



Reflecting on Excellence: Another Outstanding Care Show for the OS Learning Lounge



The Care Show has once again provided an incredible opportunity to bring together care professionals, regulators, experts by experience and sector leaders to share ideas, challenge thinking and celebrate outstanding practice. Over two busy and inspiring days, the Outstanding Society (OS) Learning Lounge welcomed hundreds of delegates who joined us for thought-provoking discussions, practical insights and honest conversations about the issues shaping adult social care today.

What stood out more than ever this year was the power of bringing together different voices. Whether hearing from regulators, providers, clinicians, advocates or people with lived experience, every session reinforced the importance of learning from one another to drive improvement across the sector.

Two days packed with learning and inspiration

Our programme covered a wide range of topics that matter deeply to care providers and the people they support.



OS Learning Lounge Sessions:

- Keeping Complaints Constructive: The Year in Review
- Outstanding Falls Management Processes: Risk, Response and Reflection
- Good Nights: Discussing Outstanding Techniques and Tools for Great Support Overnight
- End of Life Planning
- Team Wellbeing: Supporting Your Team to Better Support People
- Learning from the LGBTQ+ Ageing White Paper: Creating Inclusive Care and Support for Older LGBTQ+ Communities in the UK
- Building a Culture of Reflective Practice: Lessons from Nursing for the Whole Care Team
- What Makes Care Feel Like Home? Creative Outstanding Experiences Through the Eyes of People Who Matter Most
- Money Counts: Challenging Finance and Funding Decisions from Local Authorities
- The OS and Partners: Reflections on the Two Days

Each session offered practical takeaways, fresh perspectives and valuable opportunities for discussion, with audiences engaging enthusiastically throughout.

Visit our [Care Show playlist](#) on YouTube to learn more.



The growing importance of lived experience

One of the strongest themes emerging from this year's Learning Lounge was the impact of speakers sharing their lived experiences.

From discussions around LGBTQ+ ageing to exploring what truly makes care feel like home, delegates consistently told us how powerful it was to hear directly from those who draw on care and support services, alongside family members and advocates. These personal perspectives challenged assumptions, brought policy and practice to life, and reminded us why person-centred care must remain at the heart of everything we do.

The value of these contributions has been impossible to ignore. As a result, the OS is already developing plans to place even greater emphasis on lived experience voices at the next Care Show in London in April 2027.



Yes, planning has already begun!

We're excited to build on this year's success by creating even more opportunities for people with lived experience to inform, influence and inspire the conversations that shape social care.

Spotlight on nursing leadership

Alongside the Learning Lounge, the Social Care Nurses Lounge continued its impressive growth and impact.

The Lounge has become an increasingly important space for social care nurses and clinical leaders to connect, share best practice and showcase the critical role nursing plays across the sector. The conversations taking place demonstrated the depth of expertise within social care nursing and highlighted the growing recognition of the profession's contribution to delivering outstanding outcomes.

It is fantastic to see the Nurses Lounge going from strength to strength, and we look forward to supporting its continued development at future events.

'It's been another great year working with The Outstanding Society to develop their Learning Lounge at Care Show Birmingham. With a fantastic range of engaging topics, it's always great to see delegates taking part in the conversations.'

Molly Benson

Senior Content Producer Healthcare | CloserStill Media

Thank you

The success of the OS Learning Lounge is only possible because of the generosity and enthusiasm of our speakers, panellists, partners and delegates. Every session benefited from honest discussion, thoughtful questions and a shared commitment to improving care.

As we reflect on another successful Care Show, we are incredibly grateful to everyone who contributed their knowledge, experience and passion over the two days.

The conversations may have ended, but the learning continues.

We look forward to seeing many of you at future OS events and, of course, at Care Show London in April 2027, where we will continue to champion outstanding practice, celebrate innovation and give an even bigger platform to the voices of those with lived experience.



Because the best learning happens when every voice is heard.

The OS is a Community Interest Company (CIC), free to all providers regardless of rating. It exists to share and celebrate best practice, support improvement and promote careers in Social Care. For more information, contact Sonia: info@theoutstandingsociety.co.uk or follow the links below:

