

Care Workforce Development Partnership Annual Report 2019/20



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Introduction from the Chair



This report highlights the work of The Care Workforce Development Partnership and how the partnership has supported the independent adult social care sector across Shropshire and Telford & Wrekin in 2019/20.

This year may have ended with us facing unprecedented challenges and changes in how we work however over the course of 2019/20 we were able to continue to deliver on our priorities, working with the sector to understand the needs, issues and successes. We have delivered high quality affordable training and rolled out new programmes alongside our core training offer.

We have continued our work to promote the sector as an employer of choice through our involvement in the Every Day is Different Nation Recruitment Campaign as a local pilot.

I am particularly proud of the way in which partners have worked together this year to design and roll out the new ReSPECT framework and training programme across all health and social care organisations in a cohesive county-wide approach. It was a great example of real partnership working that you can find out more about in the report.

We continue to regularly provide relevant information, hold workshops and events on a variety of subjects related to the care sector and promote opportunities for engagement and action, alongside more formal training opportunities.

About the Partnership

The Care Workforce Development Partnership (CWDP) brings together local partners to support care workforce development in the local area. Our aim is to facilitate a co-ordinated approach to workforce development whilst maximising the opportunity to pool resources, knowledge and skills.

The Care Workforce Development Partnership includes the following organisations:

Funding Partners 2019/20

Shropshire Council
Telford and Wrekin Council
Skills for Care
Shropshire Partners in Care
Telford and Wrekin CCG
Health Education England

Delivery Partners 2019/20

Shropshire Partners in Care
Joint Training
Shropshire County CCG
Shropshire Community Health Trust
Shropshire and Telford Hospitals NHS Trust

What we do

The members of the Care Workforce Development Partnership work together to co-ordinate workforce planning and development; where possible pooling our resources, knowledge and skills across the local health and social care economy to set the strategic direction and delivery for the development of a range of training courses and programmes.

Our aims

We aim to work together to deliver a trained, competent workforce that is continuously building its skills, knowledge and experience to a level required to meet the complex needs of the most vulnerable in our communities. We offer a range of training opportunities that are:

- Relevant
- Accessible
- High quality
- Value for money

We also collect and collate workforce data, and support providers in maintaining the Adult Social Care Workforce Data Set (ASC-WDS)

Training 2019-20

Key
 JT = Joint Training
 SPiC = Shropshire Partners in Care
 CCG = Shropshire Clinical Commissioning Group
 ShropCom= Shropshire Community Health NHS Trust
 Staff Uni = Staffordshire University

The table below details training undertaken by CWDP partners this year

	Total no. of courses delivered	Learners from providers operating in Shropshire*	Learners from providers operating in Telford & Wrekin*	Individual Learners (not SPiC Members)	Total learners	Training Provider
Assessors Workshop for Medication Handling	3	57	39	13	109	SPiC
Awareness of First Aid for Mental Health	2	15	4	4	23	SPiC
Basic Life Saving Skills/Annual Refresher	2	51	24	0	75	SPiC
Bladder & Bowel Assessment	2	34	23	4	61	ShropCom/SPiC
Care Certificate	3	-	-	-	195	JT
Catheterisation Male & Supra Training	3	52	24	17	93	ShropCom/SPiC
Clinical Observations	24	186	40	22	248	SPiC
Child Safeguarding Briefing	1				14	SPiC
Consent and Mental capacity for Dentists	1	0	0	13	13	SPiC
Continence & Catheter Training for HCAs	1	16	13	2	31	ShropCom/SPiC
CQC Meeting the Fundamental Standards	1	17	2	0	19	JT
Data Security & Information Session	2	25	7	0	32	SPiC
Deaf Awareness session	2	28	8	0	36	SPiC
Dementia Valuing and Understanding the Person	2	27	5	0	32	SPiC
Dementia Leadership Programme	1	8	10	0	18	SPiC
Deprivation of Liberty Safeguards (DoLS)	9	180	73	2	255	SPiC
Diabetes Awareness	5	108	41	6	155	ShropCom/SPiC
Digital Rectal Exam	2	15	12	1	28	ShropCom/SPiC
Ear Syringing	1	11	6	0	17	SPiC
Effective Supervision	2	38	15	0	53	SPiC
Exploring the Mental Capacity Act and Safeguarding for Managers	1	0	0	6	6	JT

