

Social Care Solutions



Institute of
Health &
Social Care
Management

LEARNING & DEVELOPMENT



Training and developing your staff is a huge job and with the lack of a recognised curriculum for social care, it can be confusing, time consuming and costly. We've solved that issue for you, by creating a [curriculum](#) which is split into; mandatory, fundamental and stretch. These are our recommendations, and you should feel confident to amend it to suit the requirements of your services as needed.

There are some key things that people tell us that frustrate them about training:

- It was boring or delivered badly.
- Irrelevant and doesn't relate to my role.
- Having to complete the same training year after year.
- I've completed training but not seen changes.

Research shows that, on average, we forget 70% of what we are taught within 24 hours of the training experience, and up to 90% after 1 week.

New starters and the Care Certificate

Here are some things you should know about the Care Certificate:

- It does not replace a robust induction but instead should compliment.
- It is guidance but CQC Inspectors are advised to monitor.
- Staff do not have to complete in 12 weeks, but you should have a strategy for how long you do expect it to take in your service.
- Implemented well, it can have a very positive impact.
- People only need to complete it once; they should never be asked to complete it again. If you are unsure of the quality or how much they learnt from a previous employer, use the free [self-assessment tool](#) to check.
- The Care Certificate standards can be used to form your observations of competence or supervisions and appraisals.
- Our curriculum provides you with links to the Care Certificate standards, we advise you to use these and don't ask staff to repeat learning.

What is mandatory?

There are a lot of myths about mandatory training for people who work in social care. Some training is required by law or regulation, so we've included this in the mandatory section of the [curriculum](#) (except Management of Medication which is only mandatory for staff who administer medication). All other training that you commission for staff should be to improve quality of life for the people they support, to improve working practices and to improve confidence. No training should ever be a tick-box exercise! We've suggested some fundamental training, and this should help you to decide, with your staff and other stakeholders, which training is going to make a difference.

How much training budget do I need?

We all know that money doesn't grow on trees in social care and training is one of those things that actually costs more than just what you pay for courses because you also need to pay staff their time to attend and embed learning as well. We do suggest that you set an annual training budget, that way you can plan around your means. But don't worry if it is modest, there are lots of ways to make it stretch further without compromising on quality.

Definitely, you should have both in your bag of tricks, but they won't be right for everyone in your teams. Apprenticeships are useful for developing new staff or building knowledge and skills for existing staff. They have lots of benefits, including helping you to recruit new staff, attracting considerable funding and if delivered well, they can build confidence and quality. They can also be accessed for level 4 and level 5 programmes.

Always do your research on Apprenticeship programmes. There are some training providers who don't advertise them accurately, so if a programme is free, double-check if it is an Apprenticeship because there will be additional requirements on the learner and on you.

We've teamed up with 3SpiritUK to bring our social care members [Level 4 and 5 Apprenticeship](#) offers. They are not your typical training provider they utilise their experience to offer specialist pathways to leaders in dementia, autism, and mental health.

The key thing to consider about any qualification or Apprenticeship is whether it will have a positive impact. Will it give the learner more confidence? Will it develop skills and knowledge that they don't already have? Will it improve practices within the service?

Remember our advice about not repeating learning, if a qualification is simply repeating learning, then it may not be right.

Which is better, eLearning or face to face?

In truth, both options have their merits, and it is important that you assess the right one for each situation and person. For both, it's key to know the quality of the content and the way it is delivered, will it be engaging? Is the content up to date? Does it cover the topics you'd like covered? Will it have an impact on the skills, knowledge, and confidence of the staff? We advise that you do your own homework before deciding, test stuff out and don't put all your eggs into one basket. You can also ask other providers for testimonials or to recommend courses.

But there's another aspect to this question that is worth consideration – eLearning and face to face are not the only way. There are lots of other options that you should throw into the mix when you are planning training an organising budgets, for example:

- Webinars.
- Conferences - many are now online and some are free.
- Articles and journals.
- Blogs, vlogs, interviews, and podcasts - many are now online and some are free.
- Coaching & mentoring.
- Flipped learning - where you ask staff to research a topic and then all come back together to discuss, maybe at a team meeting.
- Projects - asking individuals or small teams to carry out a project within the service.

Is free training any good?

This one isn't easy to answer, except to say that there is some outstanding free training available, it just takes a bit of searching! Here we've identified just a few that we've come across to help you feel more confident to search for more:

Confident with Difference from Skills for Care - designed for use with teams to generate discussions and consider how well diversity is embraced within your organisation and how you could improve.

Leadership starts with me also from Skills for Care - designed for use with teams to discuss what 'everyday leadership' is, why leadership skills are so important for everyone and how to improve the skills.

Free eLearning from SCIE in a variety of topics including infection control, dementia awareness and personalisation.

eLearning for Health from Health Education England have a variety of free courses including the Care Certificate.

Massive Open Online Courses (MOOCs) from platforms like Future Learn and The Open University.

React To is a series of training resources for care staff including falls, malnutrition & dehydration.

Diabetes in healthcare from Diabetes UK for staff who are not specialists in diabetes but want to know more about the condition.

Florence Academy have a range of free to access eLearning courses.

Should I spend time evaluating training?

In short yes, absolutely. This will be time well invested. Don't do it in a darkened room, talk to the people who attended the training. Find out what they learnt, whether they felt inspired to make improvements or more confident in their role as a result. We'd also recommend that you also revisit it a few months later, explore whether there has been any real change as a result.

What do I need to record?

We recommend that all learning and development is recorded, whether it is formal or informal. The easiest way to do this is to ask each staff member to keep their own record. Keep it simple, what was the learning, what did they learn and what has been the outcome e.g. improved practices, increased confidence, building interest in a specific topic.

Again, don't make this a 'tick-box' exercise. Ensure that you revisit these records and monitor them over time. It will start to identify staff who are keen for more learning and those who need a bit more encouragement. As well as which style of learning suits people best.

You'll also need to track training to ensure that staff are up to date. There are digital systems that can help you manage this such as Qintil and Florence Academy. If you hold an ASC-WDS account you can also do it for free on there, as well as access government funding for some accredited courses.



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