



North West 2026 Insight Pack

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Content Summary

This insight pack summarises **key takeaways from the Care Roadshow North West** speaker sessions and panel discussions for care leaders, operators and senior leadership teams.

Bringing together **insights from regulators, workforce leaders, dementia specialists and innovation experts**, the pack highlights the conversations shaping the future of adult social care.

Designed to support **reflection, strategic thinking and service improvement**, the pack provides concise, leadership-focused takeaways to help care home, home care and complex care owners, directors and senior leaders identify practical opportunities within their own organisations.

CPD Sessions

1. Innovating Together: Peer Insights in Care
2. Recruit, Retain, Thrive: Strengthening the Care Workforce
3. Supporting Wellbeing in Dementia Care
4. CQC Insights: Shaping Quality and Safety in Care

Innovating Together: Peer Insights in Care

Nigel Lea, National Partnerships Manager, Citation

This session explored how innovation improves efficiency, staff experience and care quality.

Discussions covered practical tech use, adoption barriers and balancing innovation with human care.

A key theme was how impactful change often comes from simple, low-cost ideas that save time, improve communication and enhance experiences.



Key Takeaways

1. AI is increasingly being used to reduce administrative pressure

Providers discussed using AI tools for note-taking, audits, supervision records and document support to save time and improve efficiency.

2. Innovation should create more time for care

Technology works best when it frees teams to spend more time supporting people rather than increasing administrative burden.

3. Fear and uncertainty remain barriers to adoption

Many teams still feel apprehensive about new technology, particularly around digital systems and AI.

5. Workforce engagement is essential

Successful implementation depends on helping teams understand, trust and feel confident using new systems.

6. Digital systems can improve accuracy and oversight

Providers discussed how digital care planning and medication systems can support consistency, compliance and operational visibility.

7. Innovation should support person-centred care

Technology should enhance experiences and relationships rather than replace human interaction.

8. Collaboration helps generate new ideas

Peer-to-peer conversations remain valuable for sharing practical solutions and learning from other providers.

Recruit, Retain, Thrive: Strengthening the Care Workforce

William Murch, Rachael Crook, Bernie Suresparan & David O'Brien

This panel explore how retention in adult social care is driven by staff feeling valued and supported.

Values-based recruitment, strong leadership and development opportunities all improve retention, while international recruitment helps, long-term stability depends on strengthening the domestic workforce.



Key Takeaways

1. Feeling valued remains a major driver of retention

Staff are more likely to stay where they feel listened to, supported and recognised for their contribution.

2. The first three to six months are critical

Much workforce turnover happens early. Effective onboarding, mentorship and support systems can significantly improve retention.

3. Values-based recruitment improves long-term outcomes

Recruiting people whose values align with care delivery and organisational culture can reduce regrettable turnover.

4. Leadership capability directly affects workforce stability

Managers need the skills, confidence and support to have meaningful conversations around wellbeing, progression and development.

5. Career pathways should extend beyond promotion

Development opportunities, specialisms and additional responsibilities can help staff feel invested in and motivated.

6. Data should inform workforce strategy

Understanding why people leave, where turnover occurs and how staff feel enables more proactive workforce planning.

7. International recruitment cannot be the only solution

The sector must continue improving domestic recruitment, retention and workforce development alongside sponsorship routes.

Supporting Wellbeing in Dementia Care

Dr Emma Williams, Natasha Wilson, Tim Howell, & Martin Rix

This panel explored how care environments shape the wellbeing and experiences of people with dementia.

The discussion highlighted design, relationships and understanding individuals beyond diagnosis.

A key theme was that quality dementia care is driven by culture and meaningful interaction.



Key Takeaways

1. The social environment matters as much as the physical environment

Creating a sense of community, equality and belonging is just as important as décor, signage or layout.

2. Meaningful engagement prevents distress

People should not simply be 'placed' within environments. Regular interaction, activity and connection remain essential.

3. Outdoor spaces should not be overlooked

Access to outdoor environments and opportunities for movement, exploration and fresh air can positively impact wellbeing and quality of life.

4. Familiarity and routine remain powerful

For people living at home or within care settings, familiar routines, spaces and sensory cues can provide reassurance and stability.

5. Staff need to understand the person behind the diagnosis

Knowing someone's history, preferences, routines and relationships supports more personalised and compassionate care.

6. Training should go beyond compliance

The panel reinforced the importance of meaningful dementia education that builds confidence, understanding and emotional intelligence.

7. Human interaction remains irreplaceable

Technology can support care delivery, but genuine connection, empathy and communication remain central to high-quality dementia care.

CQC Insights: Shaping Quality and Safety in Care

Andrew Peck, Deputy Director of Adult Social Care, Care Quality Commission

This session examined the Care Quality Commission's reset, focusing on improving its framework, transparency and relationships with providers.

A key message was the need for clearer, more collaborative and supportive regulation that reflects providers' realities.



Key Takeaways

1. Relationship management is becoming a bigger priority

CQC acknowledged the importance of rebuilding trust and improving relationships with providers. Future approaches are expected to place greater emphasis on communication, collaboration and consistency.

2. Inspection frameworks are becoming more sector-specific

The move away from a single assessment framework towards separate frameworks for different sectors aims to create greater clarity and relevance for providers.

3. Characteristics of 'Good' and 'Outstanding' will become clearer

The updated framework will include clearer ratings characteristics to help providers better understand expectations and identify what improvement looks like.

4. Evidence from day-to-day practice matters most

There is a growing focus on real experiences, outcomes and operational practice rather than overly documentation-heavy approaches.

5. Inclusion and inequalities remain central themes

Future assessments will increasingly examine how providers support people facing barriers, inequalities and complex needs.

6. Technology and AI will shape future regulation

CQC highlighted ongoing pilots exploring how technology and AI could improve efficiency, inspection activity and provider experience.

7. Providers should engage with consultations and pilots

CQC reinforced the importance of provider involvement in shaping future frameworks, inspections and regulatory systems.