CMDT

Staffordshire Registered Managers Network

skillsforcare

31st October 2024

Natalie Dibble

Chairperson

Registered Manager – St Mary's

Agenda

09:30 Welcome & Introductions – please scan QR code to help us understand who is attending
        Last meeting outcomes: Registered Managers Network Staffordshire

09:45. ASC Workforce Strategy

10:00. Care Quality Commission Update

10:15. CMDT Partner Update

10:30. International Recruitment Update

10:45. Managers Networking & Table Hopping

11:30. Neuro Nurture - get the best out of employees with a Disability and/or Neurodiversity

12:00. Skills for Care
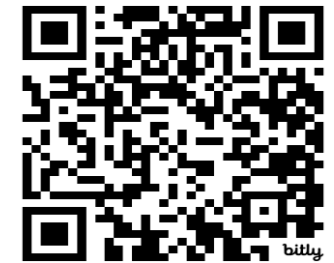
12.30. Wellbeing Walk - Weather permitting

Suzanne Petrie

Skills for Care Locality Manager

Suzanne.Petrie@skillsforcare.org.uk

Workforce Strategy for Adult Social Care in England has now launched!

This is a huge turning point for social care as the sector launches a Workforce Strategy.

- Skills for Care has been leading the development of this [workforce strategy,](#) working in collaboration with a wide range of organisations and people with a stake in the future of the adult social care sector.

- The Strategy highlights the impact of social care on improving lives – as well as its role in supporting economic growth, with the sector currently contributing almost £60 billion a year to the economy.

Find out more about the strategy here

Who's contributed

Adult social care workforce strategy

What is it?

- Identify the adult social care workforce needed over the next 15 years.

- Set out a plan for ensuring the sector has enough of the right people with the right skills.

- Help employers and commissioners with workforce planning.

- Support the Government's reform agenda.

- Complement the NHS Long Term Workforce Plan.

Why is it important?

Adult Social Care is complicated!

- three government departments

- 153 local authorities

- 18,000 employers

- 42 integrated care systems

- at least three regulators

The context: in 2023-24…

A workforce of **1.59 million**

4.2% more filled posts **(70,000)** than in 2022-23

131,000 vacancies on any given day **(8.3%)**

26% of staff in the independent sector left their jobs

105,000 international recruits – up 25,000 on 2022-23

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The recommendations and commitments

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Transform

Workforce planning	**Training infrastructure**	**10-yr transformation**	**Coastal & rural**
New roles	**Digital skills**	**Care technologist**	**Registration**

What happens next?

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Everyone Playing Their Part

Communication between all of us is key

- How will we make it real for us in our region?

- What do we need to do to take it forward?

- Any specific points of interest or disagreement?

- Any specific recommendations you think should take priority?

- Are you involved with or know of any work taking place already (locally/regionally) that is already addressing one of the recommendations?

Collaboration

Next Steps

- LA and ICS mapping existing plans against the strategy

- Identifying gaps between the strategy and plans

- Discussions with Care Providers both around the gaps and implementation of strategy

Statutory and mandatory training

Guidance update 2024

- The Core and Mandatory Training guidance has been updated to better reflect statutory and mandatory training.

- This was a Skills for Care and CQC commitment in the new Workforce Strategy and we launched it on 18 July 2024.

- It is purposely reflecting a reduction in the statutory and mandatory training requirements, with context on additional training to be determined by each provider or commissioners based on the needs of the people drawing on care and support or the service.

- New guidance can be accessed [HERE](#)

What has changed?

Reduced list: this now reflects only training that must be undertaken by law, regulation, policy or Standards

Refresher frequency: this now reflects longer timescales for refreshers and includes accepting learning undertaken as part of a relevant qualification as a refresher.

Basic principles which can be applied in reviewing refresher periods:
■ new risks
■ changing care and support needs changed or new care activities
■ changes in the care environment or to teams
■ changes to legislation, practices, guidance and policy
■ competency demonstrated

What has changed? Continued…

Dementia Training: this now reflects the recommendation for a priority focus on dementia training in the Workforce Strategy.

Guidance on identifying and planning training: this is now included, with a clear link to the Care Workforce Pathway.

Guidance on checking competency: this now reflects the employer responsibility and how to check worker competency.

Additional training: this now reflects that there will be additional training, defined by the employer based on the needs of the service and people who draw on care and support. This will also include any training required in contracts by commissioners.

Statutory and mandatory training guide for adult social care employers

Part 1:

☐ Training required by all workers   ☐ Dependent on the workers roles and responsibilities

Topic	Summary of expected learning content	Useful guidance	Recommended refresher frequency considerations
Health and safety awareness	■ Your own and others responsibilities ■ Risk assessment ■ Hazardous substances ■ Security measures ■ Own mental health and personal wellbeing If not undertaking formal basic life support or first aid training, content should also include: ■ types of accidents and sudden illness which can occur ■ procedures to be followed and what can and can't be carried out in response to an accident, sudden illness or health condition.	Health and Safety Executive Care Quality Commission (CQC)	■ When there is a new risk or activity introduced ■ Minimum refresher period is three years. If the worker has completed a recognised adult social care qualification which includes this topic within that time, they do not need to refresh for another three years from completion. This is to minimise duplication of learning updates where possible.