	Total no. of courses delivered	Learners from providers operating in Shropshire*	Learners from providers operating in Telford & Wrekin*	Individual Learners (not SPiC Members)	Total learners	Training Provider
First Aid 1 Day	75	641	455	57	1153	SPiC
First Aid 3 Day	1	10	3	0	13	SPiC
First Aid for Mental health	1	17	2	1	20	SPiC
Insulin Administration	5	63	34	6	103	ShropCom/SPiC
Lead to Succeed	1	11	7	0	18	SPiC
Manager Induction Standards Programme	1	10	1	0	11	JT
MAPA® 2-day Foundation	5	57	10	0	67	JT
MAPA® Advanced Skills half day	3	28	0	0	28	JT
MAPA® Foundation Refresher	16	174	14	0	193	JT
MAPA® Personal Safety Full Day	7	85	0	0	85	JT
MAPA® Personal Safety Refresher	7	83	0	0	83	JT
MAPA® Safe Care	16	198	27	0	225	JT
MAPA® Safe Care Refresher	10	114	13	0	127	JT
MAPA® Safe ways of working hints and tips for Age UK STW	1	0	0	14	14	JT
Medication in Care	2	26	14	2	42	ShropCom/SPiC
Mental Capacity Act (MCA)	10	188	103	23	314	SPiC
Moving and Handling 1 Day	54	367	309	5	681	SPiC
Moving & Handling 6 Day Trainers course	2	16	11	0	27	SPiC
Moving & Handling Link Meetings	6	44	14	2	60	SPiC
Moving & Handling Refresher	42	385	366	18	769	SPiC
Moving and Handling Trainers Requalification	3	25	13	0	38	SPiC
Moving & Handling Load Handling	5	28	18	9	55	SPiC
Moving & Handling Risk Assessors	1	7	2	1	10	SPiC
Nutritional Awareness, MUST and Frailty	2	13	5	0	18	ShropCom
PEG Training	2	48	39	6	93	SPiC
Person Centred Care Planning	1	8	8	0	16	SPiC

	Total no. of courses delivered	Learners from providers operating in Shropshire*	Learners from providers operating in Telford & Wrekin*	Individual Learners (not SPiC Members)	Total learners	Training Provider
Principles of Effective Time Management for Managers	2	22	0	0	22	JT
Principles of Managing Change & Supporting your Staff	2	18	0	0	18	JT
Principles of Managing Conflict in your Teams	1	11	0	0	11	JT
Principles of Supervision & Performance Management	2	22	1	0	23	JT
Principles of Supporting Staff through Coaching	1	11	0	0	11	JT
Professional Boundaries	10	45	34	23	102	SPiC
Positive Reputation & Communication	1	10	9	0	19	SPiC
ReSPECT	23	63	47	176	286	SPiC
Rolling Training Programme	6	153	88	14	255	CCG/ShropCom/SPiC
Safeguarding Adults Awareness Training	77	-	-	-	1105	JT/SPiC
Safeguarding Adults, Children and Young People Briefing	2				22	SPiC
Safeguarding Adults Enquiry Training	2	-	-	-	29	JT
Safeguarding Adults for Provider Managers	3	-	-	-	45	JT
Safeguarding Adults for Trustees of Charities	1	2	0	14	16	SPiC
Safeguarding – Care Certificate day 5	2	24		11	35	JT
Safeguarding Children and Young People for Dentists	1	0	0	26	26	SPiC
Self-neglect - supporting Adults who hoard	2	-	-	-	35	JT
Social Media Strategy	1	6	2	0	8	SPiC
Tracheostomy for RGN's	1	11	10	2	23	ShropCom/SPiC
Values & Recruitment Workshop	1	6	5	0	11	SPiC
Venepuncture	3	34	23	8	65	SPiC/Staff Uni
Total	493	3952	2033	508	7943	

Events

The table below details the forums, seminars and sessions held by CWDP partners in 2019/20

