



# Buckinghamshire Council

## Health & Adult Social Care Select Committee

### Agenda

**Date:** Thursday 9 February 2023

**Time:** 10.00 am

**Venue:** The Oculus, Buckinghamshire Council, Gatehouse Road, Aylesbury HP19 8FF

**Membership:** J MacBean (Chairman), S Adoh, P Birchley, P Gomm, T Green, C Heap, H Mordue, S Morgan, C Poll, G Sandy, R Stuchbury, A Turner, N Thomas, M Walsh, J Wassell and Z McIntosh (Healthwatch Bucks)

Agenda Item	Time	Page No
<b>1 APOLOGIES FOR ABSENCE</b>	<b>10:00</b>	
<b>2 DECLARATIONS OF INTEREST</b>		
<b>3 MINUTES OF THE PREVIOUS MEETING</b> To confirm the minutes of the meeting held on Thursday 17 <sup>th</sup> November 2022 as a correct record.		<b>5 - 10</b>
<b>4 PUBLIC QUESTIONS</b> Public Questions is an opportunity for people who live, work or study in Buckinghamshire to put a question to a Select Committee. The Committee will hear from members of the public who have submitted questions in advance relating to items on the agenda. The Cabinet Member, relevant key partners and responsible officers will be invited to respond.  Further information on how to register can be found here: <a href="https://www.buckinghamshire.gov.uk/your-council/getinvolved-with-council-decisions/select-committees/">https://www.buckinghamshire.gov.uk/your-council/getinvolved-with-council-decisions/select-committees/</a>	<b>10:05</b>	
<b>5 SOUTH CENTRAL AMBULANCE SERVICE</b> The latest Care Quality Commission (CQC) report, published in August 2022, rated the South Central Ambulance Service (SCAS) as inadequate. An improvement plan has been developed and the Committee will review this plan and evaluate the progress made to improving services to date.	<b>10:15</b>	<b>11 - 16</b>

**Presenters**

Will Hancock, Chief Executive  
Steve Winfield, Clinical Operations Manager

**Papers**

Report attached

- |          |  |              |                 |
|----------|--|--------------|-----------------|
| <b>6</b> | <b>CHAIRMAN'S UPDATE</b>   | <b>11:30</b> |                 |
| <b>7</b> | <b>ADULT SOCIAL CARE WORKFORCE</b><br>This item provides Committee Members with an opportunity to explore in more detail the current adult social care workforce, particularly within the social worker teams. | <b>11:45</b> | <b>17 - 102</b> |

**Presenters**

Cllr Angela Macpherson, Cabinet Member for Health & Wellbeing  
Jenny McAteer, Director of Quality, Performance and Standards

**Papers**

Report with three appendices  
Appendix 1 – ASC Training Brochure  
Appendix 2 – ASC Specialist Training Programme  
Appendix 3 – ASC Progression Framework

- |          |   |              |                  |
|----------|---|--------------|------------------|
| <b>8</b> | <b>HEALTHWATCH BUCKS UPDATE</b><br>The Committee will receive an update on recent key projects for Healthwatch Bucks. | <b>12:30</b> | <b>103 - 106</b> |
|----------|---|--------------|------------------|

**Presenter**

Zoe McIntosh, Chief Executive

**Papers**

Update attached

- |          |  |              |                  |
|----------|--|--------------|------------------|
| <b>9</b> | <b>THE DEMENTIA JOURNEY - A RAPID REVIEW OF SUPPORT FOR PEOPLE LIVING WITH DEMENTIA AND THEIR CARERS - SCOPING DOCUMENT</b><br>For Committee Members to discuss and agree the scoping document for the HASC Select Committee's next piece of work which is a review of support for people living with dementia and their carers. | <b>12:35</b> | <b>107 - 112</b> |
|----------|--|--------------|------------------|

**Presenters**

All Committee Members

**Papers**

Scoping document

- |           |   |              |  |
|-----------|---|--------------|--|
| <b>10</b> | <b>WORK PROGRAMME</b><br>For Committee Members to discuss and agree the items for the next meeting. | <b>12:45</b> |  |
|-----------|---|--------------|--|

Items on the work programme for the April meeting:

- Primary Care Network Inquiry – 6 month recommendation monitoring;
- Maternity Services;
- Adult Social Care – Quality Assurance Framework.

Suggested additional/substitute item:

- Evaluation of system winter pressures.

**Presenters**

All Committee Members

**11 DATE OF NEXT MEETING**

**13:00**

The next meeting is due to take place on Thursday 20<sup>th</sup> April 2023 at 10am.

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If you would like to attend a meeting, but need extra help to do so, for example because of a disability, please contact us as early as possible, so that we can try to put the right support in place.

For further information please contact: Liz Wheaton on 01296 383856, email [democracy@buckinghamshire.gov.uk](mailto:democracy@buckinghamshire.gov.uk).

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# Health & Adult Social Care Select Committee

## Minutes

**MINUTES OF THE MEETING OF THE HEALTH & ADULT SOCIAL CARE SELECT COMMITTEE HELD ON THURSDAY 17 NOVEMBER 2022 IN THE OCULUS, BUCKINGHAMSHIRE COUNCIL, GATEHOUSE ROAD, AYLESBURY HP19 8FF, COMMENCING AT 10.03 AM AND CONCLUDING AT 1.00 PM**

### MEMBERS PRESENT

J MacBean (Chairman), S Adoh, P Birchley, P Gomm, T Green, C Heap, S Morgan, C Poll, R Stuchbury, A Turner, N Thomas, M Walsh and Z McIntosh

### OTHERS IN ATTENDANCE

Mrs E Wheaton, Dr J O'Grady, Mr N Macdonald, Ms P Baker, Ms J Baschnonga, Ms E Quesada, Dr T Gillman, Ms R Hombo, Mr A McLaren and Ms A Williams

### Agenda Item

#### 1 APOLOGIES FOR ABSENCE

Apologies were received from Councillors J Wassell, H Mordue and G Sandy.

#### 2 DECLARATIONS OF INTEREST

- Cllr A Turner declared an interest as an independent trustee for an Adult Care Provider.
- Cllr C Poll declared an interest as his wife and son were employed by the Buckinghamshire Healthcare NHS Trust.
- Cllr M Walsh declared an interest as a member and director for an Adult Care Provider.

#### 3 MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting held on Thursday 22<sup>nd</sup> September 2022 were agreed as a correct record.

#### 4 PUBLIC QUESTIONS

There were no public questions submitted for this meeting.

#### 5 CHAIRMAN'S UPDATE

The Chairman updated Members on the following:

- The inquiry report into the development of Primary Care Networks was well-received

at Cabinet. The inquiry group was commended for the report and the depth and breadth of the recommendations of which. 14 out of the 17 recommendations were directed at health partners and 3 were for the Council. These recommendations were discussed in the Cabinet meeting and would be reviewed by the Committee after 6 months and a year. The Cabinet response table would be circulated to the Committee.

**Action: Principal Scrutiny Officer**

- A Member commented that the response to the recommendation relating to a named social worker was disappointing. Concerns were raised that generic mailboxes were not always regularly monitored.
- The Chairman suggested that the Adult Social Care team would be invited to attend the next meeting to provide an update around workforce challenges.

**Action: Principal Scrutiny Officer**

- The Healthy Weight Event scheduled for November had been postponed and would take place later in the year.

## **6 DIRECTOR OF PUBLIC HEALTH ANNUAL REPORT**

The Chairman welcomed the following presenters to the meeting - Dr Jane O'Grady, Director of Public Health; Dr Toby Gillman, Aylesbury GP; Mr Andrew McLaren, Chief Medical Officer, Buckinghamshire Healthcare NHS Trust; Ms Rose Hombo, Deputy Director of Quality, Oxford Health NHS Foundation Trust and Ms Philippa Baker, Place Director, Buckinghamshire.

During their presentation, the following key points were made:

- The death rates from cardiovascular disease had decreased over the last 20 years, but have started to increase again, especially in men and in the most deprived areas. Evidence had emerged that having Covid, even without pre-existing cardiovascular disease, increased the risk of having cardiovascular events. The indirect impacts of the COVID pandemic could also increase cardiovascular disease and events. This could be due to a more unhealthy diet, less physical activity, an increase in smoking and missed opportunities to manage blood pressure during the pandemic. It was estimated that around 47,000 people in Buckinghamshire were unaware that they had high blood pressure, and 10,000 unaware of diabetes.
- Although smoking rates were decreasing, there was an increase in unhealthy weight and diabetes. A systematic approach across all partners was needed to address environmental, social, behavioural and clinical risk factors.
- It was noted that the cost of living crisis would worsen people's cardiovascular risk factors. People living in the 10 % most deprived areas needed to spend 75% of their disposable income on food to follow recommended guidelines on healthy eating. A system-wide response was needed to address this. This included improving data collection around ethnic coding in the NHS, and monitoring the most at-risk communities, such as African groups for high blood pressure and stroke, and South Asian groups for high blood pressure, diabetes and heart disease.
- Dr Gillman commented that space was a challenge in some practices, such as Whitehill, Poplar Grove and many of the practices in High Wycombe.
- Practices were working with Live Well Stay Well on a smoking prevention and cessation programme.
- High rates of obesity were another multifactorial problem requiring different approaches such as engagement through Weight Watchers, Slimming World and Weigh Forward Bucks. Some PCNs had recruited Health Coaches and Aylesbury Central PCN were using different approaches, such as a low carbohydrate diet, which had yielded positive results in some cases.
- People were also supported by social prescriber link workers.

- The Hospital Trust had started a health check service for staff, including blood pressure monitoring, cholesterol checking and mental health services. Furthermore, the Trust had engaged with the Heart of Bucks Community Foundation and provided funding for cancer awareness programmes, targeted in the most deprived areas.
- The challenges around primary care data were highlighted. Over the last two years, the trust had moved towards an electronic patient record. Improvements in data collection was a key priority across the system.
- Buckinghamshire's drug and alcohol draft strategy would be published in early 2023 and would be refreshed in light of the new Harm to Hope Strategy.

During the discussion, Members raised the following questions.

- A Member asked whether more health checks could be carried out within the community and more exercise classes held at community centres to help people in losing weight. It was noted that community activities were being reviewed by the community boards. Furthermore, the 'Health on the High Street' model utilised facilities to offer health checks. A pilot was also being run in High Wycombe to ask people which services should be offered to better support them in managing their health.
- The pandemic had created a backlog in health checks. However, the team were tackling this, particularly in deprived areas, for example by providing mosques and libraries with training, support and materials to carry out blood pressure checks. It was stated that an NHS health check was offered to everyone eligible over 40. For those who had not received this offer, an outreach service was in place.
- A Member asked whether children and adults with disabilities should also be targeted as part of tackling health inequalities. It was noted that most of this work was currently done through schools and specialist care services.
- In response to a Member question around waiting times, it was noted that there had been an increase. Elective surgeries were particularly impacted, with 7,000 people waiting. Outpatient appointments had also seen an increase in waiting times. However, the National Elective Recovery programme had been driving an improvement in waiting times, with an expectation to eliminate 18 month waits before March 2023. 22 % of appointments were now being dealt with over telephone and video call. The data for wait times were published on the NHS website and updated on a monthly basis.
- A Member asked how the multi-level approach to tackling cardiovascular challenges would be managed. It was noted that all partners would jointly work on this issue, including the local authority. The approach was embedded in the health and wellbeing strategy, and a working group with NHS partners had also been set up. It was also being discussed in the levelling up workstream and in the BOB ICP strategy. Different community and charity groups were also involved to facilitate further health checks. However, the issue of reaching people not actively seeking out healthcare is further complicated by the lack of capacity and staff in the practices, making it difficult for those already seeking health checks.

The Chairman thanked all the presenters for their attendance and participation.

## **7 BUCKINGHAMSHIRE HEALTHCARE NHS TRUST STRATEGY UPDATE**

The Chairman welcomed Mr Neil Macdonald, Chief Executive, Buckinghamshire Healthcare NHS Trust, Ms Ali Williams, Chief Commercial Officer and Mr Andrew McLaren, Chief Medical Officer, to the meeting.

During the discussion, Members raised the following questions:

- A Member commented that the Urgent Care Treatment Centre in High Wycombe no longer operated on a 24/7 basis and asked what services were provided at that site. Mr Macdonald explained that part of the centre was subcontracted to FedBucks, who provided the GPs. It was noted that information around the operating hours of the centre were available on the website but Members felt that more communications to the public needed to be undertaken to increase awareness. Mr Macdonald said that he would take Member's feedback on board and release more communications to the public to promote the service and enable them to differentiate between urgent and emergency treatment.

**Action: Neil Macdonald**

- The use of the 111 service was being encouraged to ensure people would be signposted to the right treatment at the right place.
- The impact of technological advancements on service delivery and wait times was discussed. 20% of outpatient contacts were now being dealt with in a virtual space, either over the phone or via video calls. An electronic patient record was also being established over the next two years, with a large number of processes moving into this space. The need for follow-up appointments had been greatly reduced through the use of electronic forms, saving spaces for further appointments. Robotic surgery had also become a mainstream procedure, with over £1m having been invested into new equipment. A progress report on virtual wards would be published in Spring 2023.
- An estates strategy had been set out to address some of the challenges faced by Buckinghamshire Healthcare NHS Trust and priorities were being developed in utilising space in the best possible way. A survey had been conducted and showed that there was a backlog of £200m in maintenance issues. A bid had been submitted to the Government's Hospital infrastructure programme to which a decision was awaiting.

The Chairman thanked the presenters for attending the meeting.

## **8 HEALTH & CARE INTEGRATION PROGRAMME**

The Chairman welcomed Ms Jo Baschnonga, Health & Care Integration Programme Director and Ms Elaina Quesada, Service Director, Adult Social Care (Operations), to the meeting. Mr Neil Macdonald also presented this item.

During their presentation, the following key points were made:

- The health and care integration programme launched in June 2022 to deliver a new model of hospital discharge and intermediate care in Buckinghamshire.
- Whilst the Committee was supportive of the development plans but remained concerned about the capacity in the system following the removal of inpatient beds in the community setting.
- Mr Macdonald explained that one of the key challenges facing the health and care system was that people should receive their ongoing care more quickly and whilst this was a national issue, due to workforce availability and funding, the local integration programme was designed to help address these issues.

During the discussion, Members asked the following questions:

- Members raised concerns around the reduction in discharge to assess beds which were mentioned in the report. The Service Director explained that the discharge to assess beds still existed but the pathway had changed. Ms Baschnonga explained that she was developing a model of care around intermediate care, which was still in progress.



- A Member explored the strength of partnership between the Hospital discharge team and the Council's adult social care discharge team. Mr Macdonald explained that the working relationship between the Hospital and the Council were good. However, the pressures across the system were recognised, particularly in terms of social worker capacity.
- A future intermediate care offer needed to be supported by therapists and other healthcare professionals to ensure people could live as independently as possible.
- In response to a question around the lack of a single IT system for managing patient information, Mr Macdonald explained that developing the right care system was complex and required input from a lot of different partners but a digital strategy was being developed.
- A new model of assessment to improve the quality of information and increase assessment capacity within the acute setting was also being established. This work was being carried out collaboratively with staff across the partnership. Involvement from patients and carers would follow around February 2023.
- A specific piece of work had been carried out with the community group at the Gerrard's Cross Community Hospital, facilitated by the League of Friends. This did not follow the same model as the Thame and Marlow Community Hubs.

The Chairman thanked all the presenters for their attendance and asked that the progress with implementing this programme of work be brought back to a future meeting.

**Action: Principal Scrutiny Officer**

## 9 HEALTHWATCH BUCKS UPDATE

Ms Z McIntosh, Chief Executive, Healthwatch Bucks updated the Committee on the latest activities and made the following main points:

- The ICB had responded to the report on social prescribing. The Committee had received a copy of this response, which included timeframes to the recommendations presented. These centred around the provision of support after social prescribing and lack of transport provision. A second report on people's experience of social prescribing was due to be published later in November, and the responses had been positive regarding the benefits of social prescribing.
- Healthwatch Bucks was currently working on a project around early onset dementia (diagnosis before the age of 65). They were keen to hear from patients and their carers, and Members were encouraged to inform Healthwatch of any potential participants. Cllr Susan Morgan mentioned that Aylesbury Town Council had a dementia officer and she agreed to pass their details to Ms McIntosh.

**Action: Cllr Morgan**

The Chairman thanked Ms McIntosh for her update.

## 10 WORK PROGRAMME

Members discussed the work programme and agreed the following items for the February meeting:

- South Central Ambulance Service – Ms Quesada mentioned concerns around the process for referring safeguarding issues and agreed to share a report with the Committee;

**Action: Elaina Quesada**

- Maternity services;

- An review of the social worker academy and the workforce challenges within adult social care.

Potential items for future meetings:

- Dementia services;
- Future healthcare planning – a scoping document had been developed but the Principal Scrutiny Officer had been made aware of some work being undertaken which could have an impact on this piece of work so it had been put on hold for the time being.

## **11 DATE OF NEXT MEETING**

Thursday 9<sup>th</sup> February 2023 at 10am.

The Chairman asked Philippa Baker to provide a very brief verbal update on the development of the Integrated Care Board.

- Local Government and NHS providers had been asked to develop a place-based partnership within Buckinghamshire. This was currently being developed and was expected to be in place by April 2023.
- The Integrated Care strategy was being developed by the key health and social care partners on the Integrated Care Partnership. An engagement document would be published in the next few weeks, with the final draft being approved in February 2023.



# Scrutiny Briefing January 2023

## 1 Introduction

This paper provides an update from South Central Ambulance Service on:

- Progress against our improvement programme linked to the August 2022 Care Quality Commission report.
- Impact of industrial action
- Operational performance in the Buckinghamshire area
- Recent Board level appointments

## 2 Improvement programme

Teams across SCAS have been working hard to make improvements to address all recommendations in the CQC's August 2022 report; and to progress a range of long-term improvement projects developed before the CQC inspection and report.

Between August and December 2022 there was an intense focus of making immediate improvements. These were to address where we were not meeting specific regulations. We are confident these issues have now been addressed, but there is more work needed to make sure we are consistently providing the level of patient care and staff wellbeing we aspire to.

The second phase of our improvement programme will cover a longer timeframe; at least 12 to 18 months. In this phase we will need to embed our initial improvements and reassure ourselves, and our partners, that they are being sustained. We will also need to progress cultural changes and other longer-term improvements.

We meet regularly with NHS England, local system commissioners and the Care Quality Commission to monitor our progress. At the appropriate time we will move out of NHS England's recovery support programme and be reinspected by the CQC, though dates have not yet been set for these milestones.

### 2.1 QUALITY REVIEW VISIT FROM SYSTEM PARTNERS

In December 2022, colleagues from the NHS Integrated Care Boards covering our area carried out an assurance visit. The purpose was to test the assurance presented to partners at our regular oversight meetings. The review looked at how we are implementing a range of improvements and included an infection prevention and control spot check at an ambulance station.

At the time of writing this report written feedback had not been received by SCAS. However initial verbal feedback was positive in terms of the level of assurance gained and the quality of evidence available in support of completed actions.

## **2.2 PROGRESS UPDATES**

A summary of the progress made in three key areas of: safeguarding; speaking-up and governance is given below.

### **2.2.1 Safeguarding**

We are very pleased to have made several permanent appointments to an expanded safeguarding team. We now have an Associate Director of Safeguarding in post and Named Professionals for Adults and Children. Further posts of safeguarding specialists and team administrators have been appointed and will be starting in February/March.

There are 10 fulltime roles in the expanded team. The added capacity allows the team to do more to support the rest of the Trust through:

- offering advice and supervision
- delivering training
- following up referrals
- working with partners across health, social care and other public services to investigate and learn from incidents.

