



Managing care

In the arenas of health and social work, management is a crucial part of ensuring quality of service and care for users and staff, and the development of services and standards into the future. The discussions and interviews in this album focus on the importance of management strategies and techniques and garner the opinions and insights of staff at all levels, as well as those in care. These in-depth and frank audio tracks give a real-life sense of the managerial experience, including starting the job, day-to-day planning and the implementation of policy and good practice. This material forms part of the Open University course K303 Managing care.