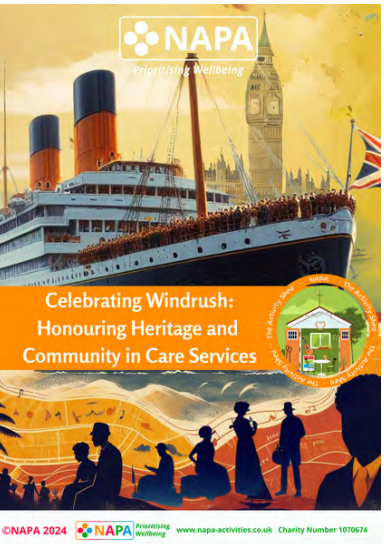
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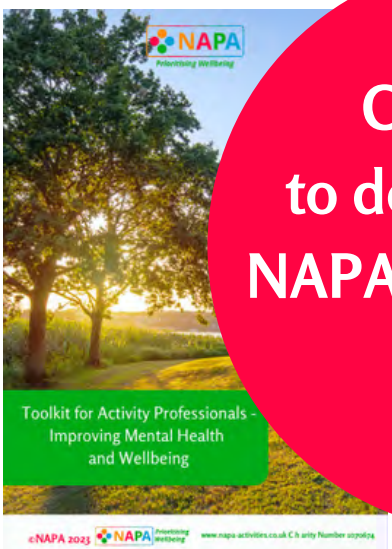
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Welcome Message from the CEO

Dear Customers,

Welcome to our second edition of the Care Managers Show at the NEC Birmingham. On behalf of our entire team, I am thrilled to extend a warm welcome to each of you.

This exhibition represents a significant milestone for our company. It is a celebration of building a community of hard-working individuals who are doing outstanding things in the care sector. Over the two days of the event, you will have the opportunity to explore some of the latest advancements, engage with like-minded peers and learn from industry leaders.

Our journey has been driven by wanting to help build the industry with a commitment to pushing boundaries and setting new standards. We believe that the best way to predict the future is to create it.

We have designed this event not just as a showcase, but as a platform for meaningful connections and insightful discussions. I encourage you to take full advantage of the networking opportunities, and presentations that have been curated to provide you with valuable knowledge and inspiration. We also have an abundance of fun activities for you to enjoy over the two days, from musical bingo, holiday giveaways, free coffee, a celebrity chef, to 90's boyband 5ive. It's going to be a fantastic two days!

Thank you for your continued support. Enjoy the exhibition!

Warm regards,

Alex Dampier
CEO, Nexus Media Group



Agenda

CPD 1

THURSDAY 27 JUNE

09:45-10:15

Having difficult conversations / Workplace conflict

Bruce Morrison, L7 business skills development coach - Impact Futures

10:25-10:55

Developing a workforce strategy for adult social care - and what it means for managers

Oonagh Smyth, CEO - Skills for Care

11:15-11:45

Self-awareness: Authentic leadership and emotional intelligence

Zoë Payne, Senior leadership development coach - Impact Futures

11:55-12:25

Compassionate leadership

Tricia Pereira, Director - Robin Training and Consultancy

Tamsyn Nother, Director - Robin Training and Consultancy

12:30-13:00

CQC Single Assessment Framework

Charlie Jones, Chief operating officer - BKR Care Consultancy

13:20-13:50

Growing your occupancy: Marketing for managers

Annie Waddington-Feather, Freelance journalist and communications consultant

Mark Shelton, Customer relationship manager - Barchester Healthcare

14:20-14:50

Belonging to a 'real' team makes us want to stay

Sarah-Jane Dale, Director - Skills for Care

See full agenda here:

Care Managers Show

CPD 1

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Growing your occupancy: Marketing for managers

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Mark Shelton, Customer relationship manager - Barchester Healthcare

11:25-11:55

Building your connections and community influence

Tom Owen, Director - My Home Life England

12:15-12:45

Self-awareness: Authentic leadership and emotional intelligence

Zoë Payne, Senior leadership development coach - Impact Futures

13:35-14:05

CQC Single Assessment Framework

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Tamsyn Nother, Director - Robin Training and Consultancy

See full agenda here:

Care Managers Show

CPD 2

THURSDAY 27 JUNE

09:45-10:15

The journey to Outstanding

Charlie Jones, Chief operating officer - BKR Care Consultancy

10:25-10:55

Operational and care planning efficiencies when implementing a digital care management system in your business

Louis Coyne, Sales manager – Onetouch Health

11:15-11:45

Dementia care

Hannah Miller, Head of dementia - Orchard Care Homes

11:55-12:25

The world of CPD: What is it and how does it affect me?

