

How Skills for Care can help you





About us

- Skills for Care helps create a well-led, skilled and valued adult social care workforce.
 - We're a trusted independent charity, working as a delivery partner for the Department of Health and Social Care.
 - We also work closely with related services such as health and housing.
 - We're part of the Sector Skills Council – Skills for Care and Development
-

Our purpose and role



We are an improvement body. Our purpose is to ensure that we have an adult social care workforce that is well-led, skilled and confident through our own delivery of direct support and collaborating with others, locally and nationally, across social care, health, education, employment and other systems

- Our role is to achieve this in three ways:
- **We influence:** We influence system change with politicians and national and local decision makers and we collaborate with partners to create system change
- **We inform:** Our intelligence and insights are used by partners to inform and influence change
- **We deliver:** We support and collaborate with employers and the social care workforce through robust, direct engagement by developing and promoting good practice and innovation, and by delivering programmes to support employers with learning and development, recruitment and retention.

Strategy map

Vision



Our vision is of a fair and just society where people can access the advice, care and support that they need to enjoy lifelong independence, health and wellbeing and a good quality of life.

Mission



To achieve the vision, the sector needs the right number of people, in the right place and at the right time, with the right skills, values and behaviours.

“Our mission is to support and empower current and future social care leaders, employers and the wider workforce.”



CAPACITY: We have enough people working in social care with the right values now and to meet future needs.



CAPABILITY: People working in social care have the right skills.



SYSTEM: Social care is well funded and reformed in a way that leads to the sector having the right number of people, with the right skills in the right jobs.



Manager Support

Nominated Individual Network



We've have a young and growing network specifically for Nominated Individuals based in the Midlands region

- Active WhatsApp Group
- Virtual meetings – next ones
- 27 April - CQC invited, will focus on continuous improvement
 - 17 June
 - A new Nominated Individual Webinar – overview of the role of the NI – currently with CQC national team for checking
 - Future webinar will look at NI and organisational culture

**To request to join this network, please email:
Renny.Wodynska@skillsforcare.org.uk**



Registered Manager Networks



“I would say the primary benefit is I feel confident and confidence in myself.”

“I don’t know how I would have got through the last few months without the support of the Networks and WhatsApps group”

.

Black Country or Staffordshire Networks – Shirley.way@skillsforCare.org.uk



www.skillsforcare.org.uk/networks

there are over 150 networks covering every local authority area in England

Deputy Manager Networks

We've launched a new network specifically for deputy managers, team leaders and assistant managers

- Virtual meetings facilitated by a Skills for Care Locality Manager.
- Great opportunity for deputies to meet the challenges they face in their day-to-day work.
- Opportunity to build connections and a peer supportive network.
- Facilitate the sharing of best practice and learning.

West Midlands – shirley.way@skillsforcare.org.uk
Find your local deputy manager network:
www.skillsforcare.org.uk/deputymanagers



Other Networks



Midlands Learning Disability Network –
lucy.mcdonald@skillsforcare.org.uk

Midlands Regional Topical Manager Networks – next
meeting – April (Topic Digital)

Quality Monitoring Officer Network
Learning Provider Network



Webinars to support your service



Our series of over 20 webinars cover a range of topics. They are 30-minutes long and are delivered to a live audience and recorded for further viewing.

- End of life
- HR
- Leading your service
- Recruitment
- Technology
- Training
- Wellbeing



NEW recorded webinars available to view:

- **Meaningful activities**
- **Having conversations about workplace race equality issues**

www.skillsforcare.org.uk/registered-manager-webinars

Supporting the diverse workforce within adult social care



A series of recorded webinars focusing on key issues faced by the BAME workforce.

- **NEW:** Discrimination and care workers' rights
- **NEW:** How to become an anti racist organisation
- **NEW:** COVID-19 and BAME communities – a deeper dive
- Exploring the recommendations of the COVID Task Force and BAME Communities Advisory Group webinar
- Supportive leadership during COVID-19
- Collaborations and supportive networks
- Building alliances to support BAME staff
- Mental wellbeing and the workforce



www.skillsforcare.org.uk/BAME-webinars



Bite-size resources



We've developed a range of bite-size resources that can be used by all frontline managers to support our webinars which include tips, checklists and toolkits.