A refreshed safeguarding committee now meets bi-monthly to oversee performance, set priorities, agree training needs, identify areas for improvement from safeguarding review themes, and identify / manage risks.

We have updated all our safeguarding policies which support both patients and staff. There are eight in total including policies for the Mental Capacity Act and preventing radicalisation. The team are rolling out awareness of the new policies across the Trust, and there is a rolling programme of safeguarding training to ensure everyone is trained to the level appropriate for their role.

### **2.2.2 Speaking up**

Strengthening how we manage speaking up within the Trust has progressed significantly in recent months. We have expanded the core Freedom to Speak Up (FTSU) team, with a permanent Deputy Guardian now in post, and a second deputy in place as a secondment.

Regular reports from FTSU cases are reported into our People and Culture Committee; a non-executive led sub-committee reporting into the Trust Board. Reporting is being updated in line with new national guidance to cover three parts: assessment of cases, actions and recommendations.

The core FTSU team are key to championing speaking up and being there for individual cases when needed. But there are also many more ways we are listening to the voice of our people. Our People Voice project is being developed to triangulate themes across multiple sources from FTSU cases to staff surveys, exit interviews, leadership visits and more.

We are very clear that speaking up, listening up and following up is something everyone in SCAS must be part of. We are rolling out e-learning for all staff, with higher levels of training required by line managers and senior managers. FTSU champions are also being identified in teams across the Trust, and the FTSU team have an on-going programme of visits/roadshows to raise awareness.

### 2.2.3 Governance

On 24 November 2022, the Trust Board approved a two-year Corporate Governance strategic plan ([page 162 of published papers](#)). The plan outlines how we will strengthen the foundations of corporate governance to ensure we make the right decisions at the right time with the right information.

The plan includes a detailed set of actions scheduled over the rest of 2022/23 and 2023/24.

We will track progress against key performance indicators (KPIs), including:

- Annual self-assessments and external reviews
- Appraisals of non-executive and executive directors
- Stakeholder engagement (internal and external)
- Audit recommendations
- Diversity of Trust membership.

In 2024/25 we plan to commission an external governance review to independently assess our position against all aspects of the CQC's well led framework.

The strategic plan will ensure the Trust builds an outstanding corporate governance approach which delivers:

- Integrity and fairness
- Transparency and accountability
- Compliance
- Effectiveness and efficiency.

Initial improvement steps underway include:

- Review and update of all corporate policies and procedures.
- Reviewing risk management processes and implementing a digital risk management system.
- NHS Providers delivering training on chairing meetings effectively, report writing and providing assurance, risk management.
- Standardising templates across all committees/groups within our governance structure.

## 3 Industrial action

We fully respect the right of NHS staff to take lawful and peaceful industrial action. Like the rest of the NHS, we want to see a resolution as soon as possible, however, pay is a matter for the Government and trade unions to agree at a national level.

To date, the level of industrial action within SCAS has been relatively small, and performance for call handling and ambulance response times have not been significantly impacted.

The GMB has been the only union to take strike action within SCAS. The GMB has around 200 members in SCAS, the majority of which work in Non-Emergency Patient Transport Services in Surrey and Sussex. On 11 January, 50 GMB members of staff took action.

GMB representatives have worked closely with the Trust to manage the strike action taken on 21 December 2022 (06:00-18:00) and 11 January 2023 (00:00-23:59). Derogations were agreed in advance to ensure essential services would remain available. These included:

## **Patient Transport Services**

- All renal / dialysis patients
- All oncology and related cancer care patients
- All palliative care patients
- Hospital discharges/transfers – to support relieving pressure on hospital beds/A&E

## **Ambulance crews**

- All category 1 and 2 calls will be responded to.
- Higher risk category 3 calls will also be dealt with.
- Specialist response teams will work as normal.

Category 1 and 2 calls typically make up about 60% of our calls. A further 15% are normally dealt with by phone with no crews needing to attend.

## **999/111 control centres**

The GMB strike action did not have a significant impact on staffing in our control centres. However, the GMB did agree that 75% of their members, who were due on shift on strike days, continued to work to support essential services within control centres.

## **3.1 FURTHER ACTION IN SCAS**

The Royal College of Nursing has announced strike action on 6 and 7 February. SCAS has approximately 125 RCN members in a range of frontline and clinical quality support roles.

The GMB has announced further action on 6 and 20 February, and 6 and 20 March.

Unison and Unite are re-balloting their members on proposals for industrial action. The ballot is still open in SCAS and results will be confirmed later in February.

Updates on how any industrial action is affecting SCAS is being published on our website at: [www.scas.nhs.uk/about-scas/industrial-action/](http://www.scas.nhs.uk/about-scas/industrial-action/)

## **3.2 INDUSTRIAL ACTION IN OTHER NHS TRUSTS**

Clearly, any pressures that impacts on patient flow through hospitals and discharges can have a significant impact on our crews' ability to handover patients and move onto their next call. SCAS has worked closely with partners in hospitals to plan for the impact of nursing industrial action in December 2022 and January 2023, and we continue to do so for any further action.

On industrial action days, we have a command cell based in our call centre and have additional staff in hospitals where industrial action is taking place. This supports both hospital colleagues and our ambulance crews arriving with patients. It should be noted that not all hospitals in the SCAS area have been affected on the same strike days.

In the most recent RCN strikes on 18 and 19 January, we did not see a negative impact on ambulance response times. This was due to a combination of planning within SCAS and the affected trusts, plus significant publicity asking the public to help limit pressure on the NHS on strike days.

## 4 Performance

Ambulance Trust performance data is published monthly by NHS England, showing aggregated data for all areas covered by each Trust.

December 2022 data showed a very challenging position with extended response times, particularly for Category 2 calls. This was driven by very high call demand and some significant hospital handover times. Across the whole SCAS area, calls to 111 were up 27% and calls to 999 were up 40%, compared to December 2021 figures.

January data will not be published until after the scrutiny meeting, however, we have seen a significant reduction in demand and improvements in hospital handover times.

On 24 January 2023 we lowered our Resource Escalation Action Plan (REAP) level to Level 2; defined as *Moderate Pressure*. This is the first time since March 2021 that we have been down to Level 2. In practical terms, as well as being able to respond to patients more quickly, this means crews are sometimes able to be put on stand-by during a shift, giving them a break before responding to the next call; something most crews have not experienced for two years.

Below is a breakdown at Buckinghamshire level for the latest published data, covering December 2022.

Times show hrs:mins:secs	SCAS - Buckinghamshire			England	
	% of all calls	Mean average	90 <sup>th</sup> centile	Mean average	90 <sup>th</sup> centile
Category 1	5%	11:00	18:42	10:57	19:25
Category 2	55%	41:27	1:26:02	1:32:54	3:41:48
Category 3	23%	3:43:10	8:30:24	4:19:09	11:05:56
Category 4	2%	3:44:09	9:56:57	4:35:09	11:39:08
Category 5	15%	Hear and treat calls, no crews sent to scene			

## **5 Board appointments**

### **5.1 CHIEF EXECUTIVE**

On 8 December 2022, SCAS confirmed the appointment of David Eltringham as our new Chief Executive Officer. David will join SCAS on 6 March 2023 for a handover period and formally take on the CEO role from 1 April 2023.

For the last four and a half years David has been working as Managing Director at George Eliot Hospital NHS Trust, Nuneaton. Prior to this, David was Chief Operating Officer at University Hospitals Coventry and Warwickshire NHS Trust.

David is a registered nurse and has a particularly strong patient focus, underpinned by his clinical background. His considerable expertise in system wide urgent and emergency care will also be extremely valuable in leading SCAS.

### **5.2 NON-EXECUTIVE DIRECTORS**

SCAS has also appointed two new non-executive directors to replace Henrietta Hughes and Mike Hawker, who moved on from SCAS in late 2022.

We welcome Mike McEnaney who joined us from January 2023 and Dr Dhammika Perera who will join us from 20 February 2023.

Mike will chair the Trust's Audit Committee and brings with him 25 years' experience, including as a finance director for Oxford Health and non-executive director at Oxford Brookes University.

Dhammika is a public health professional with over 20 years' experience as a medical doctor. Prior to joining the SCAS Board, he was an associate non-executive director with the Dorset County Hospital NHS Foundation Trust.

## **6 Conclusion**

We are making good progress with our improvement plan and are now moving to a second phase which will focus on embedding recent improvements and planning the longer-term actions needed.

Our improvement programme must of course be balanced with the operational priority to manage the on-going pressures of high demand and industrial action to provide patients with the best care possible and support the wellbeing of our staff and volunteers.

The committee is asked to note the report and agree an appropriate time for SCAS to return for an update. Given the move to a longer-term phase of our improvement programme and recent positive assurance on our progress provided by our Integrated Care Boards' visit we would recommend returning in six months.

We will continue to provide a stakeholder update on the improvement programme bi-monthly by email, which can be forwarded to all scrutiny committee members.

Will Hancock  
Chief Executive  
South Central Ambulance Service NHS Foundation Trust





## Report to Health & Adult Social Care Select Committee

<b>Date:</b>	Thursday 9 <sup>th</sup> February 2023
<b>Title:</b>	<b>Adult Social Care Workforce Briefing</b>
<b>Author:</b>	Jon Goodwin – Strategic lead, Quality, Standards & Performance
<b>Owner:</b>	Jenny McAteer - Service Director, Quality, Standards & Performance & Principal Social Worker
<b>Officer support:</b>	Tracy McFall

### 1. Introduction

This report provides an overview of the current workforce position within adult social care, with a particular focus with registered Social Workers, current capacity, and areas of challenge.

This report highlights how we use agency staff alongside our permanent workforce to deliver a safe, high quality service within the existing staffing envelope.

The report explains the efforts of the service in its recruitment and retention approach as well as highlighting how adult social care, despite the workforce challenges it faces, is still performing well in the support it offers to Buckinghamshire residents.

### 2. An overview of the Qualified Social Work Workforce across Early Resolution and Safeguarding and the Long-Term and Review Teams, including Oxford Health

The adult social care qualified workforce comprises of Social Workers registered with Social Work England. These posts commence from Range 5 for newly qualified workers, through into the main grade Range 6 role and rising up to Range 7 for Advanced Practitioners.

The tables below provide an overview of the three qualified role levels, the establishment from the structure, the number of permanent staff in post to that role, the subsequent vacancies, and the capacity of that particular team. The hospital team overview is separate.

**Table 1: Adult Social Work Workforce breakdown – Social Worker R5 (NQS)**

Team/Service	Establishment from Structure	Permanent Staff in post	Vacancies	% Capacity
Early Resolution & Safeguarding	3	2	1	66%
North	3	1	2	33%
East	3	1	2	33%
South	3	0	3	0%
Central	3	1 (+1 in April)	1	66%
18-25 team	1	1	0	100%

Range 5 Social Workers are the newly qualified staff within the practitioner workforce. These remain working under an assessed and supported year in employment, following their formal professional training.

**Table 2: Adult Social Care Workforce breakdown – Social Worker R6**

Team/Service	Establishment from Structure	Permanent Staff in post	Vacancies	% Capacity
Early Resolution & Safeguarding	24	3	21	12.5%
North	10	6.8	3.2	68%
East	10	7.5	2.5	75%
South	10	2.5	7.5	25%
Central	10	6.5	3.5	65%
18-25 team	2	0	2	0%
<b>Total</b>	<b>66</b>	<b>26.3</b>	<b>39.7</b>	<b>40.3%</b>

The above table shows the Early Resolution and Safeguarding team is operating at 12.5% permanent capacity with 24 in the establishment and only 3 posts filled. Reasons cited for the team operating at lower capacity include well versed perceptions across the social care profession that safeguarding work is less attractive to staff, who by the nature of the role are more likely to be carrying out high risk and complex functions on a day-to-day basis. Other reasons include perceptions that the high turnover of work and pressure is very high compared to longer term case work that may operate within a named worker model. To mitigate this, you will see there is a higher level of agency staff in these areas to ensure the service is delivered safely and effectively

In table 2, the South Long Term and Review team is operating at 25% permanent capacity with only 2.5 Social Worker roles filled and a vacancy factor of 7.5 within the team. It is widely understood that the South of the County experiences a higher level of vacancy, due to the numbers of staff living in those areas and working across many of the north London boroughs, who are more likely to pay a London weighting salary enhancement. The team have recruited staff previously from other parts of Bucks, and feedback gained from staff leaving the service has indicated that the journey times and the challenges and costs of getting to an office 30 or more miles away has been seen as too far to travel.

**Table 3: Adult Social Care Workforce breakdown – Advanced Practitioner R7**

Team/Service	Establishment from Structure	Permanent Staff in post	Vacancies	% Capacity
Early Resolution & Safeguarding	4.8	3.8	1	79%
North	8	7.1	0.9	88.7%
East	8	3.6	4.4	45%
South	8	1	7	12.5%
Central	8	1.5	6.5	18.7%
18-25 team	2	2	0	100%
<b>Total</b>				

In table 3 above, Advanced Practitioners working to greater levels of complexity are established across the whole of adult social care and as can be seen in the table below, there are a total of 46.8 posts in the Early Resolution & Safeguarding and Long Term and Review team's establishment. Currently, there are 22.6 permanent posts recruited to, with South and Central teams experiencing shortfalls in this role with 2.5 roles occupied out of a total of 16. Whilst the statutory functions remain the same, working at an advanced level of practice requires a greater level of depth and breadth of practice as well as demonstrable levels of expertise and leadership, making these roles a vital resource within team structures.

#### **Oxford Health – Social Care teams**

There has been some active and successful recruitment within the Oxford Health Social Care Teams following the staff consultation process that was held between 4<sup>th</sup> July – 17<sup>th</sup> August 2022. This includes supporting career development opportunities within the existing staff group.

The vast majority of staff were able to transfer into their existing job roles within the new structure. 3 Oxford Health staff were transferred into new Social Work Assistant roles who were existing Band 4 staff. 3 Oxford Health staff were successful at ring-fenced interviews for promotion from Band 3 to Band 4 Social Work Assistant roles (one in an Apprenticeship). Buckinghamshire Council also transferred staff into the new structure including the AMHP Team Manager, AMHPs and Social Work Assistants. Whilst there were a significant number of vacancies carried into the new structure, the new team managers in post have been able to look creatively at recruiting staff by promoting their service at workplace events and conferences that has helped to appoint qualified staff from Health and Social Care settings countrywide.

Oxford Health	Establishment from Structure	Permanent Staff in post	Vacancies	% Capacity
Band 5 Social Worker	4	3	1	75%
Band 6 Social Worker	16	10	6	62.5%
Advanced Practitioner	3	1	2	33.3%
AMHP – Approved Mental Health Professional	6	4	2	66.6%

### 3. An overview of the Qualified Social Work Workforce across Hospital Discharge Teams

The following table illustrates an overview of the hospital social work teams

**Table 4: Hospital Social Worker - R5**

Team/Service	Establishment from Structure	Permanent Staff in post	Vacancies	% Capacity
North/East	3	2	1	66%
South/Central	2	1	1	50%

**Table 5: Hospital Social Worker - R6**

Team/Service	Establishment from Structure	Permanent Staff in post	Vacancies	% Capacity
North/East	3	3	0	100%
South/Central	3	3	0	100%

**Table 6: Hospital Advanced Practitioner - R7**

Team/Service	Establishment from Structure	Permanent Staff in post	Vacancies	% Capacity
North/East	4	3	1	75%
South/Central	4	3	1	75%

Within the North & East and South & Central Discharge Teams, there are currently no set posts available in the structure for agency workers, as 19 posts are funded by the NHS. Currently, 3 permanent posts are available for each Discharge Team on the post structure. The table below identifies a provide a breakdown of the number of G6 and G7 permanent staff, in each discharge team and overall capacity as of January 2023.

The Discharge Service has a total of 19 agency staff across both North, East, South and Central, all of whom are currently allocated to the Discharge to Assess (D2A) function. Although this brings the capacity higher than the staffing establishment, there is significant demand for the service and as such additional agency social workers are being sourced to manage the ever-increasing level of pressure across the system. It should be noted that that this service covers all Buckinghamshire residents in hospitals regardless of where they are, which includes all out of county hospitals e.g. Watford, Oxford, Milton Keynes and Wexham.

Whilst these agency staff are funded by the NHS, it is acknowledged a number have been in post prior to the restructure of Adult Social Care in June 2021.

There has been a recent government announcement on Monday 9<sup>th</sup> January regarding £200m funding for discharging patients from hospital beds into care homes to improve patient care and system flow. Buckinghamshire Council and partners are currently in the process of working with local care home providers to organise up to 30 additional Discharge to Assess beds. We are also stepping up additional social work and therapy support to ensure that patients get the care and assessments they require as soon as possible.

Care is being taken to develop options that align with our evidence-base on demand and longer-term plans for integration (i.e., to set-up one or two blocks of D2A bedded provision that can be sustained as part of our transition model, which outlines a future requirement for approximately 20 D2A beds)

System capacity has been diverted to develop these plans (along with a range of other measures to manage current Winter pressures) which has slowed the development of our new model for hospital discharge. It was agreed at the January ICP Executive Board that the pace on this would be slower across the Winter period, and that we would explore how to accelerate following Winter, with external support.

Buckinghamshire system partners have been working hard to improve our collaboration, integration and processes this year to enhance our discharge processes.

**Olympic Lodge** has been open to support Winter Pressures in Buckinghamshire for 14 weeks. As at the week ending 15<sup>th</sup> January, (week 14)

- *Olympic Lodge has admitted 219 patients this is compared to 150 in week 14 in 2022*
- *Olympic Lodge admits a weekly average of 15 patients and discharges 11. This compares to 10 admissions and 8 discharge in week 14 2022*
- *The average length of stay is 9 days - compared to 10 days in week 14 2022*

**Discharge to Assess Beds** continues to be utilised by Hospitals for those with highly complex needs whilst some Adult Social Care Assessments now take place across Community Hospitals. There were 31 D2A Bed Discharges in December 2022 up to 15<sup>th</sup> January 2023 whereas there were 106 between December 2021 up to the 16<sup>th</sup> January 2022

**Home First** supports patients to be discharged home where they receive therapeutic and adult social care assessments. There have been 230 Home First Discharges since December 2022 up to 15<sup>th</sup> January 2023 whereas there were 209 between December 2021 up to the 16<sup>th</sup> January 2022.

#### 4. Agency spend across Adult Social Care

The following table represents the current agency backfill to ensure critical functions are undertaken across Adult Social Care in order to remain safe and legal. Please note that all agency spend that the council commits is in line with the Adult Social Care budget setting process which even with agency spend has an underspend of £0.95m on staffing.

Currently, Adult Social Care have **50** agency staff in total, **19** of which are secured through external funding (CCG, COMF, BHT), with **31** funded by Buckinghamshire Council. **31** of the **50** agency staff are working in the Early Resolution and Safeguarding, Locality, and Occupational Therapy Teams, and **19** are working in the Discharge teams. There is a clear exit plan in place agency staff when the permanent capacity reaches 60% of the combined and filled Grade 6 and 7 roles across Social Work and Occupational Therapy roles.

**Table 7: Distribution of agency staff across Adult Social Care**

Team/Service	Agency Backfill	Funded by:
Early Resolution & Safeguarding	13	Buckinghamshire Council within budget
North	3	Buckinghamshire Council within budget
East	4	Buckinghamshire Council within budget
South	5	Buckinghamshire Council within budget
Central	1	Buckinghamshire Council within budget
18-25 team	0	Buckinghamshire Council within budget
Occupational Therapy	5	Buckinghamshire Council within budget
<b>Total</b>	<b>31</b>	

### Cost Comparison: Grade 7 Advanced Practitioner

The following table is an illustration of the cost comparison for a permanent R7 Advanced Practitioner compared to an agency Social Worker. Taking into account salary, retention payments, and on-costs, a permanent Grade 7 Social Worker on BC Terms and Conditions at pay scale .3 costs **£59,575.06** per annum. The average annual cost per agency staff currently in post is £65,022.36, **£5,447.30** higher per year than a permanent staff member.