Andy Donnachie, Chief operating officer - The CPD Group

12:30-13:00

Death, dying and bereavement: Support and training for care providers

Emma Clare, Co-founder - Fin - Exploring Endings

14:20-14:50

Dealing with care home complaints

Nick Banister-Dudley, Head of compliance - Hallmark Luxury Care Homes

See full agenda here:

Care Managers Show

CPD 2

FRIDAY 28 JUNE

10:00-10:30

The journey to Outstanding

Charlie Jones, Chief operating officer - BKR Care Consultancy

10:40-11:10

Supporting legal requirements and best practice across Adult and Children's Social Care

Imaan Hussain, Business development manager – tri.x

11:25-11:55

Dementia care

Hannah Miller, Head of dementia - Orchard Care Homes

12:15-12:45

Supporting your team's mental health during the cost of living crisis

Neil Flack, National accounts manager - The Care Workers' Charity

13:35-14:05

Death, dying and bereavement: Support and training for care providers

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See full agenda here:

Care Managers Show

Agenda

OPERATIONAL EXCELLENCE 1

THURSDAY 27 JUNE

09:30-10:00

Hear from CQC: Understanding the single assessment framework

Julia Spencer Ellis, Senior specialist - adult social care - CQC

10:15-10:45

Optimising occupancy and enhancing enquiry management in UK care homes

Iain Corrigan, Commercial director - CoolCare

11:55-12:25

Managing nurses in care homes: Internal nurse student training at Hallmark

AnnMarie Duggan, Talent development manager - Hallmark Luxury Care Homes

12:30-13:00

Promoting health and wellbeing for you and your team

Eddy Fishwick, Chair - CareHomeLife

13:20 - 13:50

Training and career progression

AnnMarie Duggan, Talent development manager - Hallmark Luxury Care Homes

14:20 - 14:50

Delivering outstanding care from a care home manager

Beverley Manzar, Registered manager - Ebury Court Care Home

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Care Managers Show

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Delivering outstanding care from a care home manager

Beverley Manzar, Registered manager - Ebury Court Care Home

11:30-12:00

Attracting and retaining a high performing and diverse workforce

Kelly Howell, Chief people officer - Aria Care

13:25-13:55

Optimising occupancy and enhancing enquiry management in UK care homes

Iain Corrigan, Commercial director - CoolCare

14:20-14:50

Crisis management and turnaround: What to do when things go south

Sarah McCormack, Senior task force exec - Delphi Care

See full agenda here:

Care Managers Show

OPERATIONAL EXCELLENCE 2

THURSDAY 27 JUNE

09:45-10:15

Transforming sponsorship through technology

Adam Dullop, Partnerships lead - Borderless

10:25-11:05

The role of an apprentice

Amanda Kerr, Client relationship director - Paragon Skills

11:30-12:00

Inspiring staff to embrace technology

Katie Thorn, Project manager - Digital Care Hub
James Rycroft, Managing director - Vida Healthcare
Claire Smout, Head of digital skills - Skills for Care

12:20-12:50

Managing and supporting the safety of lone workers

Liz Blacklock, Chief executive officer -
National Association of Care and Support Workers
Thomas Tredinnick, CEO - Ally Cares

13:20-13:50

Heart-centred care

Samantha Crawley, Chief executive officer - Bracebridge Care Group / The Outstanding Society

14:20-14:50

Meaningful visits: Providing a friendly and engaging environment

Hilary Woodhead, CEO - National Activity Providers Association (NAPA)

See full agenda here:

Care Managers Show

OPERATIONAL EXCELLENCE 2

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The role of apprenticeships

Nikki Evans, Head of learning and development – Care UK

11:30-12:00

Inspiring staff to embrace technology

Katie Thorn, Project manager - Digital Care Hub

Kehan Zhou, Chief executive - Camascope

Victoria Buyer, Chair/managing director – Age UK Lancashire/Buyer Consulting Ltd

14:10-14:40

Managing and supporting the safety of lone workers

Liz Blacklock, Chief executive officer -

National Association of Care and Support Workers

Thomas Tredinnick, CEO - Ally Cares

See full agenda here:

Care Managers Show

Agenda

HOME CARE

THURSDAY 27 JUNE

09:30 - 10:00

Why recruitment and retention needs to start with a carer-first culture

Dan Archer, CEO and founder - Visiting Angels

10:15-10:45

Staff training and development

Katy Berry, Registered manager - Bluebird Care Gosport

11:15-11:45

Marketing your service to the local community

Ben Benson-Breen, Founder - My Way Marketing

11:55-12:25

Diversity: How it can help recruitment and boost franchise performance

Amrit Dhaliwal, CEO - Walfinch

12:30-13:00

The role of the home care manager in delivering outstanding care

Emily Colliss, Registered manager - Right at Home – Basingstoke

13:20-13:50

Rostering

Leah Tickle, Operations manager - Bluebird Care Bromley, Sevenoaks, Lewisham and Southwark

14:20-14:50

Falls management: Insights from a homecare provider and paramedic

Caroline Cosh, Managing director - Clifton Homecare Limited

See full agenda here:

Care Managers Show

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Diversity: How it can help recruitment and boost franchise performance

Amrit Dhaliwal, CEO - Walfinch

14:20-14:50

Maintaining high quality standards in a domestic environment

Rebecca Zartarian, Director and registered manager - Bluebird Care Cheshire West & Flintshire and Bluebird Care Trafford

See full agenda here:

Care Managers Show

ENTERTAINMENT

THURSDAY 27 JUNE

11:00-11:20 Musical Bingo
12:00-12:15 Care Heroes Prizegiving
13:00 - 13:30 Mr Bloom from CBeebies
14:00-14:20 Musical Bingo
15:00-15:30 Boyband 5ive Live

See full agenda here:

Care Managers Show | Nursery Managers Show

ENTERTAINMENT

FRIDAY 28 JUNE

11:00-11:20 Musical Bingo
13:00-13:30 Cook with Masterchef's Theo Michaels
14:00-14:20 Musical Bingo
14.40 - 14.55 Care Sector's Got Talent Winner - Molly Blackburn
15:00-15:30 Boyband 5ive Live

See full agenda here:

Care Managers Show | Nursery Managers Show

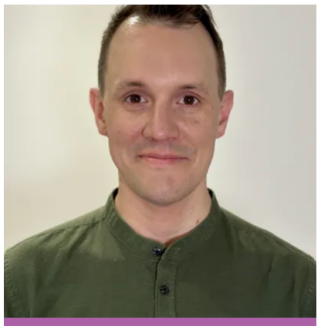
Speakers



DAN ARCHER
CEO and founder, **Visiting Angels**



NICK BANISTER-DUDLEY
Head of compliance, **Hallmark Luxury Care Homes**



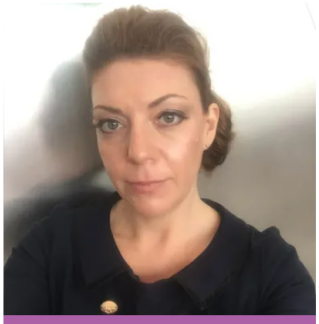
BEN BENSON-BREEN
Founder, **My Way Marketing**



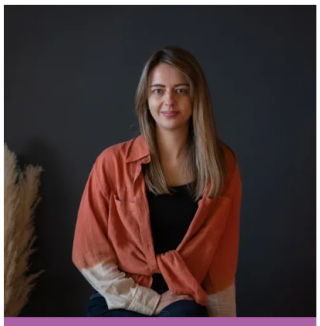
KATY BERRY
Registered manager, **Bluebird Care Gosport**



LIZ BLACKLOCK
Chief executive officer, **National Association of Care and Support Workers**



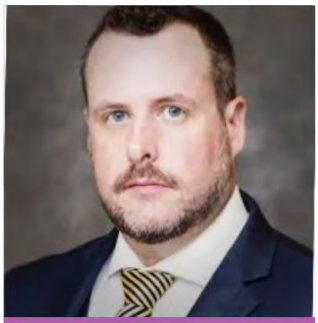
VICTORIA BUYER
Chair/managing director, **Age UK Lancashire/Buyer Consulting Ltd**



DR EMMA CLARE
Co-founder, **Fin - Exploring Endings**



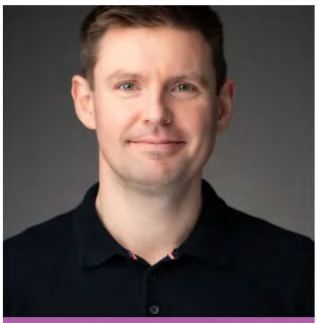
EMILY COLLISS
Registered manager, **Right at Home – Basingstoke**