	No of sessions	No of attendees
Activity Coordinators Network Group	3	50
Adult Social Care Provider Forum - Shropshire	3	103
Adult Social Care Provider Forum - Telford & Wrekin	1	22
Building your Dom Care Business	1	14
Care Homes Seminar - CMA Guidance	1	22
Data Security Protection Toolkit Beginners workshops	3	16
Data Security and Protection Toolkit Information Sessions	3	25
Data Security Protection Toolkit Entry Level Workshops	3	14
Delirium Workshop	1	14
Dementia Workshop and Conference	1	110
Networking Meeting for Trainers	2	14
Nominated Individual Pilot Programme	8	31
Occupational Health & Wellbeing Seminar	1	19
Positive Reputation and Communication/Brand Planning	1	13
Registered Nurses Forum	1	6
Registered Managers Forum -Shropshire	3	49
Registered Managers Forum - Telford & Wrekin	2	32
Safe Data - Safe Care Event	1	40
Safeguarding Adults Forum	4	114
Shropshire Council Pre Placement Contract for Care Homes Focus Group	1	6
SPiC Seminar and AGM	1	51
WDF Information Sessions	4	15

The Activity Coordinators Network

In 2019 Shropshire Partners in Care's Moving & Handling / Dementia / Leadership and Management trainer Jo Davies set up a new network to bring together and support care home activity coordinators to share ideas, provide support to each other and to improve services for people with dementia. The group meets quarterly and has been a great success, member particularly enjoy the opportunity to explore new ideas for a wide range of activities and share their experiences.



Dementia Conference

On the 9th May 2019 Shropshire Partners in Care & the Dementia Team at Shrewsbury and Telford Hospital Trust held a joint dementia conference with the speaker Mr Mani Santhana Kishnan MBBS DPM FRCPsych PGDCBT—Consultant in Old Age /Liaison Psychiatry, Senior Clinical Director (Trustwise), Tees Esk and Wear NHS Foundation Trust on raising awareness and education of delirium. With two workshops on The Importance of Touch in Dementia Care and Dementia, pain & delirium.

There was also the opportunity for attendees to take the Virtual Reality Dementia Tour on the Dementia Sensory Bus which provides an insight into the impact of dementia and aims to change attitudes towards people living with Dementia.



Workforce Development Fund

Our contract for WDF members to claim for 2019/20 was £156,200. Due to a national changeover from the Qualification Credit Framework (QCF) to the Regulated Qualification Framework (RQF) and resulting delays at a national level, we, along with a significant number of other WDF Partnerships in England were unable to meet our milestone targets in the first 6 months of the contract year. As a result, Skills for Care extended the 2019/20 WDF Contract for all WDF partnerships by 2 months to the 29 May 2020 in recognition of the major changes that had occurred which had reduced the number of WDF claims being submitted.

In 2019/20 the CWDP has provided support to employers to assist them in meeting the eligibility criteria for claiming WDF and to understand the significant changes to the claiming process in the following ways

- Information on how to become eligible to claim and the claiming process for WDF included in the 2019/20 Funding Pack sent electronically to all Adult Social Care employers in Shropshire and Telford and Wrekin
- We met with 12 employers during 2019/20 to provide face to face support. This was through a combination of visits to providers and attendance at WDF Information Sessions that we held during the earlier part of the year. Out of the 12 adult care providers attending, 5 (42%) went on to claim WDF during 2019/20.
- CWDP had an Information Stand at the SPiC Annual Conference on 18 September 2019 providing information on claiming WDF and the opportunity to engage face to face with employers
- Up-to-date information on becoming eligible to claim WDF in 2019/20 and how to claim has been made available throughout the year on the SPiC website and social media. Regular updates and information have been posted in the SPiC newsletter.

WDF Membership in 2019/20

- In 2019/20 there were 81 Members claiming WDF representing 39% of the WDF Membership.
- The 39% of employers that claimed WDF in 2019/20 comprised 44 Residential Homes (54%), 15 Nursing Homes (19%) and 22 Domiciliary Care (27%)

Projects

This year we have once again delivered a range of projects to support the social care sector, here are the highlights of just a few.