Salary (Pay Point 3)	£ 39,659.00
Market Premium	£ 2,000.00
Golden Hello	£ 2,500.00
Car Allowance	£ 300.00
<b>Permanent Staff Annual Base Cost</b>	<b>£ 44,459.00</b>
<i>Plus On-Costs @ 34%</i>	<i>34%</i>
<b>Total Annual Cost Permanent Staff @ Grade 7 (Pay Point 3)</b>	<b>£ 59,575.06</b>
Average Yearly Agency Staff Cost	£ 65,022.36
Annual Cost Difference	£ 5,447.30

## 5. Recruitment strategy

A lot of time is invested in the service in recruitment because we know the importance not only for residents but also on the existing workforce in being able to respond to the level of demand. Since February 2021, the service has received a total of **1122** applications, **386** of which have been interviewed, with **136** appointments confirmed. The table below breaks down the number of applications received, interviews arranged, and appointments made February 2021 – November 2022 for social work / OT qualified staff:

**Table 8: Numbers of applications, interviews and appointments**

Feb 2021 – Nov 2022	Applications	Interviews	Confirmed Appointments
Permanent Social Workers	353 *(343)	96 (91)	48 (46)
Qualified Agency Social Workers	720 (701)	254 (245)	72 (71)

NB \*Percentages in brackets relate to previous update at end of Oct 2022.

The service is experiencing significant difficulty in converting applications into appointments, especially for agency posts. Reasons for this include candidates poor preparation/ interview; candidates requiring more flexibility and wanting to work more from home; terms and conditions being more preferential working as an agency worker; candidates being offered another permanent post elsewhere. The table below breaks down the application conversion rates for social workers

**Table 9 – Interview conversion rates**

Conversion Rates	% of Applicants Shortlisted for Interview	% of Interviewees Appointed	% of Applicants Appointed
Permanent Social Workers	27% *(27%)	50% (51%)	14% (13%)
Qualified Agency Social Workers	35% (35%)	28% (29%)	10% (10%)

NB \*Percentages in brackets relate to previous update at end of Oct 2022.

In addition to this and in collaboration with our internal recruitment team a range of initiatives have been undertaken in the past year.

### **Meet The Expert**

A number of these sessions have been run to support recruitment. These sessions showcase the experts and talent we have at the council. These sessions are promoted both internally and externally including promotion to schools, colleges, and Universities. We are seeking volunteer from the service for further sessions to be arranged.

### **Virtual Try Before You Apply session**

These sessions are taking place every 6 weeks to attract passive candidates to attend these sessions to enable them to meet the teams, find out more about the work environment and teams.

### **Agency conversion – Top 11 reasons to convert to permanent contract**

A document has been developed by resourcing as attraction tool which includes the corporate rewards and benefits and highlight the benefits of converting to a permanent contract. This document provides managers a starting point for discussions with their agency staff.

### **Agency Conversion Sessions**

The approach to Agency Conversions in order to reduce agency spend and stabilise the workforce. HR developed and held a conversion session with a number of key colleagues from the service. These sessions are held to showcase the career development

### **External Job Fairs**

A further number of events have and are being attended such as the Bucks Skills Show, MK Jobs show, Universities and Job Centre events. Jointly with the service, HR attended Compass Jobs Fair on Monday 21st November in order to raise awareness and attract Social Workers to Buckinghamshire Council as an employer and to allow us to network with potential Social Worker jobseekers. A Head of Service also ran a seminar on the day to assist with the promotion of Social Work with Adults & Health at Buckinghamshire Council. are doing to support the wellbeing of staff, inclusive of the Wellness Weeks, etc which was very well received, and HR are following up on all conversations we had at the event.

### **Advertising**

All adverts have been refreshed and include our D&I policy, rewards and benefits, career progression framework and quotes from the staff. These are all place on our careers site, NHS jobs site and the DHSC sites. Certain hard to fill roles are placed on LinkedIn and Indeed. Further advertising across other sites can be provided if budget is allocated.

Promoting access to continuing professional development for all social work staff is a key perquisite to building and retaining high quality staff as well as fostering the career opportunities for future employees as part of recruitment initiatives. Currently a national picture depicts that most English Councils are struggling to recruit and retain social workers. Recognising the national and local challenges a joint Adults and Children's taskforce workgroup has been established lead by the Service Director, Corporate Human Services to strengthen and widen our recruitment approach to include:

- Return to Social Work Initiative - develop a programme and training plan for candidates returning to social work
- Oversees Recruitment - plan a joint overseas recruitment approach
- Combined Recruitment - plan a programme of shared social media campaigns and job fairs

## **Social media presence**

Ensuring we reach wider audience visibility and presence on social media is an important factor in attracting new social workers to Buckinghamshire and making Buckinghamshire a destination people want to come to develop and enhance their careers. Advertising roles, pen portraits of key messages such as inclusion and diversity; career progression and social activities have been mentioned by candidates who have applied for roles.

## **6. Retention – Building a resilient social care workforce**

Building a resilient social workforce is supported through a combination of approaches, for example, having clear and accessible career pathways, providing a flexible range of development and progression opportunities, recognising, and celebrating the efforts of our workforce, investing in staff training and development and well-being, effective leadership, and open culture of learning. As part of our 'Grow your own talent' approach, a number of initiatives have been launched:

### **Social Work Apprenticeship**

During 2020 we launched our first 3-year social work apprenticeship scheme, and it is anticipated by 2023, eleven members of staff will have completed the scheme to be awarded a social work qualification and proceed onto the ASYE Programme (Assessed and supported year in employment) that gives newly qualified social workers extra support during their first year of employment. The programme has now become established as an ongoing annual offer to Adult Social Care staff and a key element of our workforce development approach. It is anticipated during 2024 three members of staff and 2025 two will have successfully completed their social work apprenticeship.

### **Newly Qualified Programme**

A key area for improvement is the experience of newly qualified social workers joining the Adults and Health Directorate. A revised Assessed and Supported Year in Employment (ASYE) programme was initiated during July 2020 with a key focus on combined quality learning and support throughout the year. The ASYE programme continues to closely support this key group of staff in their crucial stage in their social work employment journey, benefitting from effective induction and co-ordinated work across services to support and manage their transition into operational teams for the first time. A cohort of six joined the programme in 2021 and succeeded, with four remaining within the council and a further nine cohort joined the programme in 2022 and will complete during 2023.

The ASYE programme continues to evolve and improve through a cycle of feedback and learning from all who participate in this programme. For example, a new buddy system has been implemented, in which peer support is provided from those with the most recent experience of the ASYE Programme and learning and support sessions are face to face moving away from remote working to ensure ASYE feel better supported.

During 2023 we are planning to expand this programme to recruit up to 25 newly qualified social workers through increased practice assessing capability and comprehensive ASYE training programme.

### **Social Work Degree programme**

A Post-Graduate Diploma in Social Work programme has also been procured for staff to access who meet the entry requirements. This is traditionally an 18-month programme and one member of staff qualified during 2021 and two members of staff due to complete during 2023 and another scheduled for completion for 2024.

### **Learning Opportunities**

Our aim to develop a high performing and competent workforce is also supported through our extensive learning and training programme offer. To ensure learning and development opportunities reflect the



diversity of roles, a carer progression tool has been developed to ensure staff are provided with the best opportunities to develop, grow, and enhance their skills and knowledge as they progress their career with us. (See appendix 1)

In addition to this we have also launched in January 2023 our Specialist Training Programme to support career progression towards specialist areas and advanced practitioner. (See appendix 2)

### Health and Social Care academy

The aim of the Buckinghamshire Health & Social Care Academy is to deliver innovative and creative approaches in developing a workforce planning market for health and Social Care. The Academy works to achieve this through our goal of being a Centre of Excellence for integrated educational training and career development across Buckinghamshire. Examples of programmes the Academy has contributed to in the past year include:

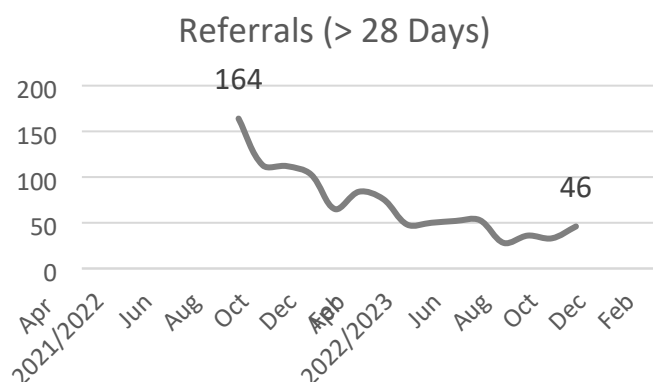
- We have worked with Bucks New University to further develop of our Assessed and Support Year Employment (ASYE) offer to newly qualified social work by provide a bespoke programme to enhance their knowledge in the first year.
- Supported in the development and accreditation of Buckinghamshire Councils first Approved Mental Health Practitioner (AMHP) programme, which is the first in the country to be approved by Social Work England. Links have been made to the Research and Knowledge faculty in evaluating the AMHP programme which will provide independent feedback on how we continue to shape our future programmes. This programme will commence in January 2023.
- Work has started with Bucks New University to develop an Occupational Therapy programme bespoke to the needs of Buckinghamshire with multiple partners across the Health and Social Care Academy.

## 7. Impact of workforce on performance

Despite the challenges Adult Social Care are facing performance within the service is good and has indeed improved over the last 2 years. Below is a summary of some key indicators.

### Care Needs – Referrals waiting longer than 28 days

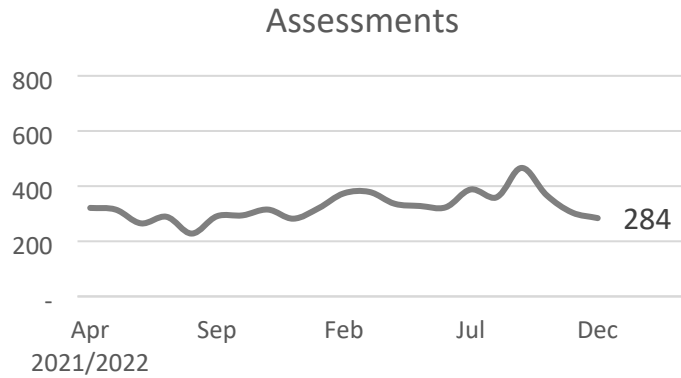
The service continues to touch base with clients that are waiting for an assessment following their referral, where clients are also offered community café appointments where appropriate.



At the end of December, there were 46 new referrals for clients that had been pending allocation to a social worker for more than 28 days. The longest wait is for a carers assessment that is with our mental health social work team, which is 28<sup>th</sup> January 2022.

### Better Lives Assessments

The Better Lives Independence Model has been resulting in a stable number of clients coming through to receive assessments, where clients are consistently being offered advice, information, and signposting to other support services, rather than directly moving to assessment.

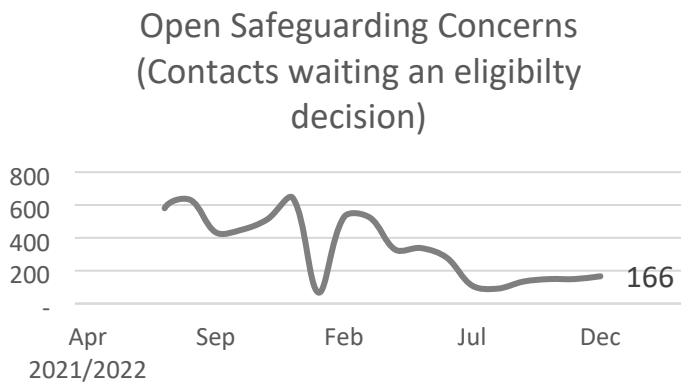


### Client Reviews

Annual Review performance is equating to a full year performance of approximately 78%. Whilst we note that the proposed annual review target for the full year is 90%, this performance exceeds that of the previous two years.

### Safeguarding Concerns

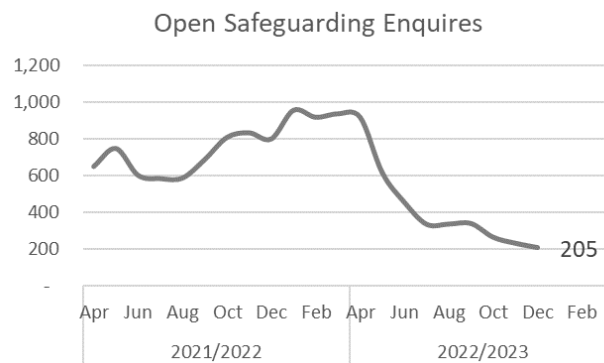
When considering ongoing activity that still needs to take place, the number of open Safeguarding Concerns has remained stable at the end of December at **166** (149 during November), this remains low relative to the level reported at the beginning of this year. As the service receives approximately 50 concerns per day to triage it would be expected to have a minimum of between 50 and 100 concerns to triage at any point in time. The number of Safeguarding Concerns received between April and March last year averaged 953 concerns a month, which compared to 914 a month during 2020/21. There were 829 safeguarding concerns received in December and the monthly average for 2022/23 is 1,010, a 6% increase on the 2021/22 average.



The time that it takes to make an Eligibility Decision relating to Safeguarding Concerns during December was **76% completed within 2 working days** (out of 800 Eligibility Decisions that were made). During quarter 3, 77% of 2,675 Eligibility Decisions were made within 2 working days which is on the Cabinet target of 70%. Daily and weekly monitoring of the time that it takes to make Eligibility Decisions has now been reinstated for the new safeguarding processes. **Performance has significantly improved from the January 2022 position, where 18% were completed in 2 days.**

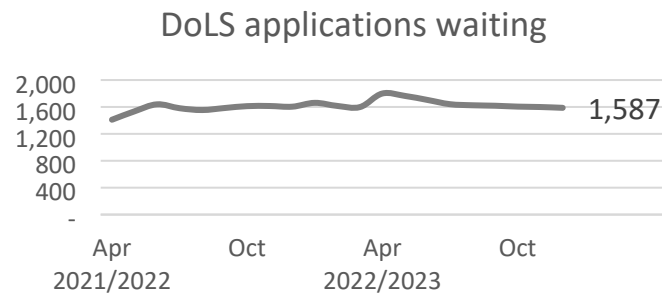
## Safeguarding Enquires

The number of open safeguarding enquiries at the end of December 2022 (**205**) has reduced from November (**229**). This is a 78% reduction from the number reported at the end of April 2022 (**920**).



## DoLS

The number of DoLS applications waiting to be assessed reduced to 1,587 cases at the end of December (from 1,599 at the end of November), above the 2021/22 average (1,584). ADASS Local Authorities reported an average of 1,070 DoLS assessments waiting on 30 April 2022.



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# Adult Social Care

# Annual Training Programme

# 2022 - 2023



# Introduction

Our aim is to develop a high performing and competent workforce who have the right skills, attitudes, and opportunities to be able to support our residents to lead fulfilled and independent lives. We provide you with the opportunities to develop, grow and enhance skills and knowledge as you progress your career with us.

## Audience for our programme

This specialised programme has been developed and designed to support all colleagues in Buckinghamshire's Adult Social Care and Health services within Buckinghamshire Council.

## Choosing the right course

This programme comprises of a range of training sessions which have been developed and mapped to the breadth of roles within Adult Social Care. To help you navigate through we have included a training matrix aligned to operational roles. This will help you decide which training should be undertaken based on your role.

## Other learning and development

Please visit the [learning and development section](#) on the Adults and Health Knowledge Hub, and the Corporate [Learning Hub](#) where you can find further training, careers information and resources.

## Training needs

This programme will evolve throughout the year and expand as service needs and priorities change. If you require training that is not currently included, please do not hesitate to contact us.

## How to contact us

Email: [asctraining@buckinghamshire.gov.uk](mailto:asctraining@buckinghamshire.gov.uk)



# Contents - For more information, click on the section or course you are interested in below:

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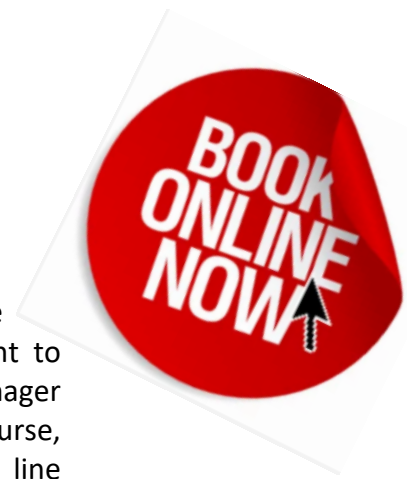
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[Technology Enabled Care](#)  
[Writing Reports for Court](#)

# Managing your booking

## Booking a course place

Your learning and development needs are important to us. To ensure we develop the best learning environment for you, it is important to discuss your learning and development needs with your line manager during your supervision or 1-1s. If you would like to book onto a course, please ensure you have had a discussion with your supervisor or line manager in the first instance.

You will need a course link to make a booking. We use an external booking system called Eventbrite. Look for the link 'click here to book' to open Eventbrite and book a place. If you wish to book onto a course, please click [here](#).



## Cancellation of a course place

If you have booked onto a course and can no longer attend, please cancel your place so we can reallocate this as soon as possible. To do this, log into your Eventbrite account, view your tickets, select the course you wish to cancel, click cancel order. Please note, if you do not cancel your place, there may be a charge to your team.

## Joining a course on the day

If your course is virtual, you will be sent a Microsoft Teams invite to the email address you booked your ticket under within 48 hours of the start date. Within the invite there will be a link to join the training. Please accept the invite.

If you haven't received your link within this time, please contact the team who can check your booking. If you contact us on the day, there is no guarantee your query will be actioned in time so please do this as early as possible.

## Expectations of learners during training

- Join the meeting 10-15 minutes before the start time to ensure the link works and your connection is stable
- If you exit the training unintentionally, you can re-join using the original meeting details and wait to be re-admitted by the trainer
- We suggest taking part from a private setting where interruptions are minimised
- If possible, please keep your camera on and your microphone muted to help the trainer facilitate the session smoothly



# Using this brochure

The brochure is broken down into three sections:

1. **training for new starters**.....[Page 2](#)
2. **refresher training**.....[Page 25](#)
3. **additional training for existing staff**.....[Page 30](#)

Throughout the year, core and refresher training will be advertised. If you would like to attend a course in the existing staff section but cannot see any dates advertised, please contact us via [asctraining@buckinghamshire.gov.uk](mailto:asctraining@buckinghamshire.gov.uk) to express your interest. When we have enough interest in that course, we will then arrange training dates.

Additionally, under each course description, there is a brief matrix highlighting the job roles that the course is suitable for. If you are a new staff member, or supporting a new staff member, please focus on the courses marked with this symbol: ⚙ which denotes it is core training and is expected as part of your professional role.

For any refresher training, please ensure you are up to date with all the refresher courses applicable to your job role.

Please note, this brochure is not prescriptive and is there to act as a guide.

If you are unsure whether a course is suitable for you, please discuss this with your line manager or supervisor in the first instance. Alternatively, you can contact the Workforce Development and Training team - [asctraining@buckinghamshire.gov.uk](mailto:asctraining@buckinghamshire.gov.uk).

# Training for New Starters

## Adult Social Care and Health Induction

All new starters within Adult Social Care & Health

This workshop will provide you with an overview of the Directorate and give you the opportunity to meet Gill Quinton, Corporate Director for Adults & Health, as well as members of the senior management team, and ask questions relating to the service.

Home Independence	Social Work Assistant	👤
	Social Care Assistant	👤
	Operations Deputy Team Leader	👤
	Operations Team Leader	👤
	Operations Deputy Co-ordinator	👤
	Operations Co-ordinator	👤
	Registered Manager	👤
Short Breaks	Social Care Assistant	👤
	Operations Deputy Team Leader	👤
	Operations Team Leader	👤
	Operations Deputy Co-ordinator	👤
	Operations Co-ordinator	👤
	Registered Manager	👤
Social Work Teams	Social Work Assistant	👤
	Social Work Degree Trainee	👤
	Newly Qualified Social Worker	👤
	Social Worker	👤
	Advanced Practitioner	👤
Occupational Therapy	Assistant Team Manager	👤
	Occupational Therapy Assistant	👤
	Occupational Therapy Degree Trainee	👤
	Newly Qualified Occupational Therapist	👤
	Occupational Therapist	👤
Leadership	Advanced Practitioner	👤
	Assistant Team Manager	👤
	Team Manager	👤
	Head of Service	👤
	Service Director	👤

## Anti-Discriminatory and Anti-Oppressive Practice for HIT & SB

Staff working in Home Independence (HIT) & Short Breaks teams (SB)

- Explain how the Equality Act 2010 applies to your own role
- Give examples of anti-discriminatory practice within the context of your work
- Give examples of anti-oppressive practice within the context of your work
- Identify ways to challenge anti-discriminatory and anti-oppressive practice
- Identify the long term and short-term effects of discrimination
- Describe ways of being able to reflect on own practice

Home Independence	Social Work Assistant	👤
	Social Care Assistant	👤
	Operations Deputy Team Leader	👤
	Operations Team Leader	👤
	Operations Deputy Co-ordinator	👤
	Operations Co-ordinator	👤
	Registered Manager	👤
Short Breaks	Social Care Assistant	👤
	Operations Deputy Team Leader	👤
	Operations Team Leader	👤
	Operations Deputy Co-ordinator	👤
	Operations Co-ordinator	👤
	Registered Manager	👤
Leadership	Team Manager	👤
	Head of Service	👤
	Service Director	👤

# Anti-Discriminatory and Anti-Oppressive Practice for SW & OT

Staff working in Social Work (SW) & Occupational Therapy (OT) teams

- Describe the key pieces of legislation that underpin Equality and Diversity
- Give examples of anti-oppressive practice and anti-discriminatory practice in your own work
- Describe cultural competence and intersectionality
- Explain the links between personal experience, beliefs and attitudes and the wider social group
- Identify models for reflective practice to support anti-discriminatory practice

Social Work Teams	Social Work Assistant	⊗
	Social Work Degree Trainee	⊗
	Newly Qualified Social Worker	⊗
	Social Worker	⊗
	Advanced Practitioner	⊗
Occupational Therapy	Assistant Team Manager	⊗
	Occupational Therapy Assistant	⊗
	Occupational Therapy Degree Trainee	⊗
	Newly Qualified Occupational Therapist	⊗
	Occupational Therapist	⊗
Leadership	Advanced Practitioner	⊗
	Assistant Team Manager	⊗
	Team Manager	⊗
	Head of Service	⊗
	Service Director	⊗

# Autism: Awareness Level 1

Staff working in Home Independence & Short Breaks teams, Social Work and Occupational Therapy teams

This workshop introduces the autism spectrum, the complex and challenging long-term condition, how it affects individuals and families, what to take into consideration and how to work effectively and support individuals with autism.

- Better understand the condition
- Be able to understand communication and social interaction needs of a person on the spectrum
- Be able to understand some of the possible sensory areas of difficulty for a person on the spectrum
- Understand that everyone will be different and have different needs

Home Independence	Social Work Assistant	⊗
	Social Care Assistant	⊗
	Operations Deputy Team Leader	⊗
	Operations Team Leader	⊗
	Operations Deputy Co-ordinator	⊗
	Operations Co-ordinator	⊗
Short Breaks	Registered Manager	⊗
	Social Care Assistant	⊗
	Operations Deputy Team Leader	⊗
	Operations Team Leader	⊗
	Operations Deputy Co-ordinator	⊗
Social Work Teams	Operations Co-ordinator	⊗
	Registered Manager	⊗
	Social Work Assistant	⊗
	Social Work Degree Trainee	⊗
	Newly Qualified Social Worker	⊗
Occupational Therapy	Social Worker	⊗
	Advanced Practitioner	⊗
	Assistant Team Manager	⊗
	Occupational Therapy Assistant	⊗
	Occupational Therapy Degree Trainee	⊗
	Newly Qualified Occupational Therapist	⊗
	Occupational Therapist	⊗
	Advanced Practitioner	
	Assistant Team Manager	

## Basic Life Support

Staff working in Home Independence, Short Breaks & Occupational Therapy Teams

This 3-hour course covers basic lifesaving first aid, workplace health and safety regulations.

- Understand the role of the first aider
- Know how to manage an emergency
- Understand communication and casualty care
- Know how to manage bleeding (minor and severe)
- Know how to deal with burns
- Know how to deal with choking
- Know what to do in the event of an unresponsive casualty
- Know how to use the defibrillator (pad placement / prompts)
- Know how to conduct adult CPR
- Know how to manage adult seizures and shock

Home Independence	Social Work Assistant	Ⓢ
	Social Care Assistant	Ⓢ
	Operations Deputy Team Leader	Ⓢ
	Operations Team Leader	
	Operations Deputy Co-ordinator	Ⓢ
	Operations Co-ordinator	
	Registered Manager	
Occupational Therapy	Occupational Therapy Assistant	Ⓢ
	Occupational Therapy Degree Trainee	Ⓢ
	Newly Qualified Occupational Therapist	Ⓢ
	Occupational Therapist	Ⓢ
	Advanced Practitioner	Ⓢ
	Assistant Team Manager	Ⓢ

## Catheter Care

Staff working in Home Independence & Short Breaks teams

Learners will look at the protocols and good practice in relation to catheterisation and explore and discuss the points of regular monitoring and care of the catheter.

- Legislation, national guidelines and local policies and practices
- The anatomy and physiology of the genito-urinary systems
- Ethical issues surrounding catheterisation
- What is a urinary catheter and why would it be used?
- Types of catheters that can be used
- Gaining valid consent
- Monitoring catheterisation equipment
- Emptying draining bags and stoma bags
- Measuring and recording urine output
- Catheter associated Urinary Tract Infection
- Signs from urine and urinalysis
- Apply standard precautions for infection control and cleanliness
- Taking action when problems arise
- Maintaining privacy and dignity
- Monitor and care for the urethral catheter after insertion
- Demonstrate how to care for and support the individual during and after the procedure

Home Independence	Social Work Assistant	Ⓢ
	Social Care Assistant	Ⓢ
	Operations Deputy Team Leader	Ⓢ
	Operations Team Leader	Ⓢ
	Operations Deputy Co-ordinator	Ⓢ
	Operations Co-ordinator	Ⓢ
	Registered Manager	Ⓢ
Short Breaks	Social Care Assistant	Ⓢ
	Operations Deputy Team Leader	Ⓢ
	Operations Team Leader	Ⓢ
	Operations Deputy Co-ordinator	Ⓢ
	Operations Co-ordinator	Ⓢ
	Registered Manager	Ⓢ
Social Work Teams	Social Work Assistant	Ⓢ
	Social Work Degree Trainee	Ⓢ
	Newly Qualified Social Worker	Ⓢ
	Social Worker	Ⓢ
	Advanced Practitioner	
	Assistant Team Manager	
Occupational Therapy	Occupational Therapy Assistant	Ⓢ
	Occupational Therapy Degree Trainee	Ⓢ
	Newly Qualified Occupational Therapist	Ⓢ
	Occupational Therapist	Ⓢ
	Advanced Practitioner	
	Assistant Team Manager	

## Dementia Awareness

Staff working in Home Independence & Short Breaks teams, Social Work & Occupational Therapy teams

This introductory skills-based course will equip you with the knowledge and skills to confidently support people living with dementia.

Made up of four core modules, this dementia awareness training course will equip you with the tools to build positive relationships with people affected by dementia using increased knowledge, empathy and practical skills.

You will learn about the signs and symptoms of dementia and how the condition affects behaviour, the senses and communication.

This course also contains information on sight loss and dementia, which was developed in partnership with the Royal National Institute of Blind People.

Home Independence	Social Work Assistant	
	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
Short Breaks	Registered Manager	
	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
Social Work Teams	Operations Co-ordinator	
	Registered Manager	
	Social Work Assistant	
	Social Work Degree Trainee	
	Newly Qualified Social Worker	
Occupational Therapy	Social Worker	
	Advanced Practitioner	
	Assistant Team Manager	
	Occupational Therapy Assistant	
	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	
	Assistant Team Manager	

## Domestic Abuse Level 1

Staff working in Home Independence & Short Breaks teams, Social Work and Occupational Therapy teams

The aim of this course is to provide staff working with adults with an awareness of domestic abuse and violence.

- Demonstrate an understanding of domestic abuse and violence
- Demonstrate an understanding of the possible indicators of domestic abuse and violence
- Have considered the effects and impact of domestic abuse and violence
- Be able to follow the relevant and appropriate policies
- Be able to recognise domestic violence and abuse and be aware of the dynamics, impact and the effects on individuals, agency and society
- Know about the referral pathways for professional support

Home Independence	Social Work Assistant	⊕
	Social Care Assistant	⊕
	Operations Deputy Team Leader	⊕
	Operations Team Leader	⊕
	Operations Deputy Co-ordinator	⊕
	Operations Co-ordinator	⊕
Short Breaks	Registered Manager	⊕
	Social Care Assistant	⊕
	Operations Deputy Team Leader	⊕
	Operations Team Leader	⊕
	Operations Deputy Co-ordinator	⊕
Social Work Teams	Operations Co-ordinator	⊕
	Registered Manager	⊕
	Social Work Assistant	⊕
	Social Work Degree Trainee	⊕
	Newly Qualified Social Worker	⊕
Occupational Therapy	Social Worker	⊕
	Advanced Practitioner	⊕
	Assistant Team Manager	⊕
	Occupational Therapy Assistant	⊕
	Occupational Therapy Degree Trainee	⊕
	Newly Qualified Occupational Therapist	⊕
	Occupational Therapist	⊕
	Advanced Practitioner	⊕
	Assistant Team Manager	⊕

## Domestic Abuse Level 2

Staff working in Social Work & Occupational Therapy teams

This course aims to help professionals understand the impact of domestic abuse and sexual violence.

This is an advanced course aimed at individuals who work with people at risk of domestic abuse and sexual violence.

- Know how to define and identify indicators of domestic violence and sexual abuse
- Know about the impact of domestic abuse on those that experience it and the effect on behaviours and choices
- Have explored the impact on parents, children and males as victims
- Have reflected on your own values and beliefs in relation to professional responses to domestic abuse
- Have explored the links between grooming and domestic abuse and sexual violence
- Know about safety planning and other safeguarding tools
- Know the importance of assessment when working with victims and perpetrators

Home Independence	Social Work Assistant	⊕
	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	
Social Work Teams	Social Work Assistant	⊕
	Social Work Degree Trainee	⊕
	Newly Qualified Social Worker	⊕
	Social Worker	⊕
	Advanced Practitioner	⊕
	Assistant Team Manager	⊕
Occupational Therapy	Occupational Therapy Assistant	
	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	
	Assistant Team Manager	

## Dysphagia

Staff working in Home Independence & Short Breaks & Occupational Therapy teams

This course has been developed for learners who support people with or at risk of dysphagia. The course will provide all learners with an understanding of dysphagia as a condition and how to support an individual to eat and drink using the International Dysphagia Diet Standardisation Initiative (IDDSI) framework.

- Know what causes swallowing difficulty
- Know about the types of dysphagia
- Know how to identify dysphagia
- Know how swallowing difficulty is diagnosed
- Understand the complications

Home Independence	Social Work Assistant	
	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	
Short Breaks	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	
Occupational Therapy	Occupational Therapy Assistant	
	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	
	Assistant Team Manager	

# Emergency First Aid at Work (1 day)

Designated first aiders working in Short Breaks & Occupational Therapy teams

This course meets the requirements of the Health and Safety Executive for first aiders working in medium and high-risk environments.

- The ability to act safely and effectively when an accident or emergency occurs
- The treatment and priorities of care for an unconscious patient
- The recognition of cardiac arrest and delivery of cardio-pulmonary resuscitation (CPR)
- The ability to safely and promptly treat a patient who is bleeding
- The ability to recognise and treat a patient in shock
- The keeping of simple records following an accident at work
- Know how to provide care for patients who have:
  - Suffered a burn or scald
  - Injured bones, muscles, or joints
  - Been poisoned by ingestion or inhalation of a substance or gas
  - Suffered an injury to the eye
  - Signs and symptoms of a major illness, e.g. heart attack

Short Breaks	Social Care Assistant	☺
	Operations Deputy Team Leader	☺
	Operations Team Leader	
	Operations Deputy Co-ordinator	☺
	Operations Co-ordinator	
	Registered Manager	
Occupational Therapy	Occupational Therapy Assistant	
	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	
Assistant Team Manager		

# Epilepsy and Buccal Midazolam

Staff working in Short Breaks teams

This course has been designed to provide staff with the confidence and skills to fully support a person with epilepsy.

This course provides detailed information on buccal midazolam, when and how it should be administered and recorded, its side effects, storage and up to date guidance on how to manage epilepsy in your care setting.

- Know what epilepsy is
- Know what a seizure is
- Understand the types of epilepsy and seizures
- Know the signs and symptoms of partial seizures
- Know what triggers seizures
- Know the treatments available
- Know about medications and the potential risks
- Know how to administer medications
- Know about buccal midazolam, after treatment, side effects and how to store and dispose safely

Short Breaks	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	

## Fire Warden

Staff working in Short Breaks teams

This course has been designed to provide staff working in a care home setting with an understanding of how to reduce the risk of fire in the workplace and how to respond in the event of a fire. The training will also ensure that the use of fire extinguishers for 'first aid' firefighting will be both safe and effective.

- Be aware of the dangers of fires
- Understand the nature of fire and how it spreads
- Be aware of simple fire prevention measures
- Understand what to do in the event of a fire alarm
- Be able to distinguish between different types of fire extinguishers
- Be able to tackle small fires safely and effectively
- Fire Safety Legislation
- Basic fire prevention
- Building fire protection
- Evacuation procedures
- Chemistry of combustion
- Practical 'first aid' firefighting on live fire

Short Breaks	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	

## First Aid at Work (3 day)

Staff working in Home Independence and Short Breaks teams

This course meets the requirements of the Health and Safety Executive in low-risk environments.

- Have the ability to act safely and effectively when an accident or emergency occurs
- Know the treatment and priorities of care for an unconscious patient
- Know how to recognise and treat a person in seizure
- Know how to recognise cardiac arrest and deliver Cardio-Pulmonary Resuscitation (CPR)
- Be able to recognise and safely treat a patient who is choking
- Be able to safely and promptly treat a patient who is bleeding
- Be able to manage the keeping of simple records following an accident at work

Home Independence	Social Work Assistant	
	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	Ⓢ
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	Ⓢ
Short Breaks	Registered Manager	Ⓢ
	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	Ⓢ
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	Ⓢ
Leadership	Registered Manager	Ⓢ
	Team Manager	Ⓢ
	Head of Service	
	Service Director	



## Food Hygiene Certificate L2

Staff working in Home Independence and Short Breaks teams

It is a requirement for all staff who handle and prepare food and looks at CQC recommendations for food safety.

- Review of the food standards agency legislation
- Contamination and hazards – Hazard Analysis and Critical Control Point HACCP system
- Pathogens
- Types of health hazards
- Bacteria
- Safe storage and temperatures
- What can go wrong
- Hygiene hazards
- Infection control and PPE
- Cleaning and micro-organisms
- Environmental health and the role of HSE

This course is the national level 2 award in food hygiene and has been mapped to the Health and Social Care Act 2008 (Regulated Activities), Regulations 2014 (Part 3), the Care Quality Commission (Registration) Regulations 2009 (Part 4), and the CQC Guidance for providers on meeting the regulations. It also complies with Regulation 12 Safe Care and Treatment and Regulation 18 Staffing of the CQC fundamental standards.

Home Independence	Social Work Assistant	
	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	
Short Breaks	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	

## Infection Control /Donning PPE

Staff working in Home Independence & Short Breaks teams

- What is an Infection?
- The Importance of Infection Control
- The Chain of Infection
- Infectious Agent
- Reservoir
- Portal of Exit
- Mode of Transmission
- Portal of Entry
- Susceptible Host
- Roles and Responsibilities
- Standard Infection Control Precautions (SICP)
- Hand Hygiene
- Respiratory and Personal Hygiene
- Personal Protective Equipment (PPE)
- Safe management of laundry
- Safe use and disposal of sharps
- Management of the Environment
- Management of Care Equipment
- Waste Management

Home Independence	Social Work Assistant	Ⓢ
	Social Care Assistant	Ⓢ
	Operations Deputy Team Leader	Ⓢ
	Operations Team Leader	Ⓢ
	Operations Deputy Co-ordinator	Ⓢ
	Operations Co-ordinator	Ⓢ
Short Breaks	Registered Manager	Ⓢ
	Social Care Assistant	Ⓢ
	Operations Deputy Team Leader	Ⓢ
	Operations Team Leader	Ⓢ
	Operations Deputy Co-ordinator	Ⓢ
	Operations Co-ordinator	Ⓢ
Occupational Therapy	Registered Manager	Ⓢ
	Occupational Therapy Assistant	Ⓢ
	Occupational Therapy Degree Trainee	Ⓢ
	Newly Qualified Occupational Therapist	Ⓢ
	Occupational Therapist	Ⓢ
	Advanced Practitioner	Ⓢ
Assistant Team Manager	Ⓢ	

## Making Every Contact Count

All staff working in Adult Social Care & Health

MECC stands for Make Every Contact Count which is an approach to behaviour change that uses the millions of day-to-day interactions that organisations and people have with other people to support them in making positive changes to their physical and mental health and wellbeing.

A MECC interaction takes a matter of minutes and is not intended to add to the busy workloads of health, care and the wider workforce staff, rather it is structured to fit into and complement existing professional clinical, care and social engagement approaches.

- Define what is Making Every Contact Count
- Key principles
- How conversations about health can fit into your everyday life
- Give you the skills and confidence to have healthy conversations

Home Independence	Social Work Assistant	⊗
	Social Care Assistant	⊗
	Operations Deputy Team Leader	⊗
	Operations Team Leader	⊗
	Operations Deputy Co-ordinator	⊗
	Operations Co-ordinator	⊗
	Registered Manager	⊗
Short Breaks	Social Care Assistant	⊗
	Operations Deputy Team Leader	⊗
	Operations Team Leader	⊗
	Operations Deputy Co-ordinator	⊗
	Operations Co-ordinator	⊗
	Registered Manager	⊗
Social Work Teams	Social Work Assistant	⊗
	Social Work Degree Trainee	⊗
	Newly Qualified Social Worker	⊗
	Social Worker	⊗
	Advanced Practitioner	⊗
	Assistant Team Manager	⊗
Occupational Therapy	Occupational Therapy Assistant	⊗
	Occupational Therapy Degree Trainee	⊗
	Newly Qualified Occupational Therapist	⊗
	Occupational Therapist	⊗
	Advanced Practitioner	⊗
	Assistant Team Manager	⊗
Leadership	Team Manager	⊗
	Head of Service	⊗
	Service Director	⊗

## Manual Handling Induction

Staff working in Home Independence & Short Breaks teams

This course introduces the problems associated with caring for people needing assistance with moving or who use a wheelchair and offers the opportunity to practice up to date techniques and explore strategies for the safer handling of clients/patients in the 24-hour care setting or their own home.