IAIN CORRIGAN
Commercial director, **CoolCare**



CAROLINE COSH
Managing director, **Clifton Homecare Limited**



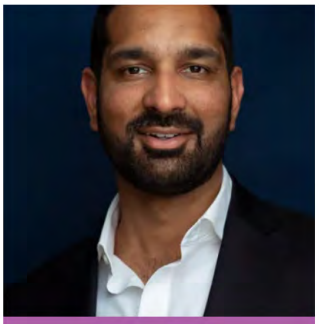
LOUIS COYNE
Sales manager, **OneTouch Health**



SAMANTHA CRAWLEY
Chief executive officer, **Bracebridge Care Group / The Outstanding Society**



SARAH-JANE DALE
Director, **Skills for Care**



AMRIT DHALIWAL
CEO, **Walfinch**



ANDY DONNACHIE
Chief operating officer, **The CPD Group**



ANNMARIE DUGGAN
Talent development manager, **Hallmark Luxury Care Homes**



ADAM DULLOP
Partnerships lead, **Borderless**



NIKKI EVANS
Head of learning and development , **Care UK**



EDDY FISHWICK
Chair, **CareHomeLife**



NEIL FLACK
National accounts manager, **The Care Workers' Charity**



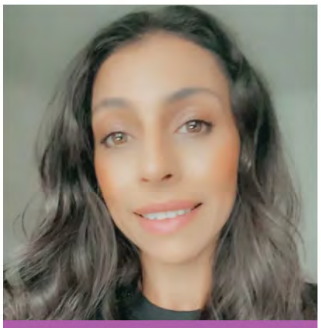
KEHAN ZHOU
CEO, **Camascope**



REBECCA HAWKINS
Managing director, **Bluebird Care Reading, Wokingham, Windsor, Maidenhead & Bracknell**



KELLY HOWELL
Chief people officer, **Aria Care**



IMAAN HUSSAIN
Business development manager, **tri.x**



CHARLIE JONES
Chief operating officer, **BKR Care Consultancy**



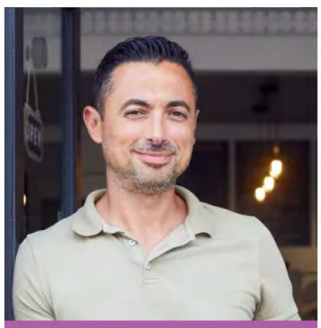
AMANDA KERR
Client relationship director, **Paragon Skills**



BEVERLEY MANZAR
Registered manager, **Ebury Court Care Home**



SARAH MCCORMACK
Senior task force exec, **Delphi Care**



THEO MICHAELS
Professional chef



HANNAH MILLER
Head of dementia, **Orchard Care Homes**



BRUCE MORRISON
L7 business skills development coach, **Impact Futures**



TAMSYN NOTHER
Director, **Robin Training and Consultancy**

Speakers



TOM OWEN
Director, **My Home Life England**



ZOË PAYNE
Senior leadership development coach, **Impact Futures**



TRICIA PEREIRA
Director, **Robin Training and Consultancy**



JAMES RYCROFT
Managing director, **Vida Healthcare**



MARK SHELTON
Customer relationship manager, **Barchester Healthcare**



CLAIRE SMOUT
Head of digital skills, **Skills for Care**



OONAGH SMYTH
CEO, **Skills for Care**



JULIA SPENCER ELLIS
Senior specialist - adult social care, **CQC**



KATIE THORN
Project manager, **Digital Care Hub**



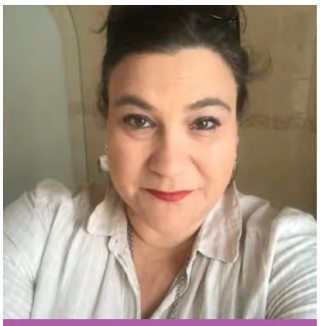
LEAH TICKLE
Operations manager, **Bluebird Care Bromley, Sevenoaks, Lewisham and Southwark**



THOMAS TREDINNICK
CEO, **Ally Cares**



ANNIE WADDINGTON-FEATHER
Freelance journalist and communications consultant



HILARY WOODHEAD
CEO, **National Activity Providers Association (NAPA)**



REBECCA ZARTARIAN
Director and registered manager , **Bluebird Care Cheshire West & Flintshire and Bluebird Care Trafford**

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