



NPSCWD PVI Sector Training Summary Document 2009/10

Nottinghamshire Partnership for Social Care Workforce Development

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1. Executive Summary

Last year not only saw the creation of the role of a Development Officer for the Nottinghamshire Partnership for Social Care Workforce Development (NPSCWD), but also an increase in the range of courses offered to the Private/Voluntary/Independent care sector (PVI). The increase in the diverse range of courses has helped care providers maintain a high standard of care for service users with a wide variety of needs.

In 2008/09 we also introduced a number of new processes within the PVI training sector, including, booking forms, attendance lists, and course evaluations. This information has helped us to accurately monitor attendance and obtain feedback from courses, in order to modify courses to maintain their relevance, we have adjusted the amount of courses provided depending on attendance.

The biggest change however was the introduction of charges for non-cancellation and this is set to continue into 2009/10. This was introduced to minimise the number of unfilled places on courses due to non-attendance without cancellation, which increased the cost per place making some courses not financially viable.

During 2009/10 opportunities to engage in learning events will be developed further to allow the training strategy to cover the policies and procedures which have been highlighted as driving factors, by offering not only more events being offered but also new types of event such as on-line courses and distance learning options. These new learning event options will not only help with directly addressing the policies highlighted but also help achieve the NPSCWD's aim to provide all PVI sector providers with learning events that suit their needs for maintaining high skill levels within their workforce.

The courses for 2009/10 will continue to be offered free to providers within the PVI sector with courses also being opened up by both Nottinghamshire County Council and Nottingham City Council internal learning and development units. With continued partnership working, between both councils the NPSCWD and the extra courses now available from a variety of sources, there are now more opportunities than ever for the Adult Social Care and Health (ASC&H) workforces in Nottinghamshire to develop so that the sector remains at a high standard, ensuring the best possible service for users.

Robert Watts
Development Officer, NPSCWD

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2. Contact Details

If you require any more information about the contents of this document or any other information about development opportunities provided by the NPSCWD please make contact through the addresses below.

All training queries should be sent to

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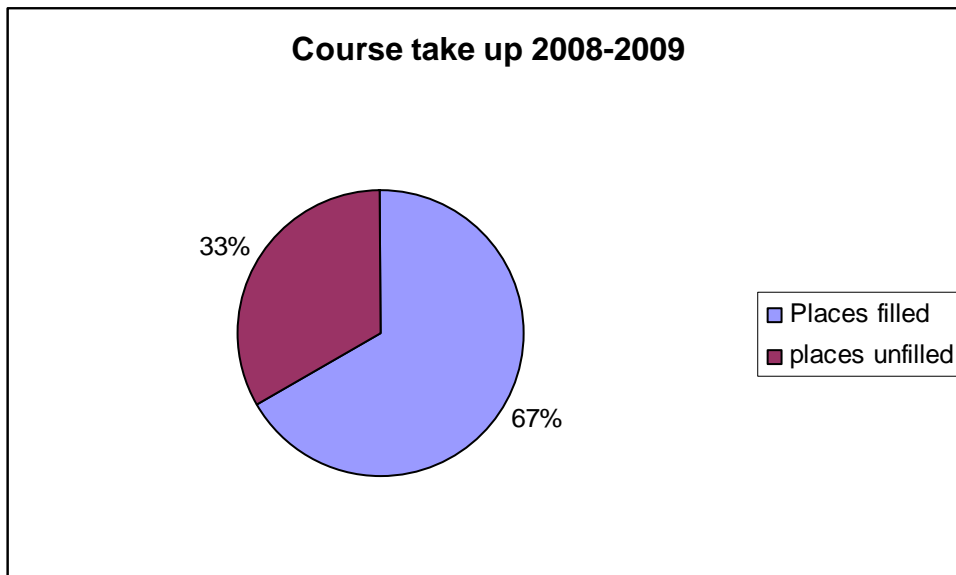
3. 2008/2009 Report

During 2008/2009 there have been a few changes within the PVI sector training provided through the NPSCWD. One of these has been the creation of a full time Development Officer employed by NPSCWD. This means that the position can remain neutral between the partners with the independent sector training being the focus of the role. The Development officer will ensure that the quality of the courses remains at a high level and the courses target areas of most need.

Courses during 2008

From April 2008 to March 2009, there were 3,247 places made available on courses across Nottinghamshire for the PVI sector.