Basic life support and first aid	Basic life support	Establishments must provide adequate personnel to respond if someone is taken ill or injured at work.	■ Formal basic life support training is required when identified or at least annually
	■ Recognising and safely responding to accidents and sudden illness		
	■ Providing basic life support		■ Formal first aid training is required to be refreshed on a three yearly basis
	First aid	It is the **employer's responsibility to determine how many people need training and to what level**	
	■ The accredited body delivering the training will set content		
		First aid - HSE	
		Resuscitation Council UK	
		Care Quality Commission (CQC)	
Assisting and moving people	■ Legislation, guidelines, policies and procedures and protocols	Does the worker have responsibilities to support people with assisting and moving?	■ When people's care and support needs change, there is a new risk, or a new activity or new equipment is introduced
	■ Anatomy and physiology	**If yes, training is required.**	
	■ Risk management		
	■ Moving and positioning people safely and with dignity		■ Refreshed at least every three years if the worker has not undertaken additional training within that time
	■ Using equipment if required		
	■ What can and can't be carried out within own responsibilities and when to seek advice		
	Training can be accredited and the accredited body delivering will set content.		

Adult Social Care Workforce Data Set (ASC-WDS)

ASC-WDS is a free online service which helps you to manage your team and provides crucial information to decision makers

Benefits to your business

- Funding for training your staff
- Safe and free storage of staff records
- Manage training records
- Benchmark your workplace
- Access the ASC-WDS Benefits Bundle
- Make your voice heard!

Find out more: www.skillsforcare.org.uk/ascwds

Integration and Integrated Care Systems (ICSs)

Why get involved in your ICS and how?

- Ensure that social care is at the heart of decision making
- Promote the importance and understanding of social care
- Access funding and development opportunities
- Inform the development of systems and processes
- Help to make the sector an attractive career option
- Demonstrate to regulators you work in partnership

Have you heard of or are you involved in your ICS (at system, place or neighbourhood level)? If so, how?

www.skillsforcare.org.uk/Integration

Debbie Ho

Care Quality Commission

Peter Wood

Care Market Development

Workforce Support Packs

Workforce support packs bring together information and guidance from trusted sources, into single localised documents.

Designed to support managers and people responsible for staff.

Recruitment Support Pack

www.staffordshire.gov.uk

Care Guides

Care guides are designed to help you understand the key principles and processes around a particular topic. Focusing on simple and clear overviews.

Useful for all staff looking to learn more about a given subject matter.

Care Guides

Audits	Call Bell	Care Planning	Dignity and Respect	Falls Prevention and Response
Handover	Incident	Medication Incident	Personal Appearance	Policies and Procedures
	Positive Behaviour Support	Quality Improvement	Risk Assessments	

Care Planning Guide

V2 MAY 2024

MiDoS for CARE

A hub for information for Adult Social Care services in Staffordshire and Stoke-on-Trent.

It provides access to a wide range of supportive information, which includes elements of the NHS directory of services (DoS), links to various community teams and a wide range of guidance and information from a variety of sources.

Its free to access!

MiDoS
for
CARE

Digital

Reporting

Safeguarding

NHS

Health

General Care Guidance

Supporting People with Care Needs

Support Services

Care Reviews, Brokerage, Contracts and Commissioning

Supporting Staff and the Service

Systems, Tools and Newsletters

Care Quality Commission

Training and Events

General Care Guidance

Medication

Contact for Medication Support	Guidance	Report controlled drug incident or concern
Medicines and Healthcare Products Alert Sign Up	Medication Incident Response Guide	Training Courses
Videos	Documents	

Administration

Storage and Disposal

Record Keeping

Complications and Incidents

Medication Policy

Ordering

Medication in the Community

Over Medication

NHS - Medicines A-Z

Medicines in Health and Social Care

NICE Guidance

Digital Care Records

Across Staffordshire and Stoke-on-Trent

- 77.6% care homes and 69.7% of community services have digitised.
- 74.2% of overall care services have digitised.

Funding winds down from December and will cease to be available from February 2025.

Digital Care Records Benefits

63% said they have halved or better their use of paper

93% said they would rate their new system as good or excellent

100% said the system has had a positive effect on their management oversight

Digital Care Records Benefits

57% said their staff are very confident in using the system and the remaining say they are fairly confident, but nobody has said staff aren't confident

95% said the system has had a positive effect on their staff, nobody said it was negative

Digital Care Records Benefits

88% said the system has had a positive effect on people in receipt of care

95% said the system has made it easier to access and update care plans, nobody said it was more difficult

74% said the system has improved the quality of their care plans, the remaining people said there was no noticeable change

Social Care Academy

"Social Care Academy to bring together the local offer of training and development for key skills"

Staffordshire Workforce Strategy

"establish a social care academy and shared technology approaches"