- **NEW:** Quality assurance and quality improvement
- Risk assessment
- Contingency planning
- Time management
- Effective delegation
- Succession planning



www.skillsforcare.org.uk/registered-manager-webinars

Advice line

Open to all COVID-19 related questions from those managing regulated services

Our team can help you with:

- resources
- wellbeing
- online learning
- latest guidance and advice
- FAQs



Call
0113 241 1260

Email
RMAdvice@skillsforcare.org.uk



Workforce wellbeing resource finder



Skills for Care have launched an easy tool to help our social care workforce find trusted resources to support their own or others wellbeing.

What types of resources are available through the finder?

- self-help and support for others
- needing someone to talk with confidentially
- support with mental health

www.skillsforcare.org.uk/wellbeing



Workforce wellbeing resource finder



NEW: bite size wellbeing guide for managers

Take a look at our [new bite size wellbeing guide](#), based on the New Economics Foundation Five Ways to Wellbeing.



The Five Ways to Wellbeing

- 1 Connect**
 - Feeling connected and valuing other people is a fundamental human need.
 - Strong social relationships are supportive, encouraging and motivating.
 - Better relationships are important for feelings of competence, belonging and purpose and well-being associated with an individual's position in a community.
- 2 Be active**
 - Exercise is important for people of all ages, both as a mechanism for staying healthy and for general wellbeing.
 - Activities, like walking, can have the added benefit of encouraging social interaction.
- 3 Take notice**
 - Experiencing a positive experience can help to enhance positive feelings.
 - Heightened awareness enhances an individual's self-understanding and allows an individual to make choices aligned to his or her own values and interests, creating meaningful interactions.
- 4 Keep learning**
 - Feelings of satisfaction are associated with both progress and good achievement.
 - Learning enhances an individual's self-esteem, encouraging social interaction and a more active life.
- 5 Give**
 - Giving and sharing are important for defining a sense of purpose in the community and a sense of well-being.
 - Giving can lead to new and stronger relationships in the future.

Exercise - Three positives log

Using a Three positives log as a daily habit is a powerful way of improving your wellbeing. It gives structure, and making it a habit, you should see a difference.

The idea is to think of, and write down, three positive things that have happened during your day - ideally little things and things that are positive, not exceptional.

By doing this each day you train your mind to notice, and actively notice that goodness in how daily life has gone. There's always something good to notice. This can be particularly helpful if you're in a difficult situation before you go to bed.

How positive	What's your greatest?	How did this make you feel?
First positive	What's your greatest?	How did this make you feel?
Second positive	What's your greatest?	How did this make you feel?
Third positive	What's your greatest?	How did this make you feel?



Take notice

Become curious and catch sight of the beautiful. Remark on the unusual and notice the changing seasons. Really savour the moment, whether you're walking to work, eating lunch or talking to friends. Be aware of the world around you and what you're feeling. Reflecting on your experiences will help you appreciate what matters to you.



[download
here](#)



[download
here](#)



[download here](#)

Learning from events

What is it and who is it for?

- A short digital module which is free to access, to support you to run learning reviews.
- Managers and leaders in all care settings.
- Access £100 Workforce Development Funding.

What does the 35 minute module cover?

- What learning reviews are and why they're needed
- How managers can move from completing reviews at an individual level to involving the wider team
- Supporting managers and leaders develop the skills and confidence to carry reviews out effectively within care settings
- Practical tips for embedding learning reviews into the working environment

www.skillsforcare.org.uk/LearningFromEvents

CQC Transitional Monitoring Approach (TMA)

We have produced a new information video to help you prepare for the CQC virtual inspection process.

Corroboration of evidence



[View the video](#)

COVID-19 Vaccination info

- **Booking service for care staff to arrange vaccine appt**

All eligible frontline social care workers can now book their first COVID-19 vaccination appointment until 28 February 2021.

