



Autumn has arrived quickly this year. How are the changing seasons impacting your teams and the people you support?

As we move into the latter part of the year, the pace often picks up with many events and celebrations on the horizon.

This week, we joined workplaces across the UK in marking **National Inclusion Week**.

This year's theme, **#NowIsTheTime**, is a timely reminder that inclusion isn't something to set aside for "one day" or "when things calm down." It's something we build together through everyday actions.

The business case for inclusion is clear:

- Organisations with inclusive cultures are **2.3 times more likely** to have engaged employees (Deloitte).

- Companies with diverse teams outperform on profitability by **25%** (McKinsey)
- Inclusive practices reduce turnover risk by **50%**, cut sick days by **75%**, and increase employer Net Promoter Scores by **167%** (British Council).

Yet beyond the numbers, the real difference lies in how people **feel**; valued, supported, and able to bring their full selves to work.

We hear this time and again from candidates: their top priority is finding a workplace where they feel safe, respected, and included. And when they do, the dedication and loyalty they bring are remarkable.

Inclusion doesn't have to be costly or complicated. We spoke with a manager recently who had introduced AI-powered communication tools to meet different team needs. Whether colleagues preferred written updates, visual aids, or audio summaries, this simple shift particularly supported neurodiverse staff, helping them feel seen, heard, and included. Small changes like this can transform everyday work and unlock people's full potential.

We're also seeing organisations create networks of **menopause champions, neurodiversity champions, wellbeing advocates, and inclusion allies**. These roles help colleagues navigate life stages, health changes, and personal challenges with empathy and understanding. The result? Higher retention, stronger wellbeing, and workplaces where people genuinely thrive.

Digital Tech in the care industry.

Digital technology is increasingly woven into the fabric of social care, transforming how services operate and how care is delivered. Two upcoming webinars from Skills for Care offer practical insights into harnessing this change



[Getting Stronger: How Digital Can Work for You](#)

This one-hour session is designed for frontline managers, focusing on integrating digital tools to enhance service delivery. It highlights available training and support to help teams build digital confidence and capability. The session aims to empower managers to leverage technology effectively, improving both efficiency and quality of care.

[AI: Starting Small, Growing Smarter](#)

Set for Thursday, 25 September, this webinar introduces AI applications that can streamline everyday tasks, reduce administrative burdens, and support better decision-making. Emphasising simplicity and accessibility, it shows how small, thoughtful changes can unlock significant value in social care services.

Both sessions are free and aim to support managers in embracing digital innovation to strengthen their services. They offer a chance to explore how technology can work for you, even in small, manageable steps.



Are your managers giving recognition in ways that boost retention, performance, and workplace wellbeing?

Many leaders find themselves cautious about giving too much praise, sometimes focusing almost exclusively on areas to improve or hitting strict metrics. But what if the key to stronger, more engaged teams lies in recognising the everyday efforts, not just the headline achievements?

It's natural to thank someone who stays late or handles a tough challenge. Yet, when praise is reserved only for these big moments, it can unintentionally create a culture where people feel they must constantly overextend themselves to be seen or valued. This blurs important boundaries and risks burnout.

Authentic positive feedback isn't about "sandwiching" criticism or ticking a box. It's about offering genuine appreciation regularly, so that praise feels sincere and builds trust. When people feel truly seen and valued, not just for their extraordinary efforts but for their consistent contributions, it nurtures motivation, belonging, and wellbeing.

Consider this: a Gallup and WorkHuman survey (2022) revealed that fewer than 40% of employees feel adequately recognised for their work. And those who don't feel appreciated are 74% more likely to leave within a year. Positive feedback isn't a 'nice to have', it's a cornerstone of healthy, thriving workplaces.

Could your team benefit from more frequent, heartfelt recognition?

For some inspiring reflections on the power of positive feedback, this article is worth a read:

[The Power of Positive Feedback – Psychology Today](#)

Navigating Discipline and Grievances with Empathy

Fostering an inclusive and supportive workplace means understanding how to handle disciplinary procedures and grievances effectively. This month, ACAS (Advisory, Conciliation and Arbitration Service) is offering two webinars to help employers and managers navigate these sensitive areas with fairness and empathy.



Disciplinary Procedures: Introduction to the Investigation Process

Date: 23 September 2025, 2:00–3:00 PM (BST)

Register: [Here](#)

Learn how to conduct fair, transparent investigations, from preparation to post-investigation decisions, ensuring disciplinary matters are handled with integrity.

Managing Grievances Effectively

Date: 30 September 2025, 2:00–2:30 PM (BST)

Register: [Here](#)

Gain practical guidance on handling grievances—informally or formally—while maintaining empathy, fairness, and positive workplace relationships.



Yesterday, on 17 September 2025, the World Health Organization (WHO) marked **World Patient Safety Day** with a compelling call to action: “Safe care for every newborn and every child.” Under the slogan “Patient safety from the start!”, the campaign spotlighted the heightened vulnerability of infants and young children to preventable harm in healthcare settings. [Here is more information in case you missed it.](#)

Workplace Wellbeing

October brings two important observances that shine a spotlight on workplace culture: **National Work Life Week** and **Speak Up Month**. Both focus on creating environments where employees feel supported, valued, and able to thrive.



National Work Life Week (6–10 October 2025) highlights the importance of flexible, family-friendly practices that accommodate the diverse needs of employees—including parents, carers, and those with other responsibilities. Working Families offers a range of toolkits, webinars, and resources to help organisations embed these practices effectively: [National Work Life Week](#).

Speak Up Month focuses on fostering a culture where employees feel safe and encouraged to voice their ideas, concerns, and feedback. This is especially crucial in sectors such as healthcare, where open communication is directly linked to safety, quality of care, and overall team trust. Encouraging employees to speak up and responding constructively helps build transparency and strengthens organisational culture.

Together, these initiatives remind us that thriving employees need both: a life outside work that is balanced and supported, and a life at work that is meaningful, safe, and fulfilling. By focusing on both, organisations can create a supportive, inclusive culture where people flourish in every aspect of their lives.

We'd love to hear from you:

From your experience, what has been the most significant positive impact that inclusive workplace practices have had on your organisation's performance, culture, or employee engagement?

Thought for the month:

Resilience and self-regulation—staying calm under pressure, bouncing back from setbacks—are often what people point to as “emotional intelligence.” While they are part of it, at its heart emotional intelligence is relational: it's about perceiving, understanding, and responding to the emotions of others, not just managing your own. It is here, in this relational awareness, that true leadership blossoms.

Further reading/watching:

 [Video: Creating Inclusive Workplaces for All](#)

 [Guide: Neurodiversity Smart Employer Guide](#)

Struggling to fill roles or keep up with demand?

We work with organisations like yours to streamline recruitment and connect you with qualified, committed professionals.

Let's talk about how we can support you.

Warm wishes for the month ahead.



Connecting compassionate care providers with skilled professionals to build strong, values-aligned teams that enhance care quality and service outcomes.