Skills for Care Workforce Strategy
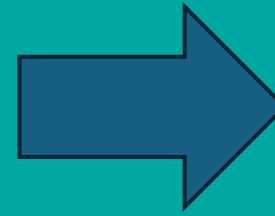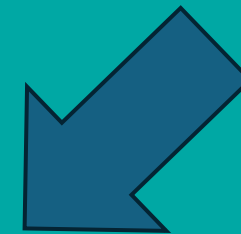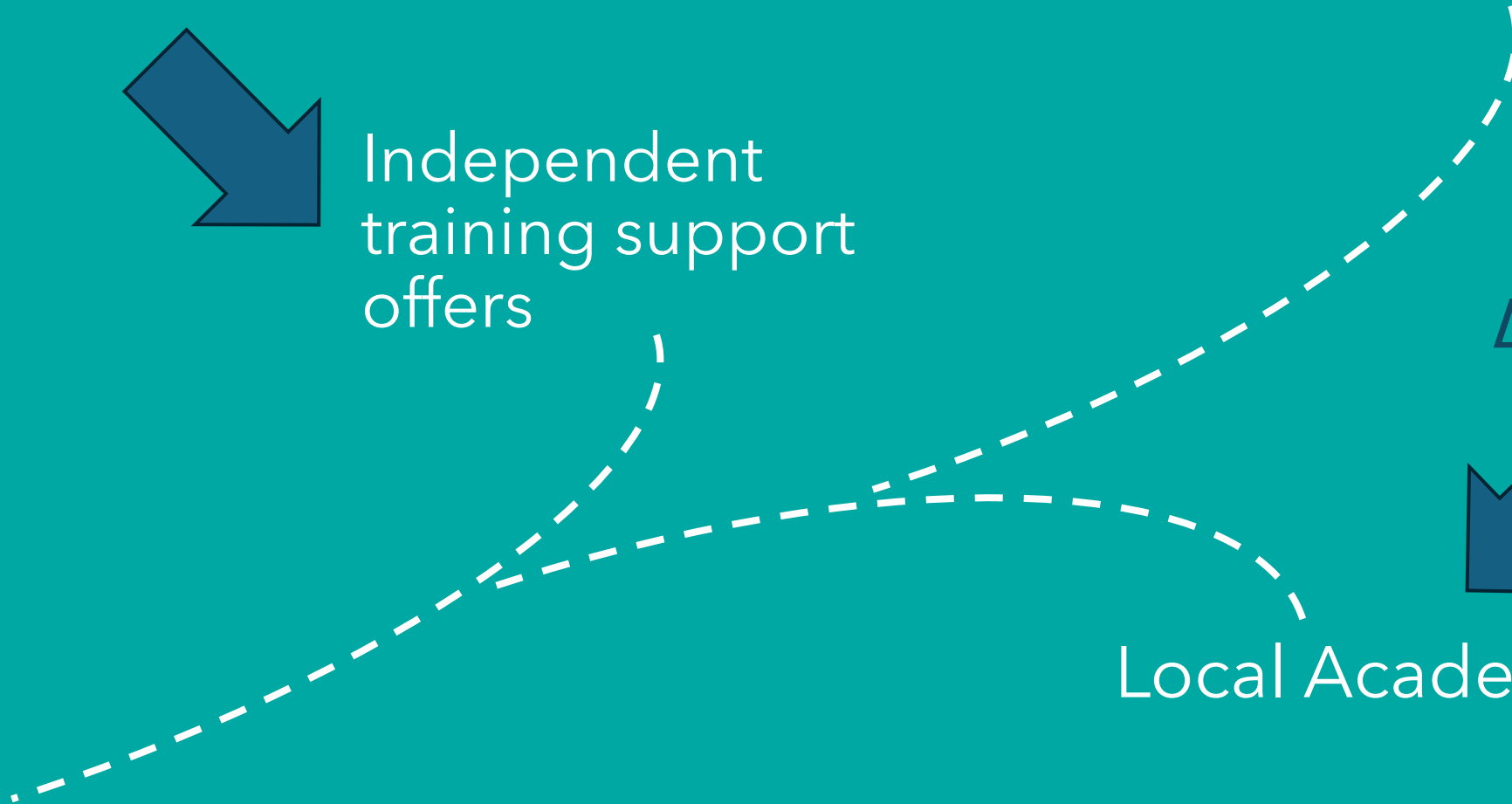
Social Care Academy

Partners can pool resources, do it once not thrice

Consistent offer across both Staffordshire and Stoke-on-Trent

A single platform for both local and national (Skills for Care) learning that we can build upon

We aren't starting with a finished product and need to grow the academy into what is needed.

We're building something new, and we want your views and feedback to make it grow into what is wanted.