Data protection and cyber security

During 2019 we bid for and secured funding from Digital Social Care, the Local Government Association and NHSX to support the local social care sector to develop and improve knowledge and skills related to cyber security and data protection. Our project specifically focused on supporting providers to complete the Data Security and Protection Toolkit, an online self-assessment tool for data security, supporting organisations to ensure that they have the right processes and practices in place to manage and hold data safely developed by NHS Digital. We were particularly keen to understanding the barriers to completing the toolkit and how these could be overcome.

We developed and ran a series of workshops giving providers 'protected time' to understand and complete the toolkit. We also held an event to give practical support for providers to understand the key safety measures to put in place to protect their organisation from cyber/online attack.

The project was well received by members and has highlighted the need for further work on this subject locally.

Nominated Individual programme

In 2019 Shropshire Partners in Care received WDIF continuation funding from Skills for Care to upscale and continue work on a support programme for nominated individuals originally explored in a 2018 WDIF funding project. We were asked to design and pilot a full learning and development programme and a handbook. The aim being that these resources could then be marketed by Skills for Care for use in the future. We designed a four day learning programme for those in the nominated individual role and worked collaboratively with a team from Skills for Care to ensure it aligned to their requirements and approach. We then ran two pilot programmes one in Manchester with nominated individuals from the North West region and one in the Birmingham with nominated individuals from the West Midlands region.

We delivered the module face to face with both groups once a month between November 19 – February 20 and focused on the following:



The programme and handbook were both well received by participants, who felt the benefits were:

- gaining greater understanding and clarity of the role
- having space and time to explore key principles
- being challenged to consciously review how and why their organisations applied these principles
- the opportunity to engage, share knowledge and support with other nominated individuals

Skills for Care are now exploring how the programme will be rolled out nationally.

ReSPECT Roll out

Shropshire Partners in Care received funding from Health Education England to coordinate the development and delivery of an education programme for the implementation of the Recommended Summary plan for Emergency Care and Treatment (ReSPECT) across the health and social care economy in Shropshire, Telford & Wrekin. Designed by the Resuscitation Council UK ReSPECT is a process based on conversations between a person and one or more of the health professionals who are involved with their care to create a summary of personalised recommendations for a person's clinical care in a future emergency in which they do not have capacity to make or express choices.

This project required a partnership approach agreed by key stakeholders at a senior level to ensure a standardised and consistent process of transition and adoption of ReSPECT across all health and care providers, including primary care (in hours and out of hours), Severn Hospice, NHS Trusts (Shrewsbury and Telford NHS Trust, Robert Jones and Agnes Hunt NHS Trust, MPFT, Shropshire Community Health NHS Trust) CCG's, Independent Care Sector providers (care homes and domiciliary care), Local Authorities and Macmillan.

The Training programme was developed and delivered by trainers from Shropshire Partners in Care and Severn Hospice, originally planning to train 240 people the project was in fact able to engage over 380 people in total. The training programme received very positive feedback and the project has helped to strengthen and develop links between partners.

Clinical Skills training

Shropshire Partners in Care received Health Education England funding to deliver training on basic clinical skills for care workers across Shropshire, Telford & Wrekin. The aim of the project was to increase the skill base for the Care workforce, encourage skill mixing and support retention of the workforce. Also, to support care providers ability to recognise early signs of deterioration in health and well-being, so early appropriate action can be taken which will ultimately improve quality of life and reduce avoidable hospital admission.

