



Confident Competence

How to build a culture of competency

Every resident and patient deserves safe, compassionate, and effective care. Confident Competence empowers teams to deliver this by embedding a culture of consistently high standards.

Regulators are increasingly focusing on competency as a measure of care quality, yet providers are often left to navigate competency assessment with limited guidance. At the same time, budgets are tightening, making cost-effective solutions essential.

Confident Competence was founded to help care providers demonstrate competency seamlessly, without adding unnecessary financial strain. By embedding a culture of competence, Organisations can enhance care quality, support staff development, and meet regulatory expectations with confidence.

What is competence

Competence is the ability to perform a particular task or skill effectively. True competence combines three key elements:

- **Skills** – Practical abilities demonstrated through real-world assessments.
- **Knowledge** – Understanding, reasoning, and justifying decisions.
- **Attitudes and behaviours** – Putting individuals at the heart of care and acting with professionalism.

By embedding these elements into everyday practice, Organisations create a workforce that is not only skilled but also confident and prepared.

Steps to build a culture of competency

1. Develop or adopt a competency framework

A structured competency framework provides a clear, consistent way to assess staff skills and knowledge. It ensures assessments are:

- Fair and standardised.
- Based on real-world care scenarios.
- Supportive of ongoing development.

A well-structured framework makes it easier to track progress, identify training needs, and demonstrate compliance.

2. Create a culture of open conversations

Competency assessments should not be a tick-box exercise. Encourage an open and honest culture where staff feel comfortable discussing strengths and areas for improvement.

- Foster peer-to-peer feedback.
- Support staff in addressing gaps.
- Recognise achievements to boost morale.

Regular discussions help identify training needs early, ensuring proactive development rather than reactive fixes.

3. Implement real-time, digital competency tracking

Traditional paper-based systems can be time-consuming and difficult to manage. Digital tools, like Confident Competence, provide:

- Live assessments during daily tasks.
- Immediate feedback and action plans.
- A transparent record of individual and team progress.

Real-time tracking ensures competency is continuously assessed and improved rather than checked sporadically.

4. Regularly review and update competency records

A one-time assessment is not enough. Regulators expect to see ongoing learning and development.

- Keep records updated to demonstrate compliance.
- Reassess staff regularly to maintain high standards.
- Provide additional support when necessary to ensure skills remain current.

This approach reassures inspectors that competency is embedded within the Organisation's culture, not treated as an afterthought.

5. Align competency with workforce planning

Workforce planning is essential to maintaining a well-balanced, skilled team on every shift.

- Identify gaps early to ensure full coverage of necessary skills.
- Plan rotas strategically to prevent competency shortfalls.
- Use competency data to inform recruitment and professional development.

Proactively managing skills distribution creates a confident, adaptable workforce that delivers high-quality care.

The circle of competence

Collecting competency data is just the first step, it's what providers do with that information that truly matters.

For example, knowing that 50% of staff are confident in manual handling is useful, but the key question is: *What's next?*

- Are those who scored lower receiving additional training?
- Are competency gaps affecting patient care or safety?
- How is progress being tracked and measured over time?

A data-driven approach ensures competency isn't just monitored—it's actively improved, leading to better outcomes for staff and those receiving care.

Competency at your fingertips

Founded by Paul Blane, Confident Competence offers a platform to accurately and authentically measure competence in real-life settings.

The mobile app provides a comprehensive, fully compliant competency framework that is also customisable. Assessments can be carried out in real time, allowing care professionals to integrate learning seamlessly into their daily routines.

More importantly, it fosters active involvement from those receiving care, encouraging open conversations between Managers, staff, and residents.

With Confident Competence, care providers can proactively identify training gaps, balance skills across teams, and drive long-term improvements.

Find out more and arrange a demo of Confident Competence – contact us today.