Website

Bring together information from a variety of sources, to support people to:

- Learn about working in social care

- Discover how to start their social care career

- Develop their existing career

- Promote a variety of learning opportunities
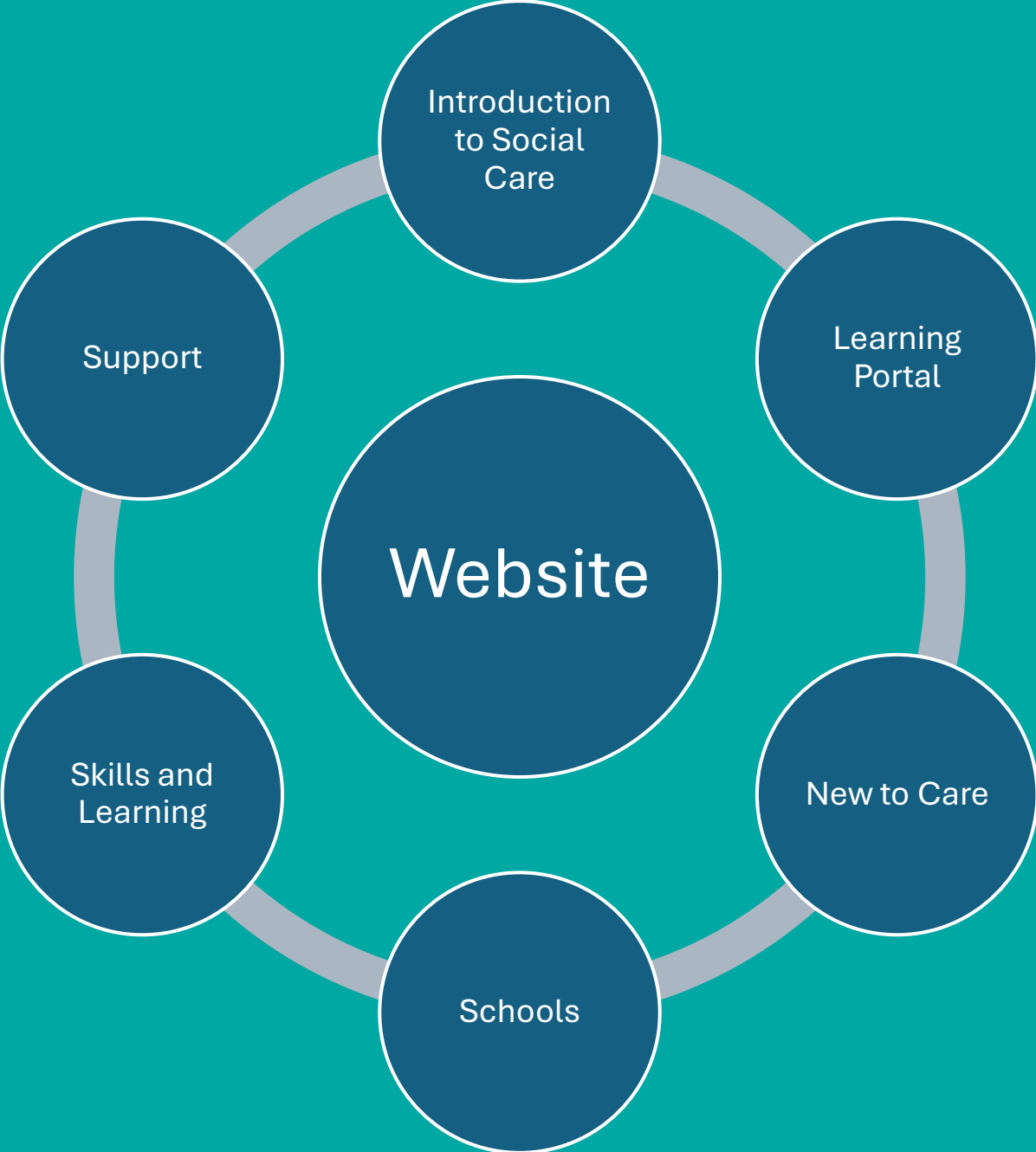
Learning management system

Bring together training and courses into one place:

- Skills for Care
- Care Market Development Team
- NHS England
- E-learning commissioned under the academy brand
- Training from partners like specialist community teams
- Locally developed E-learning

The Plan

Phase 1

Go live with website content, Skills for Care E-learning and move CMDT training and events from Eventbrite.

Phase 2

Refine website content and explore additional E-learning.

Invite partners to add their own content.

Explore our 'new to care' support offer.

Phase 3

Assess views and effectiveness of the academy.

Mary is a new Deputy Manager, who is looking to further develop her skills and knowledge.

Her manager recommends that she visits the academy to see what opportunities are available.

She reads about implementing **champion roles** within a care service and decides that she'd like to take on the role of being a dignity champion. An area she could develop and lead upon.

While on the website she reads about **distance learning courses** and identifies that the level 2 Certificate in Understanding Business Improvement Techniques through Stoke-on-Trent College would be beneficial to her, in her new role.

Exploring the opportunities through the learning portal, she undertakes the **Skills for Care** management modules to improve her care management knowledge.

She also signs up for care planning training commissioned by the **Care Market Development Team**, to ensure she can support her manager in writing care plans.

What happens next for the Academy

We plan to go live in November and then continue development, based on feedback and opportunities.

To do this, we need your views on what you want from the academy:

socialcareacademy@staffordshire.gov.uk

Reviewing in Summer 2025 on whether it has been effective.