- Reviewed spinal anatomy and biomechanics to enable staff to understand the importance of back care in the workplace and all aspects of daily life
- Discussed appropriate legislation and their relevance to the assessment of people needing assistance when moving or being moved
- Explored the importance of balanced decision making with regards to equality for people with care needs and/or disability
- Participated and discussed a range of current techniques and strategies for working with clients/patients requiring assistance with mobility
- Practiced using a range of large and small handling equipment designed to aid client/patient transfers in line with current accepted good practice
- Considered strategies to assist the falling/fallen client/patient

This course is also available as a refresher session.

Home Independence	Social Work Assistant	
	Social Care Assistant	⊗
	Operations Deputy Team Leader	⊗
	Operations Team Leader	⊗
	Operations Deputy Co-ordinator	⊗
	Operations Co-ordinator	⊗
	Registered Manager	⊗
Short Breaks	Social Care Assistant	⊗
	Operations Deputy Team Leader	⊗
	Operations Team Leader	⊗
	Operations Deputy Co-ordinator	⊗
	Operations Co-ordinator	⊗
	Registered Manager	⊗
Occupational Therapy	Occupational Therapy Assistant	⊗
	Occupational Therapy Degree Trainee	⊗
	Newly Qualified Occupational Therapist	⊗
	Occupational Therapist	⊗
	Advanced Practitioner	⊗
	Assistant Team Manager	⊗

## Medication: Safe Handling of Medicines for Care Homes

Skills for Care recommend that staff renew their medication management and administration training annually.

Safe Handling of Medicines Foundation course ensures your staff are fully trained and up to date with best practice guidance to help reduce medicines errors in your care home.

- Administration
- Storage
- Recording
- Disposal
- Homely remedies and over the counter medication
- The importance of dose timings
- How to use eye drops, patches, inhalers, creams etc
- Understanding dosage instructions
- Basic hygiene when administering medicines
- Principles of a medicines policy
- Specialist tasks
- How to reduce medicines errors
- Reporting refusals, side effects and errors
- Expiry dates

Short Breaks	Social Care Assistant	⊕
	Operations Deputy Team Leader	⊕
	Operations Team Leader	⊕
	Operations Deputy Co-ordinator	⊕
	Operations Co-ordinator	⊕
	Registered Manager	⊕

## Medication: Safe Handling of Medicines for DOM Care

NICE Guidance requires that 'home care workers have the knowledge and skills needed to perform their duties safely'.

Safe Handling of Medicines Foundation course ensures all staff are fully trained and up to date with best practice guidance to handle medicines safely and reduce medicines errors and incidents.

- Levels of support with medicines
- Family-filled dosette boxes
- Non-prescribed/over-the-counter medication
- Storage
- Administration (including basic hygiene)
- Recording administration of medicines
- Recording verbal prompts
- Disposal
- Recognising and reporting side effects
- Side effects of commonly prescribed drugs
- Importance of dose timings
- How to use eye drops, patches, inhalers, creams etc
- Legal issues
- Compliance aids
- Understanding dosage instructions
- Principles of a medication policy
- How to reduce medication errors
- Expiry dates

Home Independence	Social Work Assistant	
	Social Care Assistant	⊕
	Operations Deputy Team Leader	⊕
	Operations Team Leader	⊕
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
Registered Manager		

# Mental Capacity Act Level 1

Staff working in Home Independence, Short Breaks, Social Work and Occupational Therapy teams

This practical course is aimed at all staff who work with individuals who may lack capacity to make decisions for themselves. The overall aim is to ensure staff are aware of the Mental Capacity Act 2005 and how it impacts on their day-to-day work.

- Understand what capacity means
- Know the principles of assessing capacity
- Know who the 'decision maker' is
- Know how to determine an individual's best interest
- Have an awareness of the Deprivation of Liberties Safeguards (DoLS)
- Know about new measures introduced by the Act

Home Independence	Social Work Assistant	Ⓜ
	Social Care Assistant	Ⓜ
	Operations Deputy Team Leader	Ⓜ
	Operations Team Leader	Ⓜ
	Operations Deputy Co-ordinator	Ⓜ
	Operations Co-ordinator	Ⓜ
	Registered Manager	Ⓜ
Short Breaks	Social Care Assistant	Ⓜ
	Operations Deputy Team Leader	Ⓜ
	Operations Team Leader	Ⓜ
	Operations Deputy Co-ordinator	Ⓜ
	Operations Co-ordinator	Ⓜ
	Registered Manager	Ⓜ
Social Work Teams	Social Work Assistant	Ⓜ
	Social Work Degree Trainee	Ⓜ
	Newly Qualified Social Worker	Ⓜ
	Social Worker	Ⓜ
	Advanced Practitioner	Ⓜ
	Assistant Team Manager	Ⓜ
Occupational Therapy	Occupational Therapy Assistant	Ⓜ
	Occupational Therapy Degree Trainee	Ⓜ
	Newly Qualified Occupational Therapist	Ⓜ
	Occupational Therapist	Ⓜ
	Advanced Practitioner	Ⓜ
Leadership	Assistant Team Manager	Ⓜ
	Team Manager	
	Head of Service	
	Service Director	

# Mental Capacity Act Level 2

Staff and managers working in Social Work and Occupational Therapy teams

You must complete Level 1 before attending Level 2.

This in-depth and practical course is aimed at social work and occupational therapy staff who have an active role in adhering to the Act, complete Mental Capacity Assessments and may identify when deprivation of liberty might be occurring.

- Understand and apply the 5 key principles of the MCA
- Be able to support and enable people to make their own decisions
- Identify when to complete a Capacity Assessment
- Know how to complete a Capacity Assessment in accordance with the MCA
- Understand who the 'decision maker' is and what their role is when someone lacks capacity
- Understand the procedures to protect people who lack capacity from abuse or neglect
- Understand when DoLS might need to be used
- Understand when a Judicial DoLS is required, the process required and more

Home Independence	Social Work Assistant	Ⓜ
	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	
Social Work Teams	Social Work Assistant	Ⓜ
	Social Work Degree Trainee	Ⓜ
	Newly Qualified Social Worker	Ⓜ
	Social Worker	Ⓜ
	Advanced Practitioner	Ⓜ
	Assistant Team Manager	Ⓜ
Occupational Therapy	Occupational Therapy Assistant	Ⓜ
	Occupational Therapy Degree Trainee	Ⓜ
	Newly Qualified Occupational Therapist	Ⓜ
	Occupational Therapist	Ⓜ
	Advanced Practitioner	Ⓜ
Leadership	Assistant Team Manager	Ⓜ
	Team Manager	
	Head of Service	
	Service Director	

# MCA Liberty of Protection Safeguards (LPS)

Staff working in Social Work and Occupational Therapy teams

This training focuses on what you need to know to prepare for these changes.

- What the new LPS are
- How the new MCA Code of Practice defines and describes “deprivation of liberty”
- How the new LPS will operate in practice
- The different settings that will be covered by the LPS, including a person’s own home
- The assessments needed to authorise a deprivation of liberty
- How the LPS apply to young people who are 16 and 17 years of age
- The role of advance consent
- The role of the new Approved Mental Capacity Professional and when they will be involved
- Who will need to be consulted on the proposed arrangements for a person’s care or treatment
- What the new MCA Code of Practice says about capacity assessments, best interests' decision-making and advance decision-making
- How you can prepare for the new MCA Code of Practice and the LPS

Home Independence	Social Work Assistant	🟢
	Social Care Assistant	🟢
	Operations Deputy Team Leader	🟢
	Operations Team Leader	🟢
	Operations Deputy Co-ordinator	🟢
	Operations Co-ordinator	🟢
	Registered Manager	🟢
Short Breaks	Social Care Assistant	🟡
	Operations Deputy Team Leader	🟡
	Operations Team Leader	🟡
	Operations Deputy Co-ordinator	🟡
	Operations Co-ordinator	🟡
	Registered Manager	🟡
Social Work Teams	Social Work Assistant	🟦
	Social Work Degree Trainee	🟦
	Newly Qualified Social Worker	🟦
	Social Worker	🟦
	Advanced Practitioner	🟦
	Assistant Team Manager	🟦
Occupational Therapy	Occupational Therapy Assistant	🟠
	Occupational Therapy Degree Trainee	🟠
	Newly Qualified Occupational Therapist	🟠
	Occupational Therapist	🟠
	Advanced Practitioner	🟠
	Assistant Team Manager	🟠
Leadership	Team Manager	🟪
	Head of Service	🟪
	Service Director	🟪

# Need to Know

Managers working in Home Independence, Short Breaks, Social Work and Occupational Therapy teams.

This seminar will explore the new need to know form and how this can be used to provide a comprehensive account of events.

- When do I need to complete a need to know form?
- Why do I need to complete a need to know form?
- Who should complete this form?
- Who will the form go to?
- What if I don't have all the information?
- What does the form look like?
- What is the purpose of the background of events section?
- Communication with the Media

## ADD VIDEO LINK

Home Independence	Social Work Assistant	
	Social Care Assistant	
	Operations Deputy Team Leader	🟢
	Operations Team Leader	🟢
	Operations Deputy Co-ordinator	🟢
	Operations Co-ordinator	🟢
	Registered Manager	🟢
Short Breaks	Social Care Assistant	🟡
	Operations Deputy Team Leader	🟡
	Operations Team Leader	🟡
	Operations Deputy Co-ordinator	🟡
	Operations Co-ordinator	🟡
	Registered Manager	🟡
Social Work Teams	Social Work Assistant	🟦
	Social Work Degree Trainee	🟦
	Newly Qualified Social Worker	🟦
	Social Worker	🟦
	Advanced Practitioner	🟦
	Assistant Team Manager	🟦
Occupational Therapy	Occupational Therapy Assistant	🟠
	Occupational Therapy Degree Trainee	🟠
	Newly Qualified Occupational Therapist	🟠
	Occupational Therapist	🟠
	Advanced Practitioner	🟠
	Assistant Team Manager	🟠
Leadership	Team Manager	🟪
	Head of Service	🟪
	Service Director	🟪

# Positive Behaviour Support/What's the Message

Staff working in Short Breaks teams

- Understand why people challenge –what's the message?
- Understand behaviour escalation and the different strategies that can be used at each phase
- Recognise the importance of person-centred communication and what we need to consider in everyday situations
- Apply a range of de-escalation interventions to de-escalate a situation and empower the person to regain self-control
- Complete an ABC (Antecedent, Behaviour, Consequence) chart and other good practice planning tools through the use of case studies - how does this information contribute to a positive behaviour support plan?
- Implement the Rapid Support sheet to ensure staff understand the priorities for prevention and active support
- Demonstrate competency with relevant physical intervention techniques – stance, protective stance, touch support and release techniques
- Understand the Law and relevant national/local policy in relation to physical intervention and health and safety considerations
- Physical guides or release techniques will be risk assessed for this session

Short Breaks	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	

# Professional Boundaries

Staff working in Home Independence & Short Breaks teams

This workshop will help new or existing staff understand the importance of professional boundaries and the legal, ethical and organisational requirements around safe working practices.

- Identify the key principles and requirements of professional boundaries in relationship-centred practices that are by nature time-bound
- Recognise the importance of professional boundaries in communication, self-disclosure and confidentiality, particularly when personal versus professional dilemmas present
- Understand the importance of recognising your personal capabilities and limitations in your role and when to seek support
- Consider your role and responsibility in looking after yourself and managing your behaviours and emotions
- Appreciate the significance of crossing boundaries and explore how to mitigate the likelihood of such contraventions
- Recognise when practices are unacceptable

Home Independence	Social Work Assistant	Ⓢ
	Social Care Assistant	Ⓢ
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	
Short Breaks	Social Care Assistant	Ⓢ
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	

## Professional Curiosity

Staff working in Social Work & Occupational Therapy teams

This workshop will help delegates explore how they can strengthen professional curiosity within professional practice.

- Define the terms professional curiosity, respectful uncertainty, and disguised compliance
- Identify strategies and general principles of professional curiosity
- Consider the importance of effective communication and information sharing in professional curiosity
- Recognise to role of professional challenge and differing perspectives in strengthening professional curiosity
- Appreciate the importance of supervision in developing ethical understanding and curiosity

Social Work Teams	Social Work Assistant	📍
	Social Work Degree Trainee	📍
	Newly Qualified Social Worker	📍
	Social Worker	📍
	Advanced Practitioner	📍
	Assistant Team Manager	📍
Occupational Therapy	Occupational Therapy Assistant	📍
	Occupational Therapy Degree Trainee	📍
	Newly Qualified Occupational Therapist	📍
	Occupational Therapist	📍
	Advanced Practitioner	📍
	Assistant Team Manager	📍

## Quality Assurance Practice

Managers working in Social Work & Occupational Therapy teams

This workshop aims to help delegates explore the principles, strategies, methods and importance of quality assurance practice in preventing mistakes and in providing confidence that quality requirements will be consistently fulfilled.

- Identify the key principles of quality assurance practice and the relevance of inclusive and professional partnership approaches
- Understand the role of local practice and clinical governance in quality assurance practice and the setting of performance measures/indicators
- Recognise the expectations set out in national and local quality standards and drivers for service provision, including Buckinghamshire Quality Assurance Framework
- Appreciate how operational procedures underpin a cyclical quality assurance process
- Explore how to quality assure practice through supervision in order to facilitate the continuous improvement of person-centred and outcome-based practices
- Consider your contributions to service delivery self-assessment, monitoring, process mapping and assisting continuous improvement

Social Work Teams	Social Work Assistant	
	Social Work Degree Trainee	
	Newly Qualified Social Worker	
	Social Worker	
	Advanced Practitioner	
	Assistant Team Manager	

# Quality Complaints Management (Introduction)

New starters and those with limited experience in managing complaints

- Recognising concerns and complaints with a focus on local resolution
- Improve complaint management
- Look at complaints from the service user/representative’s view
- The role of the Statutory Complaints Officer, Adult Social Care and joint working with other teams
- Have a clear understanding of the complaints process
- What good written complaint responses look like

Home Independence	Social Work Assistant	⊗
	Social Care Assistant	⊗
	Operations Deputy Team Leader	⊗
	Operations Team Leader	⊗
	Operations Deputy Co-ordinator	⊗
	Operations Co-ordinator	⊗
	Registered Manager	⊗
Short Breaks	Social Care Assistant	⊗
	Operations Deputy Team Leader	⊗
	Operations Team Leader	⊗
	Operations Deputy Co-ordinator	⊗
	Operations Co-ordinator	⊗
	Registered Manager	⊗
Social Work Teams	Social Work Assistant	⊗
	Social Work Degree Trainee	⊗
	Newly Qualified Social Worker	⊗
	Social Worker	⊗
	Advanced Practitioner	⊗
	Assistant Team Manager	⊗
	Assistant Team Manager	⊗
Occupational Therapy	Occupational Therapy Assistant	⊗
	Occupational Therapy Degree Trainee	⊗
	Newly Qualified Occupational Therapist	⊗
	Occupational Therapist	⊗
	Advanced Practitioner	⊗
	Assistant Team Manager	⊗
Leadership	Team Manager	⊗
	Head of Service	⊗
	Service Director	⊗

# Quality Complaints Management (Intermediate/Advanced)

Assistant Team Managers, Team Managers, Commissioning Managers, anyone responding to formal complaints.

- Recognising concerns and complaints with a focus on local resolution and responding to complaints
- Improve complaint management
- Using a case study to deepen understanding
- A reminder of the role of the Statutory Complaints Officer, Adult Social Care and joint working with other teams
- A reminder of the complaints process
- What good written complaint responses look like

Social Work Teams	Social Work Assistant	
	Social Work Degree Trainee	
	Newly Qualified Social Worker	
	Social Worker	⊗
	Advanced Practitioner	⊗
	Assistant Team Manager	⊗
Occupational Therapy	Occupational Therapy Assistant	
	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	⊗
	Advanced Practitioner	⊗
	Assistant Team Manager	⊗
Leadership	Team Manager	⊗
	Head of Service	⊗
	Service Director	⊗



## Recording Standards for HIT & SB

Staff working in Home Independence & Short Breaks teams

This workshop looks at key principles in record keeping that lead to safe practices and meet regulatory requirements.

- Understand the importance and scope of good quality record keeping
- Recognise key principles, methods and systems that contribute to complete, accurate, legible and up to date record keeping
- Refresh your understanding of a Record's Life Cycle
- Explore issues of confidentiality and information sharing
- Know your accountability and responsibility in record keeping
- Appreciate the implications of getting record keeping wrong

Home Independence	Social Work Assistant	
	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
Short Breaks	Registered Manager	
	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
Operations Co-ordinator		
Registered Manager		

## Recording Standards for SW & OT

Staff working in Social Work & Occupational Therapy teams

This workshop looks at professional practice, skills and techniques in completing records that are clear, informed, factual and co-produced. This programme is suitable for social workers and their managers who complete care records within their job role.

- Refresh your knowledge of professional standards and local record keeping policies
- Recognise the importance of clear, jargon free, accurate, factual and understandable record keeping for all stakeholders
- Consider the use of incorporating professional curiosity and challenge into practice
- Understand co-production in record keeping through the PARTNERSHIP model
- Explore issues around record keeping in dealing with complaints
- Assess your own record-keeping skills and identify your areas for personal development

Social Work Teams	Social Work Assistant	
	Social Work Degree Trainee	
	Newly Qualified Social Worker	
	Social Worker	
	Advanced Practitioner	
	Assistant Team Manager	
Occupational Therapy	Occupational Therapy Assistant	
	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	
	Assistant Team Manager	

# Safeguarding Adults - Chairing Safeguarding Meetings

Social Workers, Advanced Practitioners, Assistant Team Managers, Team Managers

- To consider the decision-making process in relation to holding various types of safeguarding meetings
- Understand the purpose of each type of meeting
- To understand the relevant legislation in relation to the 'authority' of the meeting and the decisions made
- Understand how to prepare for the meeting and the tasks involved
- Consider the issues surrounding information sharing and confidentiality
- Explore the role of the adult/advocate within safeguarding meetings
- Identify the skills needed to chair safeguarding meetings
- Consider the importance of risk assessment and the Safeguarding plan
- 

Social Work Teams	Social Work Assistant	
	Social Work Degree Trainee	
	Newly Qualified Social Worker	
	Social Worker	
	Advanced Practitioner	Ⓢ
	Assistant Team Manager	Ⓢ
Occupational Therapy	Occupational Therapy Assistant	
	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	
	Assistant Team Manager	

# Safeguarding Adults Level 1 Awareness

All staff working in Adult Social Care & Health

To provide you with an awareness around Safeguarding Adults so you will have the confidence to report matters through identified routes. It will centre upon and provide you with confidence in the areas of recognising, responding, recording, reporting and reviewing when you may have a concern for an adult. In addition, you will learn about the importance of protecting the rights of adults and how critical partnership working is.