From April 2008 to March 2009, 2,162 places were taken up by care providers from the PVI sector. This left 1,085 places on courses unfilled, because of late cancellations, non-attendance without cancellations, or from poor communication between care managers and course attendees, resulting in attendees not knowing details about courses they were due to attend.



To try and cut down on the amount of course spaces that remained unfilled a variety of new initiatives have been brought in.

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Initiative A

A charge is now made for those care providers who book places on courses but do not send anybody to fill these places and do not cancel them. There will be a charge of £35 and the funds go back in to the NPSCWD budget to allow other training courses to be funded. To avoid this charge if the attendee no longer wishes to attend, then the place on the course must be cancelled at least 48 hours before the course is due to start. This is so we can clearly predict who is likely to attend the courses and allow us to accurately book courses for maximum capacity.

Initiative B

A more stringent booking procedure is now in place. Which includes the completion of booking forms containing details of the people due to attend courses as well as care provider details. This means that NPSCWD can accurately record which care providers are accessing training courses and ensures accuracy when sending confirmation letters to attendees. (when arranging attendance lists,) we can then ensure that courses are filled without the danger of overbooking.

Effects of Initiatives

Following these initiatives the number of unfilled places on courses due to non attendance without cancellation has dropped due to the more stringent booking procedure, it is now a lot clearer where to get information about the courses and also how to book.

We will continue to monitor and adjust these measures as needed to ensure that they remain effective. We will continue to develop the PVI sector workforce and build on the great success we have already had.

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4. Introduction

This training strategy underpins the training activity led by the Nottinghamshire Partnership for Social Care Workforce Development (NPSCWD) partners, which consists of representatives from Nottinghamshire County Council (NCC), Nottingham City Council, Nottingham Community Housing Association (NCHA), Private/Voluntary/Independent care sector (PVI) care providers and independent sector training providers.

NPSCWD TERMS OF REFERENCE

Purpose:

The purpose of the steering group is to:

Develop local strategies and carry out actions required to implement the sub regional committee's responsibilities within the Skills for Care East Midlands business plan.

Consult with the full membership of the Nottinghamshire Partnership for Social Care Workforce Development

Communicate sub regional issues to the Skills for Care East Midlands Regional Committee.

Training within the independent sector has been identified by national government as a key priority in order to up-skill the social care workforce. The benefits have been linked to higher quality service provision which will benefit the service user with a more efficient, effective and skilled workforce.

The NPSCWD partnership ensures that the needs of the sector are considered when deciding on what training to provide for its relevance, appropriateness and effectiveness.

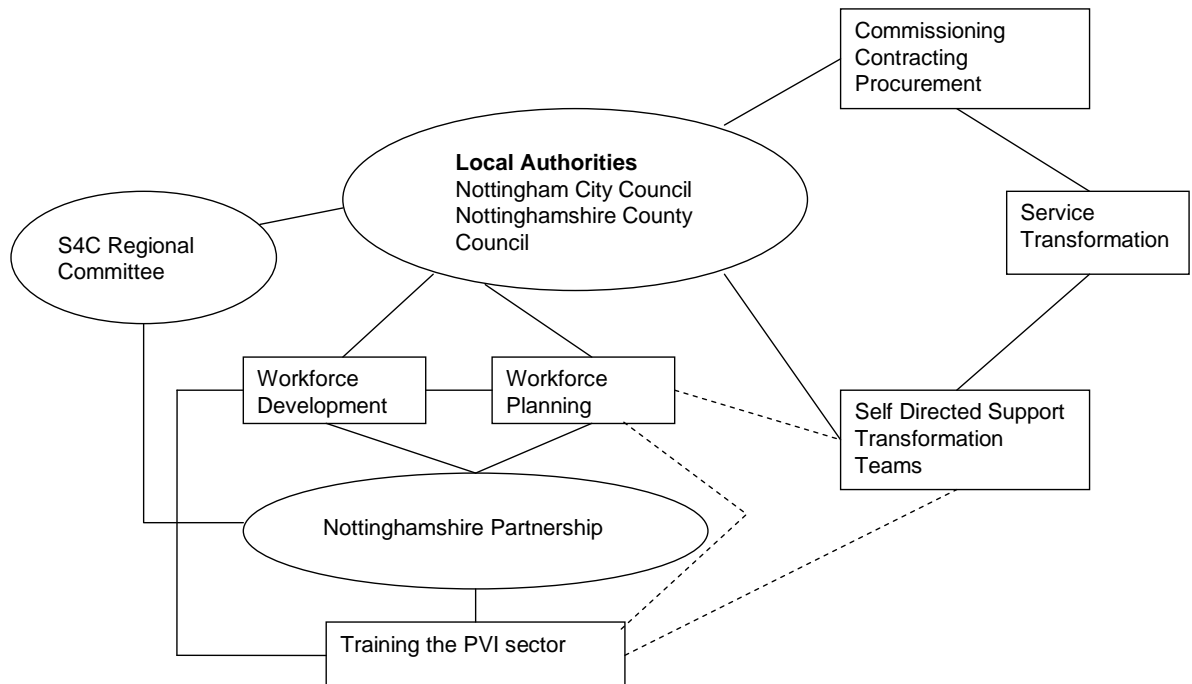
The NPSCWD Learning and Development plan (L&D) 2009/10 has been designed to take account of the Adult Social Care and Health (ASC&H) changing environment and outlines the learning and development opportunities that will be available to the PVI social care sector in Nottinghamshire.