CMDT
Care Market Development Team

STAFFSSTOKESOCIALCAREACADEMY

International Recruitment Update - 31 Oct 2024

- CMDT Phase 3 Training November 24 – March 25
  - Delivery by Lester Aldridge (WM IR Hub Legal & HR helpline provider)
  - Series of online webinars and face to face workshops
  - 5 online webinars
    - 1st is on 3 December 2024, bookable through CMDT Eventbrite page
    - 4 further webinars January – March 2025, bookable through new LMS system
  - 5 face to face workshops in Stafford
    - 1st is on 26 November 2024, by invitation
    - 4 further workshops January – February 2025,

International Recruitment Enhanced Support

- Funding awarded last week

- Dedicated inbox for displaced worker (DW) support live from 1 November

- CMDT support offer for DW's living in Staffordshire
  - Filtered sponsor list on DW request (filtered for service type / distance willing to travel)

- International Care Worker Support Webpages
  - Initial pages live now, access from <u>CMDT webpage</u>

- Market Support
  - Support existing partnership meetings / forums
  - Establish an IR provider forum
  - Maintain and develop resources
  - SCC staff training (Lester Aldridge webinar / workshop) to help us to better support our providers

- MQNF 27/3/25 – Specialist IR HR/Legal expert presentation and a stand for Q&A

Other news

- <u>WM Social Care IR Hub</u> Legal & HR helpline extended to 30 June 2025

- CMDT Food Safety for Care training, suitable for international recruits, to be commissioned

- Supplementary hours query

Amanda Boyd-Smith
Angela Peake

Neuro Nurture CIC

Stafford Registered Managers Network

Thursday 31st October 2024

Getting the best out of Neurodivergent employees
and/or those with a Disability

Amanda Boyd

Nuro Nurture CIC

Objectives of todays session:

- **Who are Nuro Nurture?**

- **Brief interactive session**

- **What we plan to offer?**

- **What difference will it make?**

- **A few facts & figures**

- **Pilot**

Who are we?

Nuro Nurture CIC

Co-founders:

Angela Peake & Amanda Boyd

Amanda Boyd

Angela Peake

What can you tell me about?
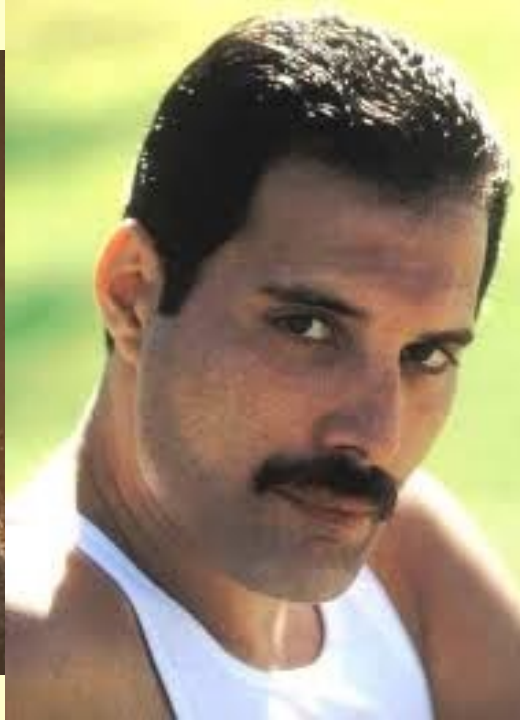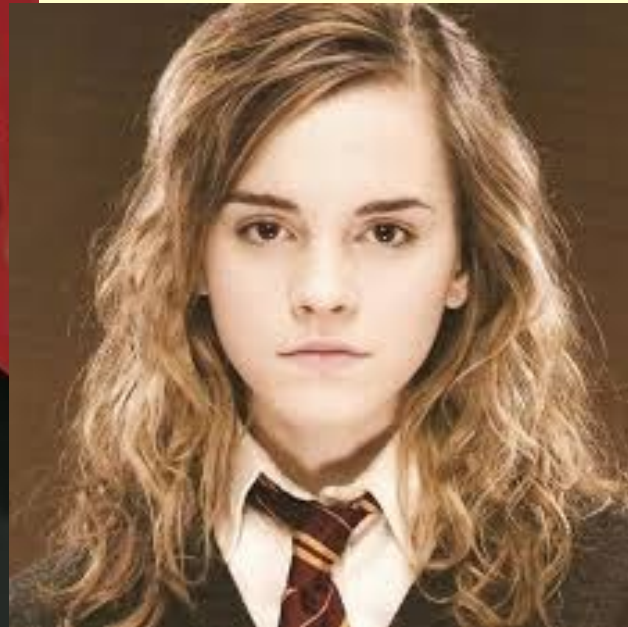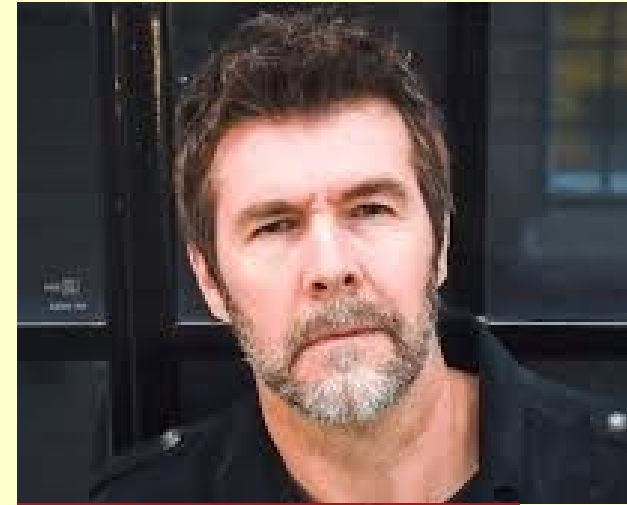
What do we plan to offer?

