

Adult Social Care Learning & Development Annual Event

Themes emerging from table discussions

Workforce – Top Priorities

1. Strong Leadership:
 - Visionary
 - Support workforce
 - Communication
 - Career workforce planning
 - Assists retention
2. Integration:
 - Conversations about health
 - Twitter – use of inform
 - Accountability
 - Empower Workers
 - Workforce planning
 - Job roles
 - Recruitment and retention
 - Need to understand reasons for difficulties
3. Recruitment through Job Centre Plus
 - Training
 - Care certificate
 - Medication
 - Shadowing
 - Workbooks – challenges of study
 - Digital Skills
 - Upskilling
 - Social media
 - Reluctance from staff
 - No universal framework for universal standards / QA.
4. Trade Fair for London:
 - Social care providers
 - New technologies
 - L&D quality endorsement
 - Purchasing in bulk
 - Recruitment
5. London Immigration Policy:
 - Shortages of OTs
 - EEA applications have dropped by 50%

Workforce Priorities (continued)

- Integration
 - Missed opportunities for joined up workforce planning and joint training (HSC, CSCI/ASC/PVI)
 - IT issues
 - Assess based on outcomes/strength despite lack of services based on outcomes/strength
 - Specialist training needed on analytical writing
 - Working with the private sector
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- Trade Fair
 - London Immigration Policy
 - Free Oysters for health and care workers
 - Sustainable transport schemes
 - Housing
 - Opportunity for devolution

L&D Challenges identified:

- Recruitment through Job Centre Plus
 - People complete the course then decide it's not for them
- Care Certificate
 - Six days of training is too much
 - Workbook issues
- Digital skills not anticipated
- No universal parameters for L&D standards & quality assurance with regard to training
- Reliance on managers driving digital, upskill training and other aspects of L&D

Key L&D Issues identified:

- Conflicted agenda between Health and Social Care
 - Both want same outcomes
 - Staff need to be supported to have these difficult conversations
- Difficulty getting people on courses due to pressure of day jobs
- Tiered approach to L&D
 - People don't need to know everything
 - Focus on what is required to avoid it becoming overwhelming
- Independent Learning Skills
 - Important to teach but how to embed a learning culture?
 - Often those needing to learn are the ones who don't sign up
 - Is it always fair to ask people to do learning in their own time?
- Supervision & Appraisal are key
- More training should be made mandatory
- Apprenticeships
 - Backfill is a big issue in social care
 - Other departments may be prioritised where it's easier to release staff
- Need enough skilled staff who can act as first point of contact
 - Prevents problems further down the line

Care Certificate:

- Work book put new carers off!
- Some training providers do the theory but then cannot 'assess in practice'
- Some organisations cannot carry out the assessment themselves, which means the process falls down
- Haringey, Islington and Camden
 - Health Funded (CEPN) programme delivered five-day programme
 - 10 cohorts 2015-17
 - Now looking at funding options