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The plan needs to retain flexibility in its approach in order to provide relevant training to the sector. It will take into account the consolidation of the Commission for Social Care Inspection (CSCI) into the Care Quality Commission (CQC) and the changes which this new organisation may bring about, enabling the NPSCWD to provide support to the social care workforce ensuring all new obligations are met.

There is an expectation that all PVI sector employees can access these development opportunities so that they can not only meet the national minimum standards but also exceed them. The NPSCWD has a commitment to delivering this training to a high standard in order to keep the Nottinghamshire care workforce at a high skill level.

The Nottinghamshire Environment In Which The NPSCWD Operates



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5. Policies Affecting the Partnership in 2009/10

There are a number of policies and papers that have been identified as having an important impact on the way in which social care is delivered within Nottinghamshire and that have to be considered when designing the training plan for 2009/10. The papers listed below will play a crucial influencing factor in training offered in both the City and County areas of Nottinghamshire.

Putting People First: A shared vision and commitment to the transformation of Adult Social Care, The Ministerial Concordat was launched on 10 December 2007,

No secrets guidance: Issued in 2007 as guidance under section 7 of the Local Authority Social Services Act 1970. It created, for the first time, a framework for multi agency action in response to the risk of abuse or harm.

Dignity in Care Campaign: This campaign aims to eliminate tolerance of indignity in health and social care services through raising awareness and inspiring people to take action.

Our health, our care, our say: a new direction for community services explains in detail the improvements the Government is going to make to health and social care services, why it feels these changes are necessary and the steps it is taking to make sure they happen. Published 30th January 2006.

All the training, learning and development activities support the delivery of the CSCI and departmental outcomes and where applicable, include the seven outcomes of the White Paper "Our Health, Our care, Our say".

1. Improved health and wellbeing
2. Improved quality of life
3. Making a positive contribution
4. Increased choice and control
5. Freedom from discrimination
6. Economic wellbeing
7. Maintaining personal dignity and respect

We can also be measured against:

8. Leadership and management
9. Commissioning and use of resources

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National Minimum Standards: To ensure that providers in the independent sector are meeting the National Minimum Standards and CSCI outcomes, a comprehensive training and development programme has been commissioned for the sector. The programme will comprise of a variety of training events covering a wide range of topics. Plans have also been outlined to introduce a countywide common induction scheme to allow all care workers to receive a standardised and measured introduction to the sector fulfilling the National Minimum Standards.

Deprivation of Liberty Safeguards

In April next year, the Deprivation of Liberty (DOL) safeguards will come into force. The Safeguards are an amendment to the Mental Capacity Act 2005. The safeguards provide protection for a very vulnerable group of people who are cared for in hospitals or in care homes (registered under the Care Standards Act 2000) in circumstances that deprive them of their liberty, and who are unable to consent. The Deprivation of liberty Safeguards are a legal responsibility and will apply to both publicly and privately arranged placements.

Mental Capacity Act

There is an expectation that care homes will become increasingly confident in understanding and applying the Mental Capacity Act 2005 and that they will routinely be considering whether residents have the capacity to consent to elements of their care plan.

Training Strategy Outcome: That the needs of the service user are at the heart of the training strategy for 2009/10.

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6. Countywide focus

The care provision throughout the county can be split into different areas, PVI sector and Direct Services provided by Nottinghamshire County Council and/or Nottingham City Council.