- **Support & educate businesses on how to recruit, induct & get the best out of Neurodiverse employees & those with a Disability.**

- **Provide Neurodiverse employees & those with a Disability with support to help them thrive in the workplace.**

What difference will this make? (1)

- Less time on recruitment.

- Decrease staff turnover.

- Be a more inclusive employer.

- More continuity of care for residents.

- Improved psychological safety for staff.

What difference will this make? (2)

- Staff that are invested in.

- Improved staff retention.

- CQC evidence - effective & well led.

- Enhanced corporate social responsibility.

- Contented staff = Outstanding care.

A few facts & figures

Disability employment rate **53.6%**

Compared to **82.5**% for non-disabled people

A few facts & figures

Disability unemployment rate **7.1**%

Compared to **3.5%** for non-disabled people

A few facts & figures

Autistica estimates that around

1 in 70 people are autistic

1 in 7 Neurodivergent

Over half of discrimination calls to ACAS are due to Disability Discrimination

A few facts & figures

83% of disabled people acquire their disability over the course of their life

When employers don't take Disability seriously

Council worker sacked after getting PTSD from Grenfell fire sues for £4,600,000

Starling Bank to pay £1.1m to asthmatic employee treated unfavourably
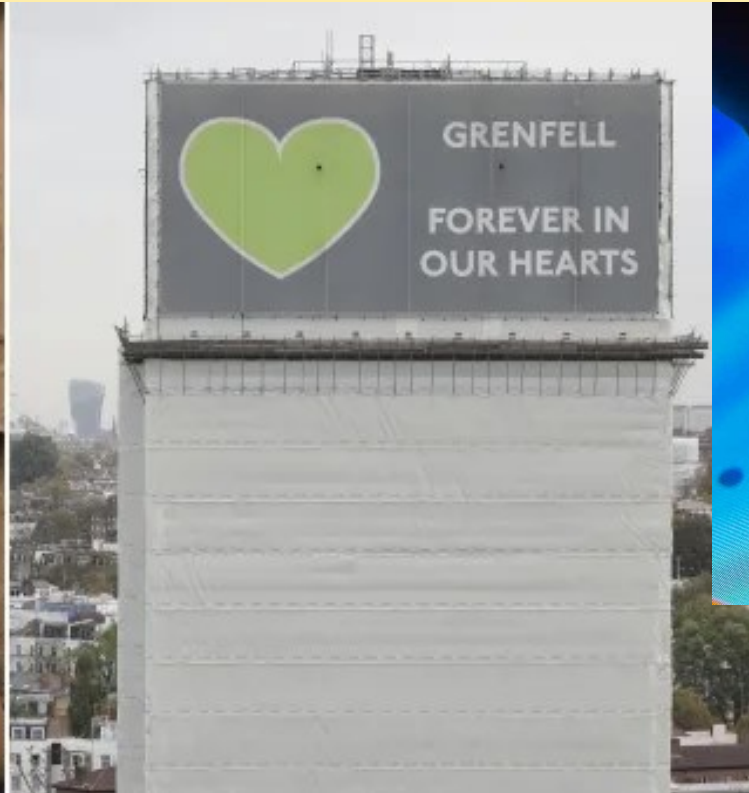
A few facts & figures

- Adult social care workforce lacks gender and age diversity - 22/23, the workforce gender split was 81% female and & 19% male.

- Lower turnover rate 26.5% for those with a social care qualification, 37% for not.

- Regulator support for workforce wellbeing and equality, diversity and inclusion - CQC

**A Workplace Strategy for Adult Social Care in England
Skills for Care, July 2024**
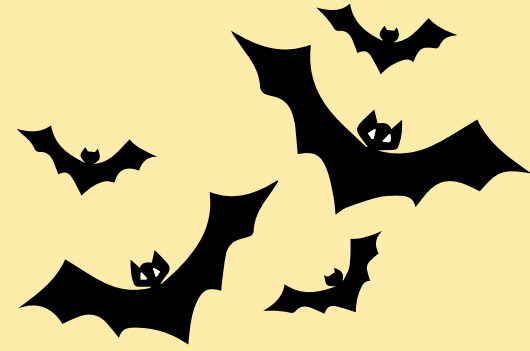
Consultation with Stoke Registered Managers & Midlands Deputy Registered Managers Network has told us that there is interest in **piloting different ways of working:**

- Alternative ways of recruiting staff.
- "This is me - this is who I am" passport to identify reasonable workplace. adjustments, impact of health conditions & other needs.
- Support with Access to Work.
- Business owner, manager and workforce. Neurodiversity and Disability training.
- Other approaches.