<https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/>

- **COVID-19 vaccination programme**

Webpage contains all relevant documents for the vaccination programme

<https://www.gov.uk/government/collections/covid-19-vaccination-programme>

- **Easy read leaflets**

Info on COVID-19 and vaccination

<https://www.gov.uk/government/publications/covid-19-vaccination-easy-read-resources>



Essential Training

The three packages of fully funded learning

- **Rapid induction programme:** aimed at new staff who will receive training in 8 topics and the main knowledge elements of the care certificate
- **Refresher training:** aimed at existing staff who urgently need refresher training which has expired or will expire soon, in order for them to continue to work safely
- **Volunteer programme:** Introduction to adult social care

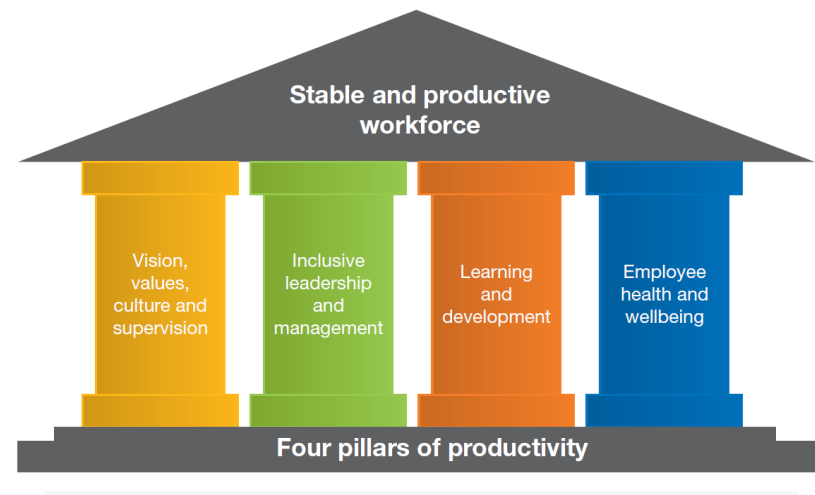
The training is delivered by select endorsed training providers.

www.skillsforcare.org.uk/essentialtraining

Workforce productivity and quality model

Skills for Care has developed a 'Workforce productivity and quality model' following research with the sector.

Employers can use the model to increase productivity and improve quality and support. It aligns closely with the Care Quality Commission's well-led key line of enquiry, as well as being relevant for non-regulated services too.



www.skillsforcare.org.uk/productivity

Culture Toolkit

1. A sense of identity

Get started

2. Shared values and assumptions

Get started

3. Norms and expectations

Get started

4. Lines of communication

Get started

5. Complex subcultures

Get started

6. Continuous change and development

Get started



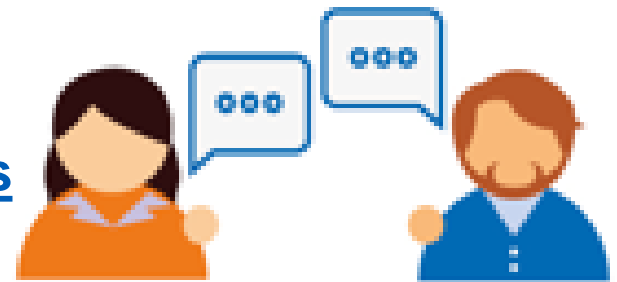
Supporting personal relationships

Skills for Care in partnership with the CQC, have updated its workforce guidance on supporting personal relationships

The updated guidance looks at;

- Values and actions, knowledge and understanding
- Supporting your workforce and creating a workforce development program
- Exercises on how to get the conversation going about personal relationships

www.skillsforcare.org.uk/personalrelationships



Digital learning for managers

11 digital modules to develop skills in leadership, succession planning and developing future talent

- Leadership and management
- Governance and regulatory processes
- Person-centred practice for positive outcomes
- Resources
- Manage self
- Decision making
- Communication
- Relationships and partnership working
- Entrepreneurial skills and innovation
- Safeguarding, protection and risk
- Professional development, supervision and performance management

Employers can claim £50 per completed module from the Workforce Development Fund

www.skillsforcare.org.uk/digitallearningformanagers



Workforce Development Fund



Funding to support staff development for a range of qualifications, learning programmes and digital learning modules for adult social care employers in England.