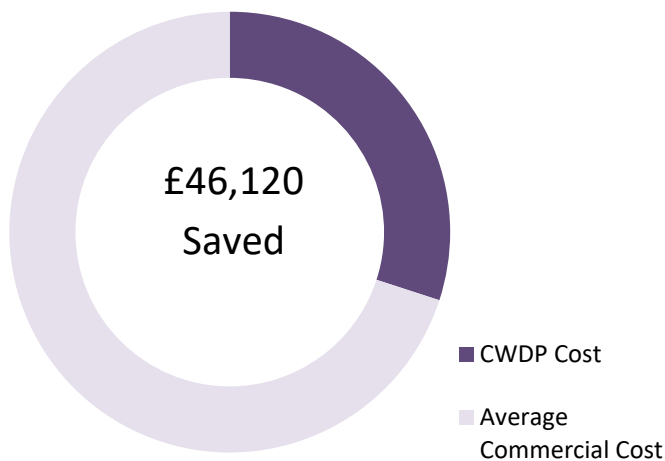
The clinical skills training focused on ensuring care staff are competent to carry out basic clinical observations related to, amongst other things, pulse, blood pressure and oxygen saturation. Training in Foot Care, Tracheostomy Care and Non-invasive Ventilation were also included in the clinical skills training programme as they had specifically been highlighted as gaps by local care providers in the CWDP's 2018 training needs analysis survey. Six sessions were held with 90 learners in total completing the training. Once complete learners were assessed and signed off as competent

Value for money

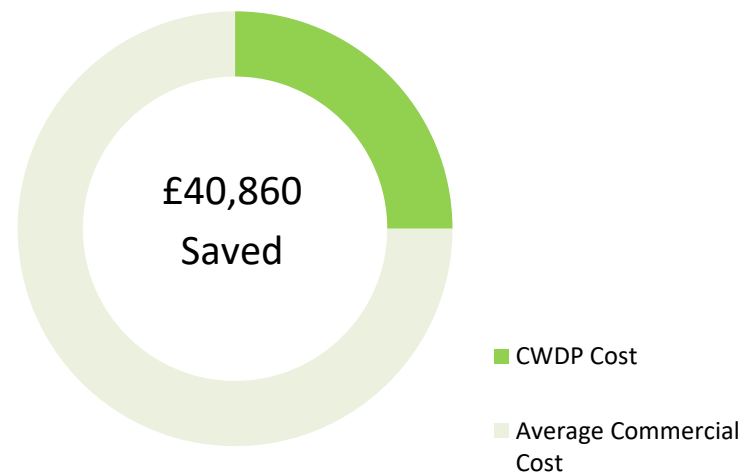
A key element of the Care Workforce Development Partnership's role is to ensure providers have access to high quality, accessible, value for money training opportunities. In delivering core training in this way we are ensuring significant savings to the sector, to illustrate this we set out below the savings made to the sector for the three most regularly accessed courses in 2019/20 compared to accessing the same course from a commercial provider.

	Total no of attendees	Attendees from Shropshire	Attendees from Telford & Wrekin	Shropshire Partners in Care cost	Commercial Provider cost
One Day First Aid	1153	641	455	£30	£70
One Day Moving & Handling	681	367	309	£30	£90
Moving and Handling Refresher	769	385	366	£20	£70