- Describe what Safeguarding Adults means
- Understand the principles of Safeguarding Adults
- Recognise the categories and indicators of abuse of adults at risk of harm
- Know how to respond to a safeguarding concern
- Understand how safeguarding adults is managed correctly in the context of the Mental Capacity Act
- Know who to report your safeguarding concerns to

[Click here to view the course](#)

Home Independence	Social Work Assistant	Ⓢ
	Social Care Assistant	Ⓢ
	Operations Deputy Team Leader	Ⓢ
	Operations Team Leader	Ⓢ
	Operations Deputy Co-ordinator	Ⓢ
	Operations Co-ordinator	Ⓢ
	Registered Manager	Ⓢ
Short Breaks	Social Care Assistant	Ⓢ
	Operations Deputy Team Leader	Ⓢ
	Operations Team Leader	Ⓢ
	Operations Deputy Co-ordinator	Ⓢ
	Operations Co-ordinator	Ⓢ
Registered Manager	Ⓢ	
Social Work Teams	Social Work Assistant	Ⓢ
	Social Work Degree Trainee	Ⓢ
	Newly Qualified Social Worker	Ⓢ
	Social Worker	Ⓢ
	Advanced Practitioner	Ⓢ
Assistant Team Manager	Ⓢ	
Occupational Therapy	Occupational Therapy Assistant	Ⓢ
	Occupational Therapy Degree Trainee	Ⓢ
	Newly Qualified Occupational Therapist	Ⓢ
	Occupational Therapist	Ⓢ
	Advanced Practitioner	Ⓢ
	Assistant Team Manager	Ⓢ
Leadership	Team Manager	Ⓢ
	Head of Service	Ⓢ
	Service Director	Ⓢ

## Safeguarding Level 2 Person Centred

Staff working in Adult Social Care & Health who have direct contact with residents

You must have completed Level 1 before booking onto Level 2.

This session will enable participants to understand the core principles for adult safeguarding and provide a good understanding of how to make safeguarding personal.

- Demonstrate an understanding of the requirements of the Care Act 2014 in relation to adult safeguarding
- Be able to describe personalised responses to adults at risk of harm that reflect the principles of safeguarding
- Understand their roles and responsibilities
- Understand the roles and responsibilities of partner agencies
- Consider the issues surrounding consent, capacity, confidentiality and information sharing
- Describe the key steps and timescales of the adult safeguarding pathway in line with policy and procedures
- Understand what informs a decision to undertake an enquiry

Home Independence	Social Work Assistant	⊕
	Social Care Assistant	⊕
	Operations Deputy Team Leader	⊕
	Operations Team Leader	⊕
	Operations Deputy Co-ordinator	⊕
	Operations Co-ordinator	⊕
	Registered Manager	⊕
	Registered Manager	⊕
Short Breaks	Social Care Assistant	⊕
	Operations Deputy Team Leader	⊕
	Operations Team Leader	⊕
	Operations Deputy Co-ordinator	⊕
	Operations Co-ordinator	⊕
Registered Manager	⊕	
Social Work Teams	Social Work Assistant	⊕
	Social Work Degree Trainee	⊕
	Newly Qualified Social Worker	⊕
	Social Worker	⊕
	Advanced Practitioner	⊕
	Assistant Team Manager	⊕
Occupational Therapy	Occupational Therapy Assistant	⊕
	Occupational Therapy Degree Trainee	⊕
	Newly Qualified Occupational Therapist	⊕
	Occupational Therapist	⊕
	Advanced Practitioner	⊕
Assistant Team Manager	⊕	
Leadership	Team Manager	⊕
	Head of Service	⊕
	Service Director	⊕
	Service Director	⊕

## Safeguarding Level 3 Making Enquiries

Staff working in Adult Social Care & Health who are involved in undertaking safeguarding enquiries

You must have completed Levels 1 & 2 before booking onto Level 3.

This session will enable participants to understand how to undertake effective outcome-based safeguarding adults enquiries in line with local policies and procedures. They will clearly understand the purpose and criteria for a Section 42 enquiry and know how to respond to concerns and referrals.

- Identified factors that contribute towards a decision to undertake a Section 42 Enquiry
- Identified who can carry out an enquiry
- Described the factors that contribute towards a Provider-Led Enquiry
- Identified the objectives of a Section 42 Enquiry
- Identified a need for independent advocacy
- Worked with an adult/in their best interests to develop an action plan
- Identified a range of possible actions
- Developed a safeguarding plan

Home Independence	Social Work Assistant	
	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
Registered Manager	⊕	
Short Breaks	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
Registered Manager	⊕	
Social Work Teams	Social Work Assistant	
	Social Work Degree Trainee	
	Newly Qualified Social Worker	
	Social Worker	⊕
	Advanced Practitioner	⊕
Assistant Team Manager	⊕	
Occupational Therapy	Occupational Therapy Assistant	
	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	⊕
Assistant Team Manager	⊕	
Leadership	Team Manager	⊕
	Head of Service	⊕
	Service Director	⊕
	Service Director	⊕

## Safeguarding Level 4 Management & Leadership

Managers in Adult Social Care & Health with supervisory roles who have a lead safeguarding responsibility and responsibility for making decisions about actions and next steps

You must have completed Levels 1 - 3 before booking onto Level 4.

By completing this one-day programme, participants will understand their role in supervising staff, chairing meetings and applying best practice in safeguarding adults.

- How to lead the development of effective policy and procedures for Safeguarding Adults services in your organisation
- How to ensure plans and targets for Safeguarding Adults are embedded at a strategic level across your organisation
- How to develop and maintain systems to ensure the involvement of those who use your services in the evaluation and development of your Safeguarding Adults services
- How to promote awareness of Safeguarding Adults systems within your organisation and outside of your organisation

Social Work Teams	Social Work Assistant	
	Social Work Degree Trainee	
	Newly Qualified Social Worker	
	Social Worker	
	Advanced Practitioner	
	Assistant Team Manager	
	Assistant Team Manager	
Occupational Therapy	Occupational Therapy Assistant	
	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	
	Assistant Team Manager	
Leadership	Team Manager	Ⓢ
	Head of Service	Ⓢ
	Service Director	Ⓢ

## Safeguarding Practice & Decision-Making

Social Workers, Occupational Therapists, Advanced Practitioners, Assistant Team Managers, Team Managers, Heads of Service and Service Directors

This session will enable participants to confidently make and record evidence-based safeguarding eligibility decisions in line with national and locality guidance. Participants will be clear about adult safeguarding intervention options and how guidance and eligibility criteria inform and guide their own practice and decision-making.

- Confidence to make evidence-based safeguarding eligibility decisions
- Develop an understanding and confidence in the Care Act 2014 section 42 eligibility criteria and how this translates into practice
- Develop skills in recording evidence-based rationale to support decision-making based on facts
- Familiarity and confidence in working with the “Confidence in Safeguarding Practice and Decision-Making” guidance alongside Buckinghamshire Council Safeguarding procedures and guidance

Social Work Teams	Social Work Assistant	
	Social Work Degree Trainee	
	Newly Qualified Social Worker	
	Social Worker	
	Advanced Practitioner	
	Assistant Team Manager	
	Assistant Team Manager	
Occupational Therapy	Occupational Therapy Assistant	
	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	
	Assistant Team Manager	
Leadership	Team Manager	
	Head of Service	
	Service Director	

# Self-Neglect and Hoarding Level 1

Staff working in Home Independence, Short Breaks, Social Work and Occupational Therapy teams

This course provides an awareness of self-neglect and hoarding and the key concepts of support.

- Identify what constitutes as self-neglect and what signals self-neglect
- Have working knowledge of the Mental Health Act and Mental Capacity Act in relation to self-neglect
- Identify when the Court of Protection could be considered
- Understand the importance of multi-agency information sharing and creating robust risk management plans
- Understand the principles of intervention and the key concepts of support
- Awareness of the challenges that may be encountered
- Explain what hoarding is and how it can manifest
- Awareness of other conditions that can co-exist with hoarding
- Describe the impact hoarding can have on an individual
- Know how to support an individual with solution-based support

Home Independence	Social Work Assistant	⊕
	Social Care Assistant	⊕
	Operations Deputy Team Leader	⊕
	Operations Team Leader	⊕
	Operations Deputy Co-ordinator	⊕
	Operations Co-ordinator	⊕
	Registered Manager	⊕
Short Breaks	Social Care Assistant	⊕
	Operations Deputy Team Leader	⊕
	Operations Team Leader	⊕
	Operations Deputy Co-ordinator	⊕
	Operations Co-ordinator	⊕
	Registered Manager	⊕
Social Work Teams	Social Work Assistant	⊕
	Social Work Degree Trainee	⊕
	Newly Qualified Social Worker	⊕
	Social Worker	⊕
	Advanced Practitioner	⊕
	Assistant Team Manager	⊕
Occupational Therapy	Occupational Therapy Assistant	⊕
	Occupational Therapy Degree Trainee	⊕
	Newly Qualified Occupational Therapist	⊕
	Occupational Therapist	⊕
	Advanced Practitioner	⊕
Assistant Team Manager	⊕	
Leadership	Team Manager	
	Head of Service	
	Service Director	

# Self-Neglect & Hoarding Level 2

Staff working in Social Work & Occupational Therapy teams

You must have completed Self-Neglect level 1 to attend this course.

The course provides a higher level of awareness of self-neglect and hoarding. The course also covers what hoarding is and the risks associated with this.

- Define self-neglect and list the signs of self-neglect
- Explain what is meant by the self-neglect threshold and pathway
- Evaluate how a multi-agency works to support an individual
- List the challenges that could be presented in self-neglect
- Describe the practitioner's role in self-neglect
- Define the term hoarding
- Explain how to use the clutter ratings
- Describe the primary types and manifestations of hoarding
- Explain the risks of hoarding and the appropriate response
- Highlight areas of the Safeguarding Adults Framework that impact their own role
- Explain the link with Obsessive Compulsive Disorder (OCD)
- List comorbid and associated disorders of hoarding and explain their link
- Describe the assessment process and the treatment options available

Social Work Teams	Social Work Assistant	⊕
	Social Work Degree Trainee	⊕
	Newly Qualified Social Worker	⊕
	Social Worker	⊕
	Advanced Practitioner	⊕
	Assistant Team Manager	⊕
Occupational Therapy	Occupational Therapy Assistant	⊕
	Occupational Therapy Degree Trainee	⊕
	Newly Qualified Occupational Therapist	⊕
	Occupational Therapist	⊕
	Advanced Practitioner	⊕
Assistant Team Manager	⊕	
Leadership	Team Manager	
	Head of Service	
	Service Director	

# Stoma Care

Staff working in Home Independence & Short Breaks teams

This course has been developed for staff who are involved in stoma care. Learners will gain the knowledge of how and why stomas are used and will gain an understanding of how to care for the stoma within the boundaries of their role.

- Describe the relevant anatomy and physiology
- Demonstrate how to care for and support the individual during and after the procedure
- List reasons why a stoma is required
- Identify the different types of stoma
- Demonstrate how to change a stoma bag

Home Independence	Social Work Assistant	
	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	
Short Breaks	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	

# Strength Based Assessments

Staff working in Social Work and Occupational Therapy teams

This workshop will provide staff with the knowledge, understanding and skills to undertake strength-based assessments under the Care Act 2014. The aim of the workshop is to enable professionals to be able to conduct assessments collaboratively and holistically through adopting strength-based approaches to support people to use their own strengths and assets to prevent and delay care and support needs.

- Describe how strength-based approaches fit with the customer journey through the statutory assessment process
- Explain ways to prevent and delay care and support needs using a strength-based approach
- Describe a range of strength-based approaches and tools that can be used during the assessment process
- Explain how to use a strength-based approach to determine eligible and personal outcomes
- Explain how strength-based interventions support the person’s outcomes and aspirations identified in the assessment at the care and support planning stage
- Explain ‘professional curiosity’ in the context of assessment
- Explain the importance of being able to come to and record a reasoned, defensible decision

Social Work Teams	Social Work Assistant	Ⓢ
	Social Work Degree Trainee	Ⓢ
	Newly Qualified Social Worker	Ⓢ
	Social Worker	Ⓢ
	Advanced Practitioner	Ⓢ
	Assistant Team Manager	Ⓢ
Occupational Therapy	Occupational Therapy Assistant	Ⓢ
	Occupational Therapy Degree Trainee	Ⓢ
	Newly Qualified Occupational Therapist	Ⓢ
	Occupational Therapist	Ⓢ
	Advanced Practitioner	Ⓢ
	Assistant Team Manager	Ⓢ

# Strength Based Care and Support Planning

Staff working in Social Work and Occupational Therapy teams

This workshop will provide staff with the knowledge, understanding and skills to undertake Care and Support Planning under the Care Act 2014.

The aim of the workshop is to enable professionals to identify a person's strengths and assets, identify the difference between those needs Buckinghamshire Council has a duty to meet (eligible) and other needs (non-eligible), assess risk and have the tools to hold strength-based conversations during care and support planning.

- Explain strength-based practice in care, support planning and risk assessment and how this applies to your own role
- Identify the drivers in culture and processes that can default workers and citizens to a deficit- based approach
- Describe strategies for overcoming expectations for a deficit-based approach by using co- production techniques
- Explain how strength-based approaches are underpinned by the Care Act
- Explain the benefits of a strength-based approach and ways to incorporate into care planning and risk assessment
- Explain best practice principles in recording decisions and obtaining consent

Social Work Teams	Social Work Assistant	
	Social Work Degree Trainee	
	Newly Qualified Social Worker	
	Social Worker	
	Advanced Practitioner	
	Assistant Team Manager	
	Occupational Therapy Assistant	
Occupational Therapy	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	
	Assistant Team Manager	

# Strength Based Carer's Approach

Staff working in Social Work and Occupational Therapy teams

This workshop, aimed at care and support workers, will enable staff to support strength-based conversations to identify and maximise a person's strengths and assets during the assessment, eligibility and care and support planning.

- Describe a range of strength-based approaches and tools that can be used during the assessment process
- Explain how to use a strength-based approach to determine eligible and personal outcomes
- Explain how strength-based interventions support the carers' outcomes and aspirations identified in the assessment at the care and support planning stage
- Explain 'professional curiosity' in the context of assessment
- Explain the importance of being able to come to and record a reasoned, defensible decision

Social Work Teams	Social Work Assistant	
	Social Work Degree Trainee	
	Newly Qualified Social Worker	
	Social Worker	
	Advanced Practitioner	
	Assistant Team Manager	
	Occupational Therapy Assistant	
Occupational Therapy	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	
	Assistant Team Manager	

## Strength Based Reviews

Staff working in Social Work and Occupational Therapy teams

This workshop will provide staff with the knowledge, understanding and skills to undertake reviews under the Care Act 2014.

The aim of the workshop is to enable professionals to ensure that reviews are carried out using strength-based approaches collaboratively and holistically to identify whether a care and support plan is working or needs amending,

- Describe how strength-based approaches fit with the customer journey through the statutory review process
- Describe strength-based tools that can be used to reflect on a person's care and support plan
- Describe strength-based tools that can be used to reflect on whether a person's care and support needs have changed
- Explain 'professional curiosity' in the context of reviews
- Explain how to balance the views of the person with the resources available to the council to meet outcomes and aspirations
- Explain how a person's personal and community assets can contribute to a care and support plan to meet outcomes and aspirations
- Explain the importance of being able to come to and record a reasoned, defensible decision

Social Work Teams	Social Work Assistant	
	Social Work Degree Trainee	
	Newly Qualified Social Worker	
	Social Worker	
	Advanced Practitioner	
Occupational Therapy	Assistant Team Manager	
	Occupational Therapy Assistant	
	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	
	Assistant Team Manager	

## Strength Based Supervision

Staff working in Home Independence & Short Breaks, Social Work and Occupational Therapy teams with responsibility for supervising staff, and Leadership & Management staff.

This workshop looks at the practice and importance of strength-based approaches in supervision and explores the management of difficult or challenging conversation within supervision.

- Explore key principles of strength-based supervision compared to traditional approaches to supervision
- Identify the relationship between Buckinghamshire's Better Lives strategy and strength-based supervision
- Describe the role of the supervisor in creating an environment that facilitates strength-based approaches in supervision
- Consider how to use strength-based supervision to recognise skills, build confidence and progressively challenge practitioners
- Investigate how to apply the Buckinghamshire Better Lives Policy: Supervision, and the related documents to support your strength-based approach

Home Independence	Social Work Assistant	
	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	
Short Breaks	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Registered Manager	
Social Work Teams	Social Work Assistant	
	Social Work Degree Trainee	
	Newly Qualified Social Worker	
	Social Worker	
	Advanced Practitioner	
	Assistant Team Manager	
Occupational Therapy	Occupational Therapy Assistant	
	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	
	Assistant Team Manager	
Leadership	Team Manager	
	Head of Service	
	Service Director	



# Refresher Training

## Advanced Care Planning for HIT and SB

Staff working in Home Independence (HIT) & Short Breaks teams (SB)

- Describe the legal framework surrounding advance care planning
- Explain what advance care planning and advance directives are
- Identify the benefits of advance care planning
- Explain how information will be gathered for an advance care plan and with whom and when this might be shared
- Provide appropriate and timely advice to individuals and families about legal provisions related to advance care planning
- Carry out timely conversations in advance care planning
- Share information appropriately, adhering to GDPR and safeguarding guidelines

Home Independence	Social Work Assistant	Ⓢ
	Social Care Assistant	Ⓢ
	Operations Deputy Team Leader	Ⓢ
	Operations Team Leader	Ⓢ
	Operations Deputy Co-ordinator	Ⓢ
	Operations Co-ordinator	Ⓢ
	Registered Manager	Ⓢ
Short Breaks	Social Care Assistant	Ⓢ
	Operations Deputy Team Leader	Ⓢ
	Operations Team Leader	Ⓢ
	Operations Deputy Co-ordinator	Ⓢ
	Operations Co-ordinator	Ⓢ
Registered Manager	Ⓢ	
Leadership	Team Manager	Ⓢ
	Head of Service	Ⓢ
	Service Director	Ⓢ

## Advanced Care Planning for SW & OT

Staff working in Social Work (SW) & Occupational Therapy (OT) teams

- Describe the legal framework surrounding advance care planning
- Identify the role of social work in advance care planning
- Discuss people's attitudes and fears towards death and dying; recognising it is unique to each individual
- Describe communication techniques to tackle supporting individuals facing poor or uncertain prognosis and end of life
- Explain how to support decisions for people without capacity
- Explain ways to ensure accessibility of information across agencies to ensure individual preferences are known
- Provide appropriate and timely advice to individuals and families about legal provisions related to advance care planning
- Carry out timely conversations in advance care planning
- Have undertaken/referred to a mental capacity assessment where required ahead of advance care plan
- Record advance care planning decisions confidently
- Share information appropriately, adhering to GDPR and safeguarding guidelines

Social Work Teams	Social Work Assistant	Ⓢ
	Social Work Degree Trainee	Ⓢ
	Newly Qualified Social Worker	Ⓢ
	Social Worker	Ⓢ
	Advanced Practitioner	Ⓢ
	Assistant Team Manager	Ⓢ
Occupational Therapy	Occupational Therapy Assistant	Ⓢ
	Occupational Therapy Degree Trainee	Ⓢ
	Newly Qualified Occupational Therapist	Ⓢ
	Occupational Therapist	Ⓢ
	Advanced Practitioner	Ⓢ
	Assistant Team Manager	Ⓢ
Leadership	Team Manager	Ⓢ
	Head of Service	Ⓢ
	Service Director	Ⓢ

## Anti-Discriminatory and Anti-Oppressive Practice for HIT & SB

[Click here for the course description](#)

## Anti-Discriminatory and Anti-Oppressive Practice for SW & OT

[Click here for the course description](#)

## Autism: Awareness Level 1

[Click here for the course description](#)

## Autism: Intermediate Level 2

Staff working in Social Work and Occupational Therapy teams

This advanced workshop will explore current thinking on autism and identify strategies of support when working with clients with autism.