Key dates to claim:

- Your ASC-WDS must be updated in line with ASC-WDS requirements by **31 March 2021**
- Date to make claim extended until **31 May 2021**
(Learner certificates must be dated between 1 January 2020 and 31 May 2021.)



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

Adult Social Care Workforce Data Set (ASC-WDS)



Why is ASC-WDS so important for you and our sector

- Easy to use online service that can help manage your team
- Store all your staffing information in one place including training and qualification records and requirements
- Keep track of mandatory and non-mandatory training and receive an alert when it's time to renew a piece of training
- Access to WDF to claim funding towards training and qualifications for your team
- Help the sector by providing key intelligence to decision makers such as the Government, CQC and Local Authorities.

Login / sign up:

<https://asc-wds.skillsforcare.org.uk/registration/start>

Tailoring the Care Certificate

Resources to support the delivery of the Care Certificate to different working situations or services

- Lone working
- Services for people with dementia
- Services for people with a learning disability
- Services for people with mental health conditions
- **NEW:** Supporting autistic people
- **NEW:** Supporting people at the end of their life



www.skillsforcare.org.uk/CCresources

Distance recruitment resources

To support the safe and rapid recruitment of staff, interviews can take place virtually. When carrying out interviews there are different things which you and potential candidates can do.

- The **Distance recruitment tips resource** outlines useful guidance around the technology needed for virtual interviewing, the preparation you can do, what a potential candidate can do to prepare, how the interview can run, and the steps that you can take after an interview to support a new recruit.
- The **Snapshot of communication and collaboration tools** provides more insight into the different digital products such as Microsoft Teams and Zoom you can use to support distance recruitment activities.



www.skillsforcare.org.uk/SafeAndRapid

Care Friends – the employee referral app for social care

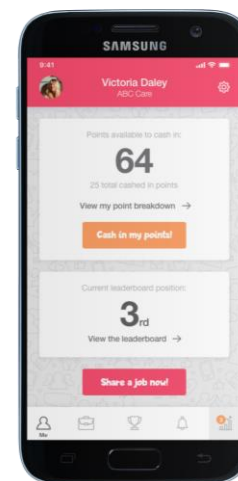
Since its launch in June 2020, over 11,000 care workers have downloaded the app, there have been 160,313 job shares and 9,292 candidates have been generated.

How does it work?

- Add job vacancies from the Care Friends portal
- Employees see job vacancies in app and share with their friends and contacts
- Track progress of candidates through portal.

For more information visit www.carefriends.co.uk

For a product tour
<https://carefriends.co.uk/nutshell>



Delegated healthcare tasks

We've produced two short guides to support decision making and provide information and guidance on delivering delegated healthcare tasks safely and competently

- Delegated healthcare tasks are often specific clinical interventions that a registered healthcare professional (e.g. nurse or occupational therapist) may ask a social care worker to carry out on their behalf.
- One guide is aimed at adult social care employers and managers, and the other is aimed at care workers.



Find out more and download the guides : <https://sfca.re/3a4fDSO>

National recruitment campaign



The next phase of the adult social care recruitment campaign from the Department of Health and Social Care launched in early February.

Quick and easy ways to use the campaign

- Make sure job seekers can find your vacancies by uploading them onto DWP 'Find a Job' platform.
- Make the most of the awareness the campaign will drive by running local recruitment activity at the same time.
- Use the badging device to [co-brand your own materials](#) and show a link between your activity and the national campaign.

