# Senior Living Operations Management Training: Resident Wellbeing, Safeguarding and Service Quality

7 – 11 December 2026
New York

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## Programme Summary

Senior living operations management, from resident wellbeing and safeguarding to staffing, medication oversight and service quality, is the subject of this one-week training course for directors and operators of assisted living, care home and senior living services, ending in a service improvement plan for one residence. Older residents depend on routines that must hold across shifts, and failures in falls prevention, infection control or dementia practice are often traced to gaps in operating control. The programme moves from care model to staffing, safety, environment and quality, using a prepared residence case. Mars Training Centre UK delivers this programme on senior living operations management to mixed-organisation cohorts.

## The Business Case

Residences for older people carry duties of care, workforce pressure and cost limits at once. Leaders who know how the care model, rosters, safeguarding rules and building layout interact can keep residents safe, hold staff and answer families and owners with evidence, instead of reacting to each incident as it arises.

- Resident Safety Incidents: Fall when falls, infection and medication risks are controlled through routines checked on a set cycle.
- Staff Turnover: Eases when rosters, training and supervision match resident needs.
- Cost per Occupied Place: Becomes easier to manage when staffing mix, supplies and environment decisions are reviewed together.

## Principles and Evidence Base

- WHO Decade of Healthy Ageing, Long-Term Care Action Area: The international framework for long-term care of older people, applied in Session 1 to set the purpose of the service.
- WHO Training Package on Long-Term Care: Participant materials on long-term care in home or institutional settings, applied in Sessions 2 and 3 to frame staff practice.
- Person-Centred Care: The approach that shapes routines around each resident, applied in Session 1 to design daily care.

## Intended Participants

- Directors who answer for the safety, quality and finances of a residence or group of residences.
- Operations and service managers who run rosters, supplies and daily routines.
- Care and nursing leads who supervise dementia practice, medication and infection control.
- Quality and safeguarding leads who review incidents and complaints.
- Owners and investors who oversee operators of senior living services.

Typical settings include assisted living communities, care homes, memory care units and hospital-linked long-stay services.

## Learning Outcomes

1. Participants will be able to design a resident-centred care model with service standards for daily routines.
2. Participants will be able to construct a staffing and supervision plan that fits resident needs and skill mix.
3. Participants will be able to diagnose falls, infection and medication risks and select controls.
4. Participants will be able to evaluate the building and environment against the needs of older residents.
5. Participants will be able to justify safeguarding and family engagement routines to owners and families.
6. Participants will be able to prioritise quality and cost actions for one residence.

## Programme Structure

## Day 1: Senior Living Operations and Care Model

What does a well-run residence promise each resident?

- Resident Profile Segmentation
- Person-Centred Routine Design
- Service Standards Sheet
- Admission and Transition Pathway
- Operating Responsibility Map

## Day 2: Staffing, Dementia Practice and Supervision

How is a team built and led to meet resident need?

- Dependency-Based Roster Model
- Dementia-Aware Practice Guide
- Supervision and Coaching Plan
- Agency and Absence Cover Rules
- Staff Retention Review

## Day 3: Safeguarding, Falls, Infection and Medication

Which risks reach residents first, and how are they controlled?

- Safeguarding Concern Pathway
- Falls Risk Review Method
- Infection Prevention Routine
- Medication Oversight Check
- Incident Learning Log

## Day 4: Environment, Families and Service Quality

How do the building, families and quality checks shape daily life?

- Older-Resident Environment Walkthrough
- Family Communication Plan
- Resident Feedback Method
- Quality Indicator Dashboard
- Cost per Place Analysis

## Day 5: Service Improvement Plan for One Residence

Do the findings join into a plan owners and families can trust?

- Applying the Session 1 Service Standards Sheet
- Testing the Session 2 Roster Model
- Closing Gaps from the Session 3 Risk Reviews
- Reading the Session 4 Quality Dashboard
- Completing the Service Improvement Plan

## Methodology

The programme is a structured exercise built on a prepared case of a sixty-bed residence with assisted living and memory care wings. Participants review its routines, rosters, incident log and building, set controls and defend an improvement plan to peers acting as an owners' committee.

- Suggested activity: Rebuilding a weekly roster after a rise in resident dependency.
- Suggested activity: Tracing a fall incident back to its operating causes.
- Suggested activity: Walking a floor plan and ranking environment changes for residents with dementia.

## Capstone Output

Each participant completes a service improvement plan for one residence. It holds service standards, a roster model, a risk control sheet, an environment change list, a quality dashboard and a family communication plan. At work it goes to the owners' committee and becomes the baseline for later reviews of the service.

## Frequently Asked Questions

### Is senior living operations management suitable for managers without a clinical background?

Yes. Senior living operations management is taught through a prepared residence case and templates. You need responsibility for running or overseeing a residence, but no clinical qualification or earlier experience in care homes.

### Which frameworks does senior living operations management rest on in this course?

Senior living operations management here rests on the WHO long-term care framework, the WHO training package on long-term care and person-centred care, applied to one prepared residence.

### How is the improvement plan from senior living operations management used at work?

You present the service improvement plan to your owners' committee, use its roster model and risk sheet in daily running, and keep its quality dashboard for later reviews.

### How does senior living operations management differ from a programme on care plan auditing?

Senior living operations management concentrates on running the whole residence, from staffing to safety and cost, while a programme on care plan auditing concentrates on testing individual care records.