- Have refreshed your understanding of the autism spectrum
- Understand how behaviour is a form of communication
- Understand why a person-centred approach is needed
- Be better prepared for assessments and visits

Social Work Teams	Social Work Assistant	Ⓜ
	Social Work Degree Trainee	Ⓜ
	Newly Qualified Social Worker	Ⓜ
	Social Worker	Ⓜ
	Advanced Practitioner	Ⓜ
Assistant Team Manager	Ⓜ	
Occupational Therapy	Occupational Therapy Assistant	Ⓜ
	Occupational Therapy Degree Trainee	Ⓜ
	Newly Qualified Occupational Therapist	Ⓜ
	Occupational Therapist	Ⓜ
	Advanced Practitioner	Ⓜ
	Assistant Team Manager	Ⓜ

## Basic Life Support

[Click here for the course description](#)

## Domestic Abuse Level 1

[Click here for the course description](#)

## Domestic Abuse Level 2

[Click here for the course description](#)

## Driver/Escort

Staff working in Short Breaks teams

This training is for staff using minibuses or vehicles to transport people with impaired mobility and may be required to restrain occupied wheelchairs with WTORs.

- The correct strategies for assisting people into a vehicle will be discussed and practised
- Confidence dealing with unpredictable events
- There will be an opportunity to practise securing wheelchairs into a vehicle
- Wheelchair pushing will be practised, emphasising person centred strategies
- Relevant legal issues

Short Breaks	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	

## Emergency First Aid at Work (1 day)

[Click here for the course description](#)

## Epilepsy and Buccal Midazolam

[Click here for the course description](#)

## Fire Warden

[Click here for the course description](#)

## First Aid at Work (3 day)

[Click here for the course description](#)

## Food Hygiene Certificate L2

[Click here for the course description](#)

## Infection Control /Donning PPE

[Click here for the course description](#)

## Manual Handling Facilitator Update (1 day)

Staff working in Home Independence and Short Breaks

This course is to provide trainers of manual handling the opportunity to update their knowledge and skills with regards to teaching current best practice. It is offered only to those who have successfully completed the 5-day key trainer course and where appropriate attended a key trainer update annually.

- Been reminded of the basic anatomy; biomechanics and causes of back injury
- Reviewed current and relevant legislation and cases with regards to balanced decision making and improving quality of care through best practice
- Reflected on workplace policies, procedures, training and practices
- Demonstrated the ability to teach up-to-date practice in an effective way
- Participated in a range of current practical techniques

The certificate will be valid for one year.

Home Independence	Social Work Assistant	
	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	
Short Breaks	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	
Occupational Therapy	Occupational Therapy Assistant	
	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	
Assistant Team Manager		

## Manual Handling Refresher

Staff working in Home Independence and Short Breaks

As a refresher session, ongoing monitoring and supervision in the workplace by management is an essential requirement under Health & Safety law.

This course refreshes the problems associated with caring for people needing assistance with moving or who use a wheelchair.

- Review spinal anatomy and biomechanics to enable staff to understand the importance of back care in the workplace and all aspects of daily life
- Discuss appropriate legislation and their relevance to the assessment of people needing assistance when moving or being moved
- Explore the importance of balanced decision making with regards to equality for people with care needs and/or disability
- Participate and discuss a range of current techniques and strategies for working with clients/patients requiring assistance with mobility
- Practice using a range of large and small handling equipment designed to aid client/patient transfers in line with current accepted good practice
- Consider strategies to assist the falling/fallen client/patient
- Ongoing tutor monitoring will reinforce good practice during the session and emphasise the dangers to client/ patient and staff of unsafe methods

Home Independence	Social Work Assistant	
	Social Care Assistant	Ⓢ
	Operations Deputy Team Leader	Ⓢ
	Operations Team Leader	Ⓢ
	Operations Deputy Co-ordinator	Ⓢ
	Operations Co-ordinator	Ⓢ
	Registered Manager	Ⓢ
Short Breaks	Social Care Assistant	Ⓢ
	Operations Deputy Team Leader	Ⓢ
	Operations Team Leader	Ⓢ
	Operations Deputy Co-ordinator	Ⓢ
	Operations Co-ordinator	Ⓢ
	Registered Manager	Ⓢ
Occupational Therapy	Occupational Therapy Assistant	Ⓢ
	Occupational Therapy Degree Trainee	Ⓢ
	Newly Qualified Occupational Therapist	Ⓢ
	Occupational Therapist	Ⓢ
	Advanced Practitioner	Ⓢ
	Assistant Team Manager	Ⓢ

## Medication: Safe Handling of Medicines for Care Homes

[Click here for the course description](#)

## Medication: Safe Handling of Medicines for DOM Care

[Click here for the course description](#)

## Mental Capacity Act Level 1

[Click here for the course description](#)

## Mental Capacity Act Level 2

[Click here for the course description](#)

## Positive Behaviour Support/What's the Message

[Click here for the course description](#)

## Professional Curiosity

[Click here for the course description](#)

## Recording Standards for HIT & SB

[Click here for the course description](#)

## Recording Standards for SW & OT

[Click here for the course description](#)

## Safeguarding Adults - Chairing Safeguarding Meetings

[Click here for the course description](#)

## **Safeguarding Level 2 Person Centred**

[Click here for the course description](#)

## **Safeguarding Level 3 Making Enquiries**

[Click here for the course description](#)

## **Safeguarding Level 4 Management & Leadership**

[Click here for the course description](#)

## **Safeguarding Practice & Decision-Making**

[Click here for the course description](#)

## **Self-Neglect and Hoarding Level 1**

[Click here for the course description](#)

## **Self-Neglect & Hoarding Level 2**

[Click here for the course description](#)

## **Strength Based Assessments**

[Click here for the course description](#)

## **Strength Based Care and Support Planning**

[Click here for the course description](#)

## **Strength Based Carer's Approach**

[Click here for the course description](#)

## **Strength Based Reviews**

[Click here for the course description](#)

## **Strength Based Supervision**

[Click here for the course description](#)

# Additional Training for Existing Staff

## Assessing the Care Certificate

Staff working in Home Independence & Short Breaks teams

This is a short demonstration workshop delivered by our e-learning provider Grey Matter Group.

- Adding the care certificate to a staff member's account
- Checking progress
- Adding evidence
- Linking assessments
- Sign off modules

The session will be approximately 15 minutes with 15 minutes for Q&A after the demonstration.

Home Independence	Social Work Assistant	
	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	
Short Breaks	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	

## Dealing with Death and Dying

Staff working in Home Independence & Short Breaks teams

People working at all levels within care and support will form bonds with individuals and can become very attached to those they support. Working in a personalised way brings a greater understanding of the lives of individuals and their families and with this, brings connections on a personal level.

For these reasons, when someone you support becomes unwell and dies, it can trigger a whole range of emotions which can be difficult to understand and cope with.

This session is designed to provide support, guidance and coping strategies to those who have already, or may in the future, experience loss.

- Understand the phases of dying
- The practical steps to take when someone dies
- Understand the 7 stages of grief
- Explore the common feelings and emotions surrounding grief
- Develop a better understanding of how to look after your own self and well-being through:
  - Resilience
  - Mindfulness
  - Grounding techniques
  - Coping with change
  - Develop an understanding of how to support others through grief

Home Independence	Social Work Assistant	
	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	
Short Breaks	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	

## Delirium Awareness

Staff working in Home Independence & Short Breaks teams

- Describe the main types and signs of delirium
- Identify the groups most at risk
- Explain the main causes of delirium
- Describe the importance of timely detection and the consequences of undetected delirium
- Identify tools that can be used to identify and report delirium
- Explain ways to prevent delirium

Home Independence	Social Work Assistant	
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	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
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Short Breaks	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	

## Dementia: Meaningful Engagements

Staff working in Social Work & Occupational Therapy teams

This course follows on from Dementia awareness training and is a skills-based course. The course provides participants with evidence and understanding about the link between meaningful engagement and wellbeing.

Participants learn how to make a baseline assessment of peoples' experiences of dementia and of their treatment setting. The assessment approach can also be used to measure the impact of practice development. In addition, participants explore techniques to help them to connect with people with dementia; including person centred planning to support people with dementia to use their skills through meaningful engagement.

Home Independence	Social Work Assistant	
	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	
Social Work Teams	Social Work Assistant	
	Social Work Degree Trainee	
	Newly Qualified Social Worker	
	Social Worker	
	Advanced Practitioner	
Occupational Therapy	Assistant Team Manager	
	Occupational Therapy Assistant	
	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	
Assistant Team Manager		

# Health and Neurological Conditions

Staff working in Social Work and Occupational Therapy teams

This workshop will explore the most common neurological conditions, such as epilepsy, strokes, multiple sclerosis, Parkinson’s and Functional Neurological Disorder (FND), and how to work with people who suffer from neurological conditions.

- Be able to identify the most common neurological conditions
- Know how symptoms present in these conditions and how to identify and report decline
- Know how these conditions can impact in multiple areas of a person’s life
- Be able to recognise cardiac arrest and deliver Cardio-Pulmonary Resuscitation
- Be able to identify key sources of information, support and signposting

Home Independence	Social Work Assistant	
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	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	
Short Breaks	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Registered Manager	
Social Work Teams	Social Work Assistant	
	Social Work Degree Trainee	
	Newly Qualified Social Worker	
	Social Worker	
	Assistant Team Manager	
Occupational Therapy	Occupational Therapy Assistant	
	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	
	Assistant Team Manager	

# Influencing Decision Making

Managers working in Home Independence & Short Breaks, Social Work and Occupational Therapy teams

This workshop aims to help managers explore how to make decisions effectively and consider the best interests of those who will be affected by them.

- Be able to analyse the purpose, nature and types of decision making
- Be aware of the relationship between decision making and problem solving
- Explore models and methods of decision making that are most effective and consider their impact on others
- Be able to identify approaches that foster collaboration and provide support when engaging others in decision making
- Recognise the importance of gathering feedback and valid data in making informed decisions
- Critically evaluate your own strengths and areas of development in the management decision-making process

Social Work Teams	Social Work Assistant	
	Social Work Degree Trainee	
	Newly Qualified Social Worker	
	Social Worker	
	Assistant Team Manager	
Occupational Therapy	Occupational Therapy Assistant	
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	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Assistant Team Manager	
Leadership	Team Manager	
	Head of Service	
	Service Director	



# Interaction of Adult Social Care Legislation

Staff in Social Work & Occupational Therapy teams

- The complex relationship between professional ethics, the application of the law and the impact of social policy
- The key principles of the Care Act 1989 and other relevant legislation in the area of adult social care, including mental health
- The impact of the law on the responsibilities and duties owed to adults, and the impact on everyday social work practice
- Your responsibilities as a social worker to the service user
- How the law impacts on social work practice, local authority’s policy and the need to act within the law
- The impact of Human Rights on decision making
- Application of the law and the local authority’s responsibilities to support vulnerable adults
- The interplay of the Care Act 2014, and other key legislation in Adult Social Care including mental capacity, mental health in the protection of vulnerable adults
- The court process and the role of the adult social worker with court proceedings
- How the local authority can be challenged if it “fails” in its duty to care
- Participants will be provided with relevant and up to date case law, guidance, legislation and examples of good practice

Social Work Teams	Social Work Assistant	
	Social Work Degree Trainee	
	Newly Qualified Social Worker	
	Social Worker	
	Advanced Practitioner	
	Assistant Team Manager	
Occupational Therapy	Occupational Therapy Assistant	
	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	
	Assistant Team Manager	
Leadership	Team Manager	
	Head of Service	
	Service Director	

# Managing Difficult Conversations with Families

Staff working in Social Work and Occupational Therapy teams

This workshop looks at how adult social care professionals can prepare for and manage challenging communication dynamics and difficult conversations with families in their practice.

- Understand how the model of transactional analysis can improve communication for professionals working with families
- Appreciate the importance of gathering facts, and considering emotional responses when planning difficult conversations
- Identify strategies to manage unexpected disturbing situations/environments to minimise fraught and unproductive conversations
- Explore strength-based approaches to managing difficult and contentious conversations around conflicting needs and preferences
- Recognise the signals of dissonance or disagreement in a family and how to remain focused and productive
- Appreciate the skills and professional behaviours required to represent the preferences and needs of your clients in multi-disciplinary forums
- Reflect on the impact of difficult interactions or conversations on you as the adult social care professional

Social Work Teams	Social Work Assistant	
	Social Work Degree Trainee	
	Newly Qualified Social Worker	
	Social Worker	
	Advanced Practitioner	
	Assistant Team Manager	
Occupational Therapy	Occupational Therapy Assistant	
	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	
	Assistant Team Manager	

# MCA Court of Protection Workshop

You must have completed MCA/DOLS L1 & L2 before attending this session.

Does the prospect of applying to Court concern you? Do you think about whether your decision about capacity or best interests could be challenged? Do you know what the Court of Protection is and what it can do? The Office of the Public Guardian? Come along and learn how the involvement of the Court can help you and your client.

- The roles and responsibilities of the Court of Protection and the Office of the Public Guardian
- The range of applications that the Court of Protection will deal with
- How the Court of Protection protects people who lack capacity, particularly in its approach to best interests

Social Work Teams	Social Work Assistant	
	Social Work Degree Trainee	
	Newly Qualified Social Worker	
	Social Worker	
	Advanced Practitioner	
	Assistant Team Manager	
Occupational Therapy	Occupational Therapy Assistant	
	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	
	Assistant Team Manager	
Leadership	Team Manager	
	Head of Service	
	Service Director	

# MCA Assessing Capacity - Social Media and Internet Use

You must have completed MCA/DOLS L1 & L2 before attending this session.

Could you name a range of popular social media tools? Are you confident you could describe relevant information for a decision to use the internet and social media? How do you balance a person's right to have contact with others online, with risk, in this fast developing area?

- The range of social media apps with which people use to make contact with others
- The rights and risks associated with using the internet and social media
- The test for capacity to use the internet and social media to contact others
- The importance of the United Nations Convention on the Rights of Persons with Disabilities

Social Work Teams	Social Work Assistant	
	Social Work Degree Trainee	
	Newly Qualified Social Worker	
	Social Worker	
	Advanced Practitioner	
	Assistant Team Manager	
Occupational Therapy	Occupational Therapy Assistant	
	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	
	Assistant Team Manager	
Leadership	Team Manager	
	Head of Service	
	Service Director	

## MCA Assessing Capacity - What's love got to do with it

You must have completed MCA/DOLS L1 & L2 before attending this session.

Are you confident about what to do when someone is getting into a risky situation relating to sex? What does a person need to be able to understand, use or weigh in order to decide to marry?

- The "salient factors" in relation to assessing a person's capacity to:
  - marry
  - engage in sexual relations (including using contraception)
- The factors which are not relevant to capacity to consent to sexual relations and the reason why
- Whether a person can understand the need for the other to consent to sex

Social Work Teams	Social Work Assistant	
	Social Work Degree Trainee	
	Newly Qualified Social Worker	
	Social Worker	
	Advanced Practitioner	
	Assistant Team Manager	
Occupational Therapy	Occupational Therapy Assistant	
	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	
	Assistant Team Manager	
Leadership	Team Manager	
	Head of Service	
	Service Director	

## MCA Assessing Capacity and Unwise Decisions

You must have completed MCA/DOLS L1 & L2 before attending this session.

What do you do when you're worried about someone making an unwise decision? How do you know whether someone is making an informed lifestyle choice that seems risky?

- The importance of establishing a sound basis for lack of capacity
- The relationship between mental capacity and mental ill health
- The danger of fusing capacity and best interests
- The difference between assenting and consenting

Social Work Teams	Social Work Assistant	
	Social Work Degree Trainee	
	Newly Qualified Social Worker	
	Social Worker	
	Advanced Practitioner	
	Assistant Team Manager	
Occupational Therapy	Occupational Therapy Assistant	
	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	
	Assistant Team Manager	
Leadership	Team Manager	
	Head of Service	
	Service Director	

# MCA Best Interest Workshop

You must have completed MCA/DOLS L1 & L2 before attending this session.

What are the different ways to make a decision in someone's best interests? What is the best interests checklist? How much weight should be placed on someone's wishes? What happens if their present and past wishes are different?

- The approach to best interests decision-making under the MCA 2005
- The difference between "objective best interests" and "substituted judgement"
- The factors to take into account, to make a best interests decision
- Why it is important to take into account a person's wishes

Social Work Teams	Social Work Assistant	
	Social Work Degree Trainee	
	Newly Qualified Social Worker	
	Social Worker	
	Advanced Practitioner	
	Assistant Team Manager	
Occupational Therapy	Occupational Therapy Assistant	
	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	
	Assistant Team Manager	
Leadership	Team Manager	
	Head of Service	
	Service Director	

# Mental Health Level 1: Supporting Customers with Mental Health

Staff working in Home Independence & Short Breaks teams

This workshop aims to raise awareness of mental health, how it can vary and how best to support residents, whilst also building skills to look after your own mental health when supporting people.

- Develop an informed understanding of mental health
- Outline experiences of different mental health problems
- Provide practical guidance and tools for supporting people
- Share information about different types of support
- Explore how we can look after ourselves when supporting others
- Increase confidence around having supportive conversations about mental health

Home Independence	Social Work Assistant	
	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
Occupational Therapy	Registered Manager	
	Occupational Therapy Assistant	
	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	
Assistant Team Manager		

# Motivational Interviewing

Staff working in Social Work teams

Consider the challenges that the motivational interview has set in your experience and explore how to best manage these barriers.

This workshop aims to help delegates recognise motivational interviewing as a guiding style to engage clients and promote autonomy in decision making. Delegates will consider the benefits and challenges that this model presents.

- Explore the scope, general principles and assumptions of motivational interviewing
- Identify the key elements of motivational interviewing including engaging, focusing, evoking and planning and the OARS strategy
- Consider the role of motivational interviewing in addressing the common problem of ambivalence and resistance
- Explore the use of Socratic questions in motivational interviewing
- Investigate the effectiveness of motivational interviewing in strengthening commitment and change

Social Work Teams	Social Work Assistant	
	Social Work Degree Trainee	
	Newly Qualified Social Worker	
	Social Worker	
	Advanced Practitioner	
	Assistant Team Manager	
Occupational Therapy	Occupational Therapy Assistant	
	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	
	Assistant Team Manager	
Leadership	Team Manager	
	Head of Service	
	Service Director	

# Reflective Practice in Action for HIT & SB

Staff working in Home Independence & Short Breaks teams

This workshop aims to help delegates understand the purpose and importance of reflective practice in both negative and positive situations. Delegates will explore how to use reflective practice in everyday practice to facilitate self-awareness, personal growth, development and learning.

- Identify the main purpose and benefits of reflective practice in the workplace
- Explore the skills and attitudes required to foster effective reflective practice
- Identify the primary models of reflection
- Recognise the stages of reflection
- Understand the significance of reflective practice in personal development, improving performance and increasing confidence
- Assess how you can embed reflection into everyday practice

Home Independence	Social Work Assistant	
	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
Short Breaks	Registered Manager	
	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
Operations Co-ordinator		
Registered Manager		

# Reflective Practice in Action for SW & OT

Staff working in Social Work & Occupational Therapy teams

This workshop aims to help delegates identify the importance, benefits and common features of different reflective practice models. Delegates will explore how learning from active reflection and using critical analysis can be integrated into everyday practice to improve professional growth.