As well as having to consider national policies and good practice when devising the NPSCWD training strategy, the focus of both the county and city councils has been taken into account with regards to their training strategies within the adult social care and health sector, to ensure that they complement each other and provide a diverse range of training options to enable all homes within the ASCH sector to complete both mandatory and elective training to maintain a high level of care for all service users.

7. Nottingham City Council's Focus

The vision for Nottingham City Council is one of a confident, enabled and equipped social care workforce, who can deliver person centred care. It will be a workforce that is growing in confidence, learning and skills and led by inspiring leaders. This means the workforce will be able to support the cultural shift from:

- clients to citizens
- welfare to well being
- expert to enabling
- transactional change to transformational change
- “freedom from” to “freedom to”
- safety net to spring board

8. Nottinghamshire County Council's Focus

- To help people live at home by improving their health and well being through good quality services which are delivered quickly and efficiently.
- To improve the quality of life of service users and carers by increasing the number of adults in settled accommodation, employment education or training.
- To increase the range of support for carers to enable those who wish to, to continue to provide care.

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- To give greater choice and control through advocacy, self assessment, direct payments and individualised budgets.
- To safeguard vulnerable adults from discrimination, harassment and abuse.
- To maintain and improve the economic well being of people in Nottinghamshire by providing information and advice to help claim welfare benefits to which they are entitled.
- To promote dignity and respect for all members of the community by addressing any disadvantage that individuals may experience because of discrimination based on their gender, race, age, disability, sexual orientation, religion or belief.
- To improve the use of resources by working with other agencies to provide the right services, in the right place, at the right time.

9. Working in Partnership

There are many areas and focuses which will affect both the direct services provided by the councils and also the PVI sector. In order for the NPSCWD to make the best use of the resources that are available we will need to work in partnership with both the Nottingham City Council and the Nottinghamshire County Council. This will allow us to pool resources and experiences in order to allow us to deliver the best service possible. This working in partnership includes both councils opening up some of their courses to allow employees from the PVI sector to attend enabling a greater coverage of the sector and increasing the amount of care staff that can be trained.

By working in partnership it will also allow us to standardise procedures and training so that regardless of which providers people are accessing the training through, they can be sure it will be of the same standard and that it will have the same content.

The partnership will also allow a greater control over attendance figures. This will be achieved by the firming up of communication links between the departments in order to allow clearer and more accurate reporting, therefore allowing for better planning in the future.

Both the City and County Council, along with the NPSCWD, have highlighted that in the coming year Self Directed Support will become a growing issue and so between the departments it will be imperative that
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courses are designed and commissioned in order to provide the ASC&H sector with the appropriate training in order to allow this change to take place. By continued partnership working and through close links this training can be designed to ensure that all requirements are covered and those commissioning and designing efforts are not repeated unnecessarily.

Safeguarding has also been highlighted as a main focus for the year 2009/10. It is important to work in partnership on this front not only to ensure that the same standard of training is delivered throughout the county but also it will allow us to give feedback on best practice regarding delivery and recording and also to allow us to work together to overcome any major issues and maintain standards throughout the county.

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Appendix 1

Below is a list of courses that were provided by the NPSCWD during the year 2008-2009 and the number of places available on each course.

Course	No. Places
8 day Management course	80
Absence Management	48
Appraisal and Supervision	84
Assertiveness Training	60
Business Continuity	24
Carers Activities	24
Coaching and Mentoring	84
Cultural Awareness	154
Dementia Awareness	240
Disciplinary, Grievance and Employment Law Part 1	12
Effective Writing Skills	65
Employment Law	24
Employment Law Part 2	12
Entry into Management	20
Equalities and Diversity	148
Foundation Level Food Hygiene	200
Grievance, Discipline and Employment Law	48
Health & Safety Update	64
infection control	240
Intermediate Level Food Hygiene	18

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Managing Difficult Situations	24
Motivating and retaining staff	38
Nutrition	120
Person Centred Planning	162
Preparing your Business Plan and Marketing	36
Project Management	36
Recruitment and Selections	72
Retaining the Integrity of the Care Setting	36
Risk Assessment	132
Safe Handling Medication for Care Homes 9.30 - 4.0	100
Safe handling of Medication for Homecare	40
Safeguarding - Basic	478
Self Assessment AQAA	84
Setting and applying competencies	36
Stress Management	60
Time Management	48
Train the Trainer	60
Writing Effective Training Plans	36

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