[Find out more](#)



Skills for Care resources that can support your digital journey

Measuring Digital Readiness

Developed a digital self-assessment tool which will help you to measure:

- how capable their staff are of harnessing the benefits of digital tools and skills
- whether they have the right infrastructure in place to use more digital tools

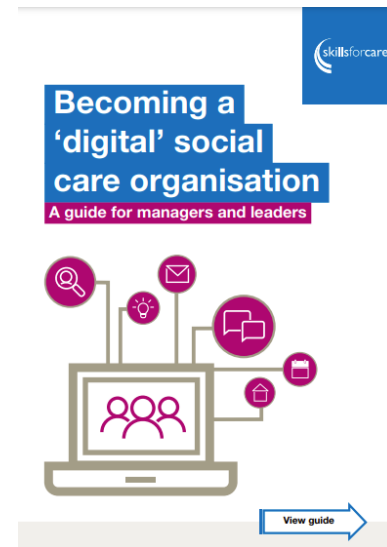
[Access the Digital Readiness tool.](#)



Becoming a 'digital' social care organisation

This focuses on:

- becoming more digital
- first steps in thinking digital
- scoping and getting people on board
- your business plan and specification
- searching for a supplier and solution
- implementation plan
- review



Core digital skills

Resource will be updated in 2021/22



- Core digital skills are the skills and knowledge needed to undertake everyday digital activities relevant to your job role.
- The core digital skills resource highlights the skills and knowledge needed to undertake everyday digital activities relevant to your job role.
- This can include finding and managing digital information, sharing personal data digitally, using digital technology and making use of e-learning.



The Data Security and Protection Toolkit (DSPT) (1)

The DSPT is an annual self-assessment for health and care organisations.

- It sets out the Standards you need to ensure to keep people's information safe and to protect your business from the risk of a data breach or a cyber attack.
- It covers both paper and digital records.
- Local Authorities, Clinical Commissioner Groups, Care Quality Commission and the National Guardian recognise it as the official tool to evaluate your compliance with legal requirements, Data Standards and good practice.



The Data Security and Protection Toolkit (DSPT) (2)

Who needs to complete the DSPT?

- If you have services funded by the NHS, for example under continuing healthcare, there is a legal requirement to complete the DSPT every year.
- All adult social care services in England. It's increasingly what local authorities, CCGs and the CQC will expect to see.



The Data Security and Protection Toolkit (DSPT) (3)

Help with completion

- There are several step by step videos available on the [Digital Social Care website](#)
- A number of local care partnerships and support services across England are supporting employers with [completion of the toolkit](#).



Data Security and Protection Lead

Good practice for meeting your GDPR obligations

- The Data Security and Protection Toolkit asks that you assign responsibility for data security and protection to someone in your organisation.
- This role is called a Data Security and Protection Lead and will have:
 - enhanced knowledge and awareness of Data Protection regulations and processes.
 - an awareness of the correct processes, to act as a guardian of these and to be alert to any possible issues or breaches.

[Find out more](#)



**The role of the
Data Security and Protection Lead**

Good practice for meeting your GDPR obligations



Data & Cyber Security Introductory Learning Resources



Introductory+Learning+(Subtitled)
from Skills for Care

Data & Cyber Security – Introductory Learning Resource



Welcome to the Data & Cyber Security Introductory Learning Resource

13:07 04:28

📶 ⚙️ 🔄 vimeo



Barclays Digital Eagles



Digital Eagles

- Digital Eagles provide support and training to staff which can include accessing healthcare appointments online, keeping residents connected to friends and family and accessing entertainment or hobbies online.
- The support has now been expanded and is available to all adult social care services
- When registering please use the company code **SKIFCAR**

[See more information](#)



The care exchange podcast

Episode 4 – It's like watching poetry

Ronnie Lillywhite talks about her experience of being a manager in a supported living service. She shares:

- what it's like to support a service to improve
- why safety comes up trumps every time
- how she has remained focused on making improvements during the pandemic.



Ronnie also explains why she's never felt so connected to her peers, that great things are still happening and how she has learnt to act with balance.

Listen now: www.skillsforcare.org.uk/CareExchange



Find out more

Visit our website www.skillsforcare.org.uk



Follow us on twitter: @skillsforcare



Like us on Facebook: Skills for Care



Follow us on LinkedIn: Skills for Care