Free Neurodiversity and Disability Workshop

Tuesday 19th November 2024

10 am - 12 midday

Zoom
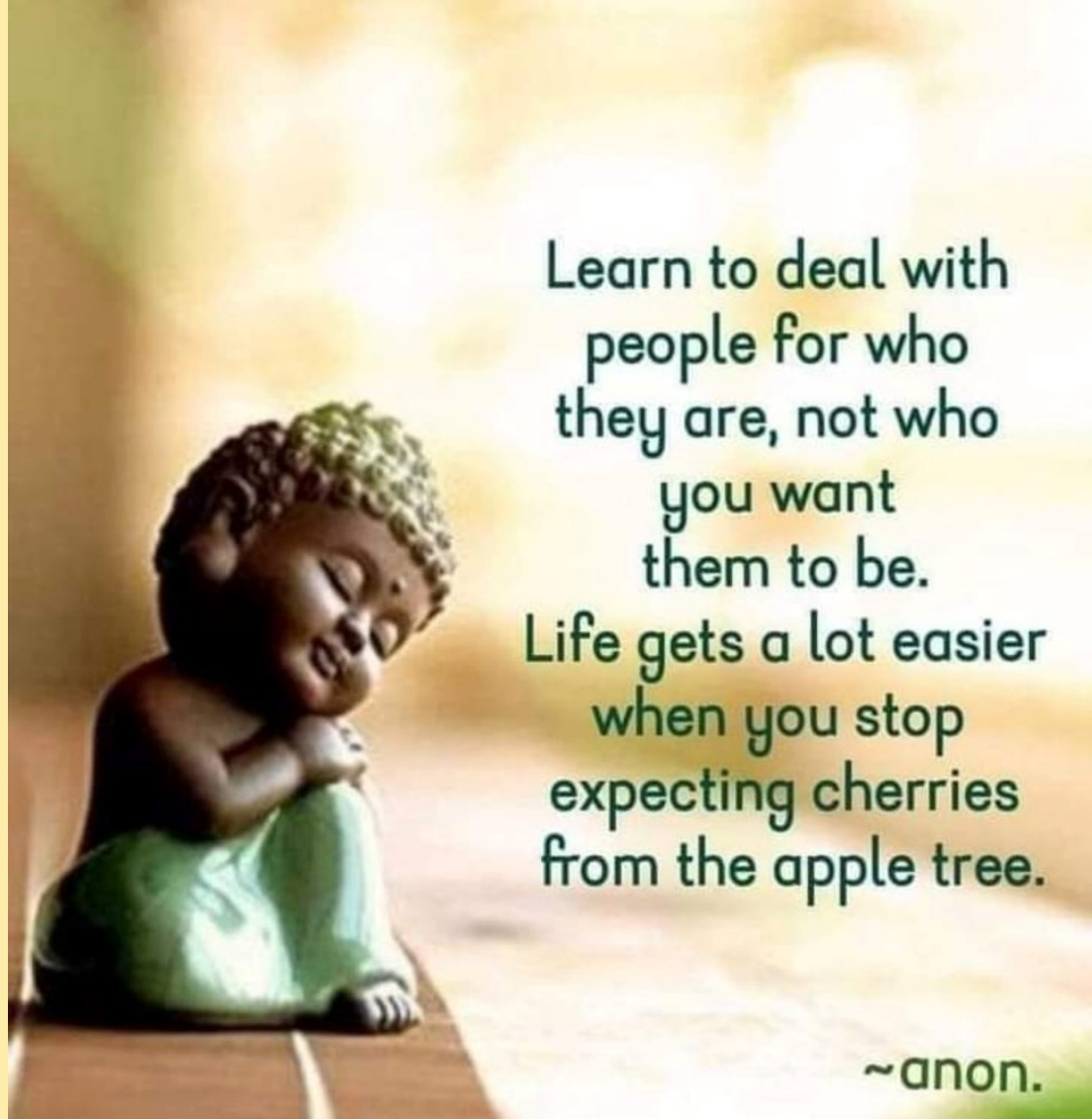
Learn to deal with people for who they are, not who you want them to be. Life gets a lot easier when you stop expecting cherries from the apple tree.

~anon.

Please feel free to contact us:

Amanda Boyd - 07989 303268

Angela Peake - 07784 634270

(on leave until Monday 4th November 2024)

E-mail: hello@nncic.net

Suzanne Petrie

Skills for Care Locality Manager

Suzanne.Petrie@skillsforcare.org.uk

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Adult Social Care Learning and Development Support Scheme (LDSS)

The DHSC has launched the learning and development support programme for the financial year 2024-2025.

Virtual webinar: Thursday 28 November 11:30 – 12:30
Colleagues from the DHSC will share:

- the eligibility criteria for being able to make claims through the scheme
- how the funding can be used, including the training courses and qualifications within the scope of the scheme
- details on how to access the fund to make a claim, including a demonstration of the new online claims service

Register to attend or find out more about LDSS on the **DHSC web page**

New Level 2 Care Certificate qualification

The Level 2 Adult Social Care qualification is an accredited qualification designed to provide a baseline standard to care, reduce the need for repeat training and give recognition to our care workforce.

