

Claire Webb

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Profile

A seasoned ex-CQC and Ofsted Registered Manager, I bring a flexible and versatile approach to my work with a positive "can do" attitude. Currently, I offer consultancy services encompassing Mock CQC and Ofsted inspections, compliance audits, liability reduction risk assessments, and training services. My strong team-building skills enable me to effectively manage, collaborate with, and lead teams with confidence. I thrive on challenges within my job role, actively seeking opportunities to demonstrate my abilities. Building professional relationships is a key focus for me, ensuring a positive working environment and facilitating the achievement of outcomes while consistently evidencing good practice.

Skills Summary

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| • Managing a team | • Computer Savvy | • Working Closely with Team |
| • Safeguarding | • Reviewing policies and procedures | • Co-operation |
| • Personal Care | • Scheduling | • Understanding |
| • Concise Report writing | • Auditing | • Promoting life skills and independence |
| • General Office Skills | • Leading during CQC inspections and LA QA visits | • Quality Auditing/Assurance |
| • Staff Appraisals | • Mentoring of managers | • Action plans |
| • Strong working relationships with multi-disciplinary teams | | • Mock CQC and Ofsted Inspections |
| • Investigations | | • Liability Reduction Surveys |
| • Staff/team conflict | | |

Employment History

1984 – 1994 Post Office Counter Clerk
1994 – 1996 Private Care Home – Senior Care / Deputy
1996 – 2002 – Self Employed Care home owner (Adult Fostering)
2000 – 2003 – Agency Healthcare Assistant
2003 – 2019 – Care Manager FE Specialist College – CQC-Ofsted
2019 – 2021 – Ofsted Registered Manager 6 bed EBD
2021 – 2023 – CQC Registered Manager Supported Living services for adults with LD, Autism and EBD
2023 – Present – Health and Social Care Consultant Self Employed

Education

COUNDON COURT COMPREHENSIVE SCHOOL

1979 - 1984

Qualifications

GCSE	Mathematics	Grade B
GCSE	English	Grade B
GCSE	Chemistry	Grade B
GCSE	Biology	Grade B
GCSE	Social Studies	Grade B

Qualifications

EDEXEL Level 5 Diploma in Leadership for Health and Social Care
NVQ Level 4 Management
NVQ Level 3 Management
NVQ Level 3 Health & Social Care
NVQ Level 2 Care
Designated Safeguard Lead Trained Level 3
IOSHH
Medication Trained to level 3
CPI Safety intervention Training - Advanced
PTTLS Level 4
Delivering Sex & Relationship Work with PWLD (Staffordshire University)

Personal Profile

With an extensive 30-year track record in the Education and Social Care sector, I bring a wealth of experience as a seasoned Registered Manager. My credentials include registration with both Ofsted and CQC, overseeing diverse provisions ranging from a Residential Specialist College, Residential home for adults with Learning Disabilities, an EBD Children's home, Supported Living and Intensive Supported Living services.

Currently, as a self-employed Health and Social Care Consultant, my focus lies in conducting mock CQC and Ofsted inspections, Quality Audits, Reg 44 visits, and Risk surveys. My expertise extends to supporting CQC registration, mentoring managers, and delivering comprehensive training packages to staff teams.

My background includes handling investigations and responses to complaints, both internal and external, safeguarding referrals, Section 42 enquiries, and subsequent action planning/lessons learned. I am committed to building robust working relationships with internal departments and external agencies, including CQC, OFSTED, Local Authority commissioners, and multi-disciplinary teams, all with the overarching goal of achieving optimal outcomes for the individuals we support. This dedication to excellence is instilled within my ethos, where I foster innovative thinking and proactive actions to address the needs of those we support while ensuring compliance with regulatory responsibilities.

In my role as a consultant, I've undertaken numerous mock inspections, insurance liability surveys, Reg 44 visits, and quality assurance audits.

Some notable achievements include successfully elevating the Children's home I managed from 'Requires Improvement' to 'Good' within a span of 6 months, addressing and actioning concerns from a Local Authority in regards to the Supported Living provision I was brought in to manage and playing a pivotal role in resolving a Notice of Concern from the Local Authority for a homecare service, leading to their reinstatement onto the framework.