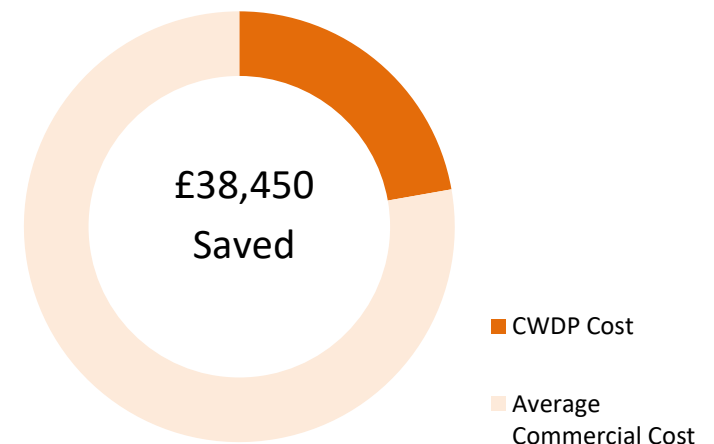
One Day First Aid



One Day Moving & Handling

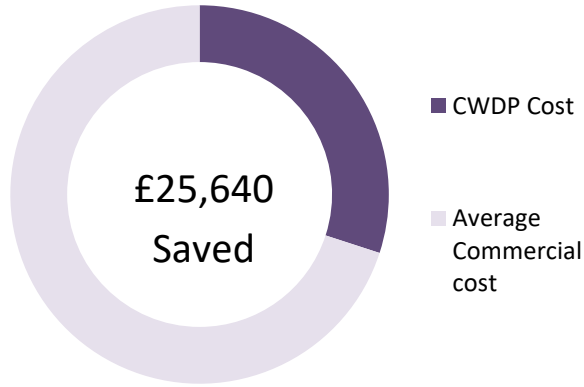


Moving & Handling Refresher

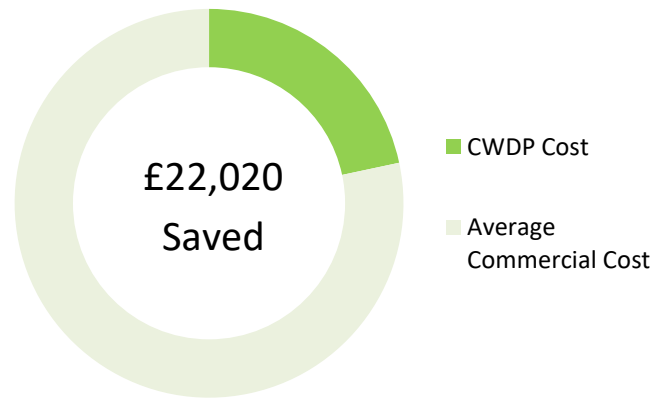


Shropshire savings

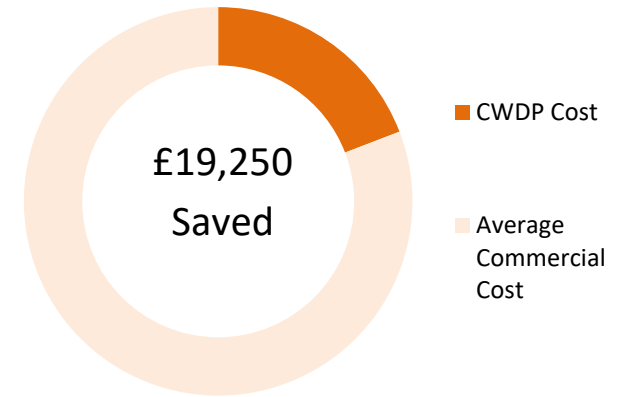
One Day First Aid



One Day Moving & Handling

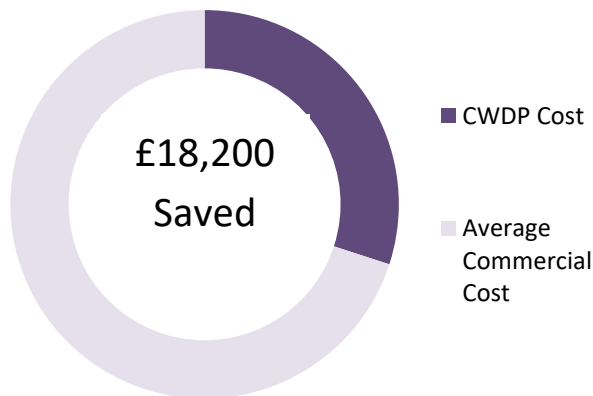


Moving & Handling Refresher

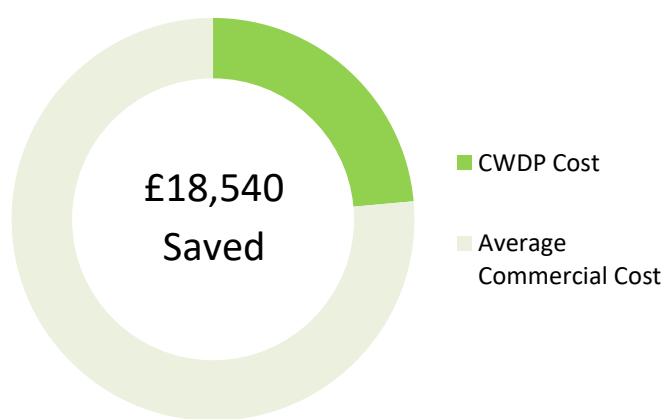


Telford & Wrekin savings

One Day First Aid



One Day Moving & Handling



Moving & Handling Refreshe