- It's expected to take a new learner around 6-8 months to complete. An experienced care worker may complete this in a shorter period of time.

- Eligible employers can claim funding for the Level 2 Adult Social Care Certificate on behalf of eligible care staff for up to £1500 per qualification through the Learning and Development Support Scheme (LDSS).

Find out more: www.skillsforcare.org.uk/CareCertificateQual

QA service - Gaps in learning provision

DHSC has contracted Skills for Care to develop and launch a new quality assurance service for training providers supporting the adult social care sector. We are inviting you to take part in this short survey to help inform the future of the adult social care workforce training offer by telling us about training priorities and gaps in provision.

- The QA service will be open to all training providers who meet the eligibility criteria published prior to set application windows. Initial application windows will be for training providers who deliver courses and qualifications eligible for funding from the Adult Social Care Learning and Development Support Scheme (LDSS).

- There is no cost to training providers to apply for quality assurance.

The survey will only take 10 minutes to complete - Access the survey

Share your experience

We're looking for case studies, quotes or potential speakers

DHSC initiatives: including Care Workforce Pathway, the L2 Care Certificate qualification or the Learning and Development Support Scheme.

- Help DHSC initiatives achieve maximum impact and ensure continued positive interventions.

Impact of Skills for Care: tell us how Skills for Care's networks, resources or support have positively impacted your service.

- Help evidence the value of Skills for Care and ensure continued support.

Good practice examples: in workforce development, recruitment and retention, the use of digital technology, staff wellbeing support or delegated healthcare activities and prevention.

- Help others learn from your experience and enhance quality and reputation of adult social care.

Registered manager / Deputy manager network survey 2024/25

We are inviting managers who have attended a network to take part in a short survey to help us understand more about the benefits of networks.

We want to understand and gain feedback on many things including:
- why managers attend the networks
- what benefits managers gain from attending
- what improvements they have made to their service as a result of attending the network.

The survey will only take 10 minutes to complete - Access the survey

Webinars to support your service

Our registered manager webinars cover a wide range of topics to support you and your service.

They are delivered to a live audience and recorded for further viewing. The webinars are between 30-60 minutes long and are supported with resources and additional information.

Upcoming webinars webinars

Understanding your digital requirements under the Single Assessment Framework | Wednesday 13 November 2024 | 14:00 – 15:00 | Register now

CQC Supporting people to live healthier lives – practical ways to empower people and your teams | Thursday 12 December | 10:00 - 11:00 | Register now

Registered manager membership

Skills for Care is the membership organisation for registered managers.

Through membership, we support managers to develop best practice and knowledge, keep up-to-date with sector developments and share ideas with like-minded peers.

Membership benefits include:
- printed copy of our 'Social care manager's handbook'
- monthly newsletter including practical information and guidance
- access to Good and Outstanding care guide: Single Assessment Framework version and 34 Quality Statement recommendation checklists
- an exclusive annual resource when you renew your membership
- the chance to train to become a mentor or receive mentoring.

Become a member for £35 a year

Support available for the CQC Single Assessment Framework

Recommendations, practical examples, advice and resources to support your CQC assessments

Ensure your service is prepared by exploring recommendations, practical examples and resources covering the 34 new Quality Statements in our inspection toolkit.

Introducing
Medicines management

Introducing
Managing risk

Digital skills 2024/25

Skills for Care has been awarded a contract with DHSC and NHS-TD to deliver the following projects

1. Design and launch a 'Digital Skills Framework' (DSF) learner assessment
2. Design and test a 'What Good Looks Like' (WGLL) organisation assessment
3. Support awarding organisations and training/learning providers
4. Communicate key digital, data and technology information to the adult social care sector and deliver several webinars and events, including RM webinars
5. Support the development of the 'Digital, Data and Technology' workforce plan

Digital skills eLearning

Free-to-access, bitesize digital eLearning modules

Designed to support people working in adult social care to gain knowledge and understanding on how digital, data and technology is used in the sector.

The titles and themes of the seven modules are:
- using technology to support person-centred care
- technical skills in using technology
- communicating through technology
- using and managing data
- being safe and secure online
- ethical use of technology
- digital learning, development and wellbeing.

Learn more about the eLearning modules

Generative AI

Oxford statement on the responsible use of generative AI in adult social care

- Skills for Care has been involved in AI working group and roundtable to discuss AI and the responsible and ethical use in the adult social care sector.
- Led by Dr Caroline Green at the University of Oxford Institute for Ethics in AI, Reuben College, the Digital Care Hub and Casson Consulting has led to a lively debate on the possible use cases and potential benefits to AI
- The group has agreed that we urgently need to develop a shared, co-produced framework to underpin the 'responsible use of generative AI' in adult social care following this statement and over the next six months (autumn 2024).
- You can read the full statement here Oxford Statement on the responsible use of generative AI in Adult Social Care | Ethics in AI

Digital leadership

Level 5 Digital leadership award

- Skills for Care is working with Awarding Organisations to develop the award that has been created and distribute this to learning providers to deliver to the sector.
- This work is on-going and a date for release will be announced as soon as this work has been completed.