- Identify the importance of reflection-in-action and reflection-on-action in professional practice
- Compare and contrast the different reflective practice models and their effectiveness in professional practice
- Understand the importance of critical analysis in reflective practice
- Investigate how reflective practice facilitates personal and professional growth and development, and improved outcomes for clients
- Explore how to demonstrate continuing competence through active reflection

Social Work Teams	Social Work Assistant	
	Social Work Degree Trainee	
	Newly Qualified Social Worker	
	Social Worker	
	Advanced Practitioner	
	Assistant Team Manager	
Occupational Therapy	Occupational Therapy Assistant	
	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	
	Assistant Team Manager	

# Sepsis Awareness

Staff working in Home Independence & Short Breaks teams

- Describe the causes of sepsis
- Identify those most at risk
- Describe the main signs and symptoms of Sepsis
- Explain the differences between Septicaemia, Sepsis, Severe Sepsis and Septic Shock
- Outline the inflammatory process in Sepsis
- Describe ways of preventing Sepsis that are relevant to own role
- Outline ways to identify and report Sepsis
- Identify actions to take following the identification of Sepsis
- Explain how Sepsis stories can be used to develop a greater empathy for individuals with sepsis and sepsis survivors

Home Independence	Social Work Assistant	
	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
Short Breaks	Registered Manager	
	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	

# Technology Enabled Care

Staff working in Home Independence & Short Breaks teams, Social Work and Occupational Therapy

This workshop has been developed to help staff who are looking at support options for clients living in their own homes and supported living to enable them to lead more fulfilling and independent lives.

- Understand the positive outcomes that Assistive Technology can bring
- Explore a range of Assistive Technology products and services available in Bucks
- Know who to refer and how to make a referral to the NRS Assistive Technology Service
- Understand what happens after a referral is made to NRS from assessment to installation

Home Independence	Social Work Assistant	
	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	
Short Breaks	Social Care Assistant	
	Operations Deputy Team Leader	
	Operations Team Leader	
	Operations Deputy Co-ordinator	
	Operations Co-ordinator	
	Registered Manager	
Social Work Teams	Social Work Assistant	
	Social Work Degree Trainee	
	Newly Qualified Social Worker	
	Social Worker	
	Advanced Practitioner	
Occupational Therapy	Assistant Team Manager	
	Occupational Therapy Assistant	
	Occupational Therapy Degree Trainee	
	Newly Qualified Occupational Therapist	
	Occupational Therapist	
	Advanced Practitioner	
Assistant Team Manager		

# Writing Reports for Court

Staff working in Social Work teams

To enable delegates to develop essential skills to write court reports and apply objective assessment criteria to written information. To read and 'weigh' information, select appropriate information and express it effectively to best support the case, and present robust recommendations. Understand court 'etiquette' and enable participants to present information confidently and professionally. The course incorporates compliance with the Care Act 2014.

- Describe their duties when providing reports to the Court
- Outline the Court's expectation of the report writer
- Explain how to use records and notes as primary sources of information
- Describe what makes a good report; importance of language, analysis and recommendations
- Identify the issues, facts and sources and the weight of them –distinguishing between fact, opinion and hearsay
- Confidently apply an objective and critical eye in relation to written information
- Explain when and how to use expert research and theories
- Describe appropriate layout, form and style

Social Work Teams	Social Work Assistant	
	Social Work Degree Trainee	
	Newly Qualified Social Worker	
	Social Worker	
	Advanced Practitioner	
Assistant Team Manager		



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# Adult Social Care

# Specialist Training Programmes Brochure

2022 - 2024



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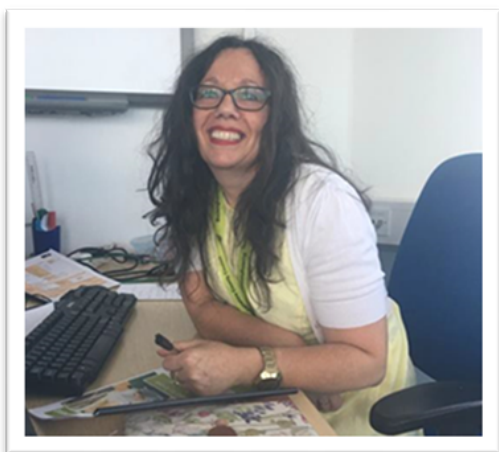
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## Our commitment to you

Developing a workforce that feels connected to and can meet our residents current and future needs is essential to delivering the ambitious outcomes we want to achieve for our residents.

We recognise and value that people are our greatest asset, talented, committed, and passionate about serving our residents. A well-led and well-managed workforce is at the heart of providing high-quality social care support. Ensuring the right workforce, with the right skills and training, is fundamental to delivering these objectives.

Please take the opportunity to read through the brochure and learn what opportunities you have in developing your career with us.



**Jennifer McAteer**  
Service Director  
Quality, Standards and Performance

# Introduction

Welcome to the Adult Social Care Specialist Training Programmes Brochure.

The purpose of this brochure is to provide you with a wide range of learning and development opportunities to enable you to develop, grow and enhance your skills and knowledge as you progress as a specialist and Advanced Practitioner. This brochure is the starting point for offering specialist courses that will support you on your career development.

Whilst some of these programmes primarily focus on social work, we would encourage Occupational Therapists and other professional disciplines to read this brochure. New programmes are being developed regularly, so we will keep you posted with regards to expanding our specialism programme in the near future.



## Steps to consider

1. All requests for specialist training should be considered as part of your learning and development with your line manager.
2. This should form part of your regular supervision with your line manager.
3. Previewing the requisites or requirements is critical to ensure that you are suitably prepared, as well as considering the options open to you to help you meet the programme requirements.
4. For the application process, try to include how you are demonstrating our PACT values – Proud, Ambitious, Collaborative, Trustworthy - they are what we stand for as an organisation and will help you in your interview.
5. When agreed with your line manager, the nomination form will be completed and submitted to the Workforce Team.
6. As an Advanced Practitioner, you are required to have achieved or be working to achieve a post-qualifying award listed in this brochure as outlined in the Careers Progression Framework.
7. Buckinghamshire Council will support you to have up to one hour a week to study for the duration of your course.

# Practice Educator Professional Standards Stage 1 & 2

30 academic credits

## Overview

Being a Practice Educator is a really valuable and worthwhile postgraduate course. It gives an excellent opportunity to remain current in standards of practice, not only for the student but also for the Practice Educator. Practice Educator Professional Standards (PEPS) 1 and 2 are available through Bucks New University (BNU), starting in September each year. Please read the guidance below on outcomes, expectations, and requirements.

## Entry requirements:

- Candidates must have an endorsement by your line manager.
- Candidates must have been successful in last year's Coaching for Performance (C4P).
- Candidates must have completed probation in their current post.
- Candidates must have a minimum of two years post-qualifying experience and experience managing a diverse and complex caseload, be able to make decisions, work effectively in partnership with others and ideally have been involved in supporting newly qualified social workers.
- Candidates must complete PEPS 1 before moving onto PEPS 2.
- Candidates who have completed PEPS 1 and have not supported a student cannot be nominated for PEPS 2.

## Duration

The course will typically run over an academic year of September – August.

- six full-day workshops (details below)
- responsibility for a 100-day statutory placement
- 15 hours of support and assessment from an assessor mentor.



The timing of the teaching sessions is booked to support you through the student placement. Attendance for all sessions is compulsory. Buckinghamshire New University is delivering a hybrid teaching model for all courses so that you will have some online and some face-to-face sessions. The face-to-face sessions will be provided at the High Wycombe Campus.

## Learning outcomes

This course provides an opportunity for you to acquire knowledge and skills in the following:

- auditing and managing the learning environment and process
- adult learning theories, models, and methods of enabling the learning of others
- theories and principles of assessment, including working with struggling/failing students
- values and power issues in practice learning
- service user involvement
- reflective practice.

## The expectation on completion of the course

Becoming a Practice Educator carries a responsibility and commitment from you to maintain your training and learning by having a minimum of one student throughout the academic year, from September to August. Once PEPS 1 is completed, you will be expected to enrol for PEPS 2.

# Best Interest Assessor and BIA Refresher Training

20 academic credits

## Overview

Best Interest Assessor (BIA) is an inter-professional module aiming to equip experienced health and social care practitioners with the skills and knowledge required to undertake a Best Interest Assessment. A Best Interest Assessment is a specific task related to implementing the Deprivation of Liberty Safeguards.

## Entry Requirements

There is a presumption that prior to training for the role, practitioners will already be able to demonstrate a high level of professional practice in their area of specialism and be able to evidence the following:

- Candidates must be endorsed by your manager.
- Candidates must have been successful in last year's Coaching for Performance (C4P).
- Candidates must have completed probation in their current post.
- Candidates must have a minimum of two years post-qualifying experience.
- Working knowledge of the Mental Capacity Act 2005 (MCA) and human rights legislation, for example, assessing capacity and making best-interest decisions.
- Candidates must have the capability to work independently and autonomously.

**Duration** 6 months. It consists of 8 one-day workshops, 50% online and 50% face-to-face.

## Course content:

- Mental capacity legislation and the Deprivation of Liberty Safeguards (DOLS), their related codes of practice, national and local policy guidance.
- Relevant parts of other legislation, codes of practice, national and local policy guidance, in particular, the Human Rights Act 1998, the Mental Health Acts 1983 and 2007, and law/policy related to Adult Safeguarding, such as S.42 Care Act 2014.
- The formal two-stage assessment of capacity.
- The impact of mental disorder on mental capacity, including the effect of social, physical, and developmental factors on a person's ability to make decisions.

## Learning outcomes

The course would lead to trainees developing the following capabilities:

- The ability to apply in practice and maintain knowledge of relevant legal and policy frameworks
- The ability to work in a manner congruent with the presumption of capacity
- The ability to take all practical steps to help someone to make a decision
- The ability to balance a person's right to autonomy and self-determination with their right to safety and respond proportionately
- The ability to make informed, independent best, interest decisions within the context of a Deprivation of Liberty Safeguards (DoLS) assessment
- The ability to effectively assess risk in complex situations and use analysis to make proportionate decisions

## The expectation on completion of the course

You will refresh your practice annually and agree to be part of the BIA rota. The BIA Training will be changing once the Liberty Protection Safeguards training (LPS) Code of Practice is finalised and more updates will be made available in due course.

# Pre-Approved Mental Health Practitioner Level 7

30 academic credits

## Overview

This module will provide students with the historical context of professional practice within Mental health. Students will be exposed to a range of theories, approaches, and models around mental health assessments. The use of relevant case studies will enhance students learning and development of an depth understanding of the theoretical context of Mental Health.

## Entry Requirements

- Candidates must be endorsed by your manager.
- Candidates must have been successful in last year's Coaching for Performance (C4P).
- Candidates must have completed probation in their current post.
- Candidates must have a minimum of two years post-qualifying experience.
- Candidates must have current registration with the appropriate professional statutory body.
- Candidates must have a bachelor's Honours degree with 2:2 in any subject, or equivalent.
- Candidates must also meet the professional requirements set out in Schedule 1 of the Mental Health (AMHP) Regulations 2008\* and hold a professional qualification in social work or occupational therapy.

**Duration** 3 months part time study

## Course Content

The module will help students to develop a critical analysis of the following: Historical context of mental health legislation and practice. An analysis of the socially constructed nature of mental disorders and the different models that can be applied to understand and theorise the concepts. This will include comparing and contrasting medical, psychological, and social models of disability, behaviours and disease. These models will be applied to case studies and contemporary Approved Mental Health Act assessments and practice. The module will also explore the impact of inequality and wider social forces on the lives of people who use mental health services in Britain.

## Learning Outcomes

- Critically evaluate a broad range of competing theories, approaches, and models when conducting mental health assessments.
- Critically analyse the historical and social forces that have shaped professional practice, assessments, treatments, and interventions.
- Use a critical evaluation of relevant social research to inform practice and decision-making in the process of conducting mental health assessments.
- Demonstrate a comprehensive understanding of the contested nature of knowledge and its social construction in relation to the analysis of mental disorders and models of mental health.

## The expectation on completion of the course

Candidates will be expected to progress on the Approved Mental Health Practitioner Programme.

# Approved Mental Health Practitioner Level 7

120 academic credits

## Overview

The primary aim of the Approved Mental Health Professional (AMHP) programme is to provide mental health practitioners with relevant professional knowledge, competency, and skills so that their employers can appoint them to undertake the role of the Approved Mental Health Professional under the Mental Health Act (1983) revised 2007, and associated policies and legislation. The programme will equip mental health practitioners with a critical understanding of the historical and social context that has shaped modern mental health services and practices in Britain. It will also provide an in-depth critical understanding of the legal framework and a wide range of models of mental disorders that will inform your practice as an Approved Mental Health Professional.

## Entry Requirements

- Candidates must be endorsed by your manager.
- Candidates must have been successful in last year's Coaching for Performance (C4P).
- Candidates must have completed probation in their current post.
- Candidates must have a minimum of two years post-qualifying experience.
- Candidates must have completed the pre-AMHP programme.
- Candidates must have current registration with the appropriate professional statutory body.
- Candidates must have a bachelor's Honours degree with 2:2 in any subject, or equivalent.
- Candidates must also meet the professional requirements set out in Schedule 1 of the Mental Health Regulations 2008\* and hold a professional qualification in social work, or occupational therapy.

**Duration** 2 years part time study

## Learning Outcomes

Successful completion of the programme will enable mental health practitioners to demonstrate a critical understanding and application of knowledge and skills in the following areas:

- Knowledge
- Academic Skills
- Practice Skills
- Academic Modules that Support the AMHP Placement
- Mental Health Law, Social Policy and Ethics
- Models of Mental Disorder, Risk Management, Complex Decision Making and the Role of the AMHP

## The expectation on completion of the course

The AMHP has a responsibility to organise and undertake an assessment under the Mental Health Act (MHA) 1983. The AMHP role is crucial to ensure that the rights of people in mental health crisis are protected, that detention is avoided whenever possible, that social issues are considered and that the views of people and families are included in assessments under the MHA. In addition to this, once you have completed the course, you will be part of the Approved Mental Health Practitioner rota.

# Autism Studies PGDip

Academic Credits 180

## Overview

The programme aims to provide detailed knowledge of autism and other developmental disabilities and Provide experience in conducting research or intervention in the field of autism. All teaching is delivered in workshops (2-3 days of attendance for part-time students), with roughly one workshop per month from September- May. All teaching is recorded for distance learning students, alongside one-to-one online tutorials and online consolidation sessions discussing each lecture.

## Duration

- 2 years part time distance learning.
- All teaching is delivered in workshops (2-3 days attendance for part time students) – approximately one workshop per month September- May.
- All teaching is recorded for distance learning students, and they provide one to one online tutorials and online consolidation sessions discussing each lecture

## Entry Requirements

- Candidates must be endorsed by your manager.
- Candidates must have been successful in last year's Coaching for Performance (C4P).
- Candidates must have completed probation in their current post.
- Candidates must have a minimum of two years post-qualifying experience.
- Candidates must have a good honours degree (typically in psychology or other relevant social sciences) or comparable professional qualifications and experience.

## Learning Outcomes

In addition to developing your intellectual and transferable skills, you will gain knowledge and understanding of the following:

- the characteristics, diagnosis, and epidemiology of autism cognitive, communicative, and social characteristics of people with intellectual disabilities.
- biological, social, and environmental causes of autism.
- behaviour analysis.
- intervention and approaches to supporting people with autism.
- challenging behaviour and other associated complex needs.
- ideology, policy, and service development.
- definition and measurement of service quality.
- the relationships between the service organisation and quality research methodology.

## The expectation on completion of the course

- To apply all learning into practice and share knowledge with the wider operational teams.
- Act as a champion for autism across the service and represent the organisation with other stakeholder organisations
- Maintain specialist knowledge and impart this across the service as required.



# Next Steps

## Manager's responsibility

To ensure that candidates are endorsed and meet the entry requirements for the relevant programme. The manager also needs to ensure that they have the capacity to release the candidate for the training and completion expectations.

## How to Apply

All applicants must complete the relevant nomination form\* with their line manager. Applications must be sent to [asctraining@buckinghamshire.gov.uk](mailto:asctraining@buckinghamshire.gov.uk) by the deadline stated on the nomination form.

The panel will shortlist the applications. The Workforce lead on the panel will notify the applicants to advise the outcomes within ten working days of the close of the application process.

A selection team will offer an interview where it is clear entry criteria for the course is met. This team is likely to consist of the Workforce Strategic Lead, an Operational Manager, Practice Lead and Human Resources representative.

The interview will consist of the following:

- Competency-based questions.
- An exercise for candidates to complete.

There is an appeals process\* should you wish to appeal the decision.



*\*See appendix for nomination forms and appeals process.*

# Interview Preparation & Resources



You'll find all relevant information about timings and where to go, what to bring with you, and anything you need to prepare in advance. It's important you read this information carefully as this could impact on your ability to complete the interview.



To prepare for your interview you could practise mock interviews. This is a great way to build confidence in talking about yourself and your studies, and will help highlight any areas that you might need to work on.



It's normal to feel a little nervous, and our course leaders are used to this so will make allowances. If you have prepared fully before your interview this should help you to feel more confident in what to expect.

## Selection interviews

There will be a presentation and an exercise for you to complete. The selection team will be looking to ensure you can demonstrate the following:

- Communicate openly, honestly, and accurately.
- An understanding from you as to why this course is relevant for you at this time and what you are hoping to achieve from this.
- Your ability to listen to people and apply professional curiosity to evaluate and assess what information you need to gather to provide quality advice, support, or care.
- Your ability to treat people with compassion, dignity and respect and work together to empower positive change.
- Your ability to adapt your approach according to the situation and context.
- Your commitment to continuous learning within social work, with curiosity and critical reflection whilst adhering to the SWE professional standards.

## Personal statements for university applications

- <https://www.prospects.ac.uk/applying-for-university/getting-into-university/personal-statements-for-university-applications>
- <https://www.ucasdigital.com/widgets/personalstatement/#/splash>

## Interview advice

- <https://bucks.ac.uk/applying-to-bucks/undergraduate/application-guide/interview-advice>
- [https://bucks.ac.uk/courses/undergraduate/social-work-ft?gclid=EAlaIqObChMIwoHEtqSa6gIVSLTtCh3AOgd1EAAYAiAAEgJ\\_afD\\_BwE](https://bucks.ac.uk/courses/undergraduate/social-work-ft?gclid=EAlaIqObChMIwoHEtqSa6gIVSLTtCh3AOgd1EAAYAiAAEgJ_afD_BwE)
- Ensure you are familiar with the [PCF](#) and consider examples of how you demonstrate this in your practice.



## Adult Social Care Careers Advice & Development Service

If you are not sure which is the best option for you, then please use our Careers Advice Service.

With this service, you will be able to receive advice, support, and guidance to make informed decisions about your future career aspirations.

### What are the benefits of this service?

- An opportunity to have a one-to-one discussion about your career development
- Support and guidance for talking through your qualification options.
- Discussions around your prior learning and how we can build on this.
- Develop a tailor-made plan in line with your appraisal.

### How to make contact

- Look in our outlook calendars & book an appointment with Nula O’Keeffe or Emma Devonshire
- Call Nula on 01296383985 or Emma on 01296383990
- Email [asctraining@buckinghamshire.gov.uk](mailto:asctraining@buckinghamshire.gov.uk)



# Appendix 1 – Nomination Form

Nomination Form to undertake Adult Social Care Specialist Training Programmes 2022/2023



Nomination Form to  
undertake Adult Socia

## Appendix 2 – Appeals Process

Whilst we recognise how keen staff are to undertake specialist training, there might be particular reasons that you have not been shortlisted or offered a selection interview.

As such it is important that you are kept informed throughout the process and offered a clear reason as to why a course cannot be offered at this time. You can appeal a decision that a selection team make.

The following list sets out the process for how to go about doing this.

- This Appeal process is to be applied where there are grounds of perceived unfair outcome following a selection and application process.
- The Appeals processes will show due consideration for the application timeframes for each qualification.
- In the event of that you are unhappy with a decision about a course application, your concern, along with your reasons for your concern should be submitted in writing to the Workforce Development team within 5 working days of the decision in question to [asctraining@buckinghamshire.gov.uk](mailto:asctraining@buckinghamshire.gov.uk).
- Appeals will be considered by a senior member of the Adults and Health Directorate unconnected with