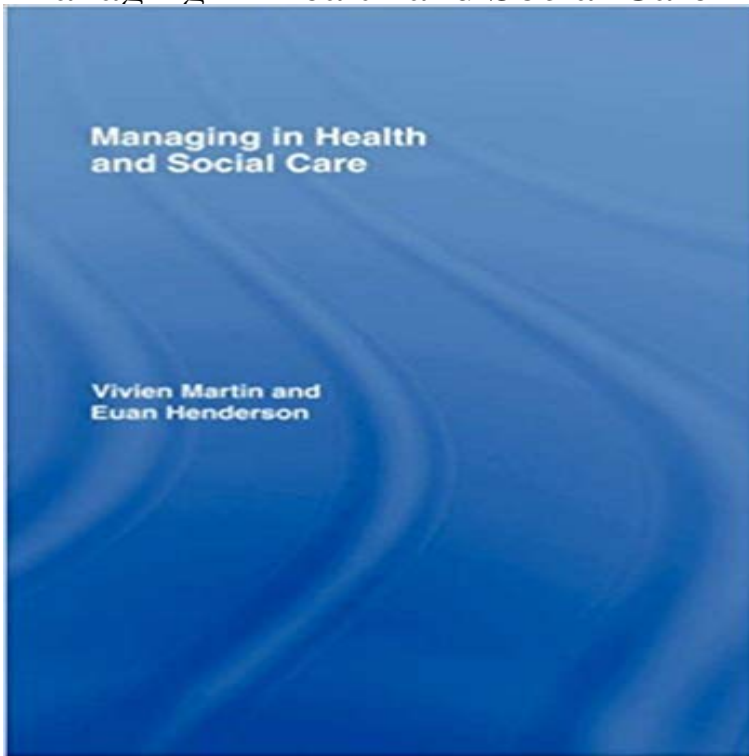


Managing in Health and Social Care



Managing in Health and Social Care is about developing skills to manage and improve health and social care services. The focus throughout is on the role that a manager can play in ensuring effective delivery of a high quality service to service users. Examples from social care and health settings are used to illustrate techniques for managing people, resources, information, projects and change. The book explores how managers can make a real and positive difference to the work of organisations providing health and social care. It considers what effectiveness means in managing care services, the values that underpin the services, the roles of leaders and managers in developing high quality service provision, and the necessary skills and systems to enable service users to contribute to planning and evaluation. This is a practical handbook for anyone with management responsibilities in health and social care. It includes case studies with textual commentary to reinforce learning, activities, key references and clear explanations of essential management tools and concepts.

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