Pearson Level 5 Diploma in Leading and Managing an Adult Care Service -2026

Unit 1: Lead and Manage an Adult Care Service

- Principles of leadership and management
- Governance arrangements
- Regulatory requirements
- Developing a positive organisational culture
- Strategic planning and service improvement
- Managing change within adult care services

Unit 2: Governance and Quality Assurance

- Quality assurance systems
- Continuous improvement processes
- Monitoring performance indicators
- Audit and inspection requirements
- Managing complaints and feedback
- Compliance with CQC standards

Unit 3: Safeguarding and Protection in Adult Care

- Safeguarding legislation and guidance
- Duties of managers regarding safeguarding concerns
- Prevention of abuse and neglect
- Multi-agency working
- Safe recruitment practices
- Managing safeguarding investigations

Unit 4: Person-Centred Practice

- Promoting individual rights and choices
- Strengths-based approaches
- Assessment and care planning
- Co-production and involvement
- Supporting independence and wellbeing
- Equality, diversity and inclusion

Unit 5: Managing Risk in Adult Care

- Risk assessment and management
- Positive risk-taking
- Health and safety responsibilities
- Incident reporting and investigation
- Emergency planning and business continuity
- Duty of care

Unit 6: Workforce Leadership and Development

- Recruitment and retention strategies
- Staff supervision and appraisal
- Coaching and mentoring

- Workforce planning
- Managing performance
- Professional development and CPD

Unit 7: Partnership Working

- Building effective partnerships
- Multi-disciplinary working
- Working with families and carers
- Community engagement
- Information sharing protocols
- Collaborative service delivery

Unit 8: Financial Management and Resource Control

- Budget management
- Financial planning and forecasting
- Resource allocation
- Procurement processes
- Managing cost-effectiveness
- Accountability for public funds

Unit 9: Managing Effective Communication

- Communication systems and processes
- Leading meetings
- Managing difficult conversations
- Professional reporting and record keeping
- Digital communication technologies
- Information governance and confidentiality

Unit 10: Health, Wellbeing and Human Rights

- Human rights-based approaches
- Promoting physical and mental wellbeing
- Public health responsibilities
- Supporting positive outcomes
- Social inclusion
- Advocacy and empowerment

Unit 11: Professional Practice and Continuous Improvement

- Reflective practice
- Evidence-based practice
- Research and innovation
- Service evaluation
- Managing professional accountability
- Implementing improvement plans

Assessment Methods

The qualification is usually assessed through:

- Workplace observations
- Professional discussions
- Reflective accounts
- Witness testimonies
- Assignments and projects
- Portfolio of evidence
- Work products and records
- Questioning by an assessor

Career Progression

Successful learners may progress to:

- Registered Manager roles
- Operations Manager positions
- Area or Regional Manager roles
- Higher education programmes
- Level 5 Leader in Adult Care Apprenticeship
- Specialist management positions within health and social care

Key Knowledge Areas

- Leadership and management theories
- Adult social care legislation
- Care Act 2014
- Mental Capacity Act 2005
- Equality Act 2010
- Safeguarding Adults procedures
- CQC Fundamental Standards
- Health and Safety legislation
- Data Protection and GDPR
- Workforce management and development

This qualification is considered the benchmark management qualification for leaders and registered managers within adult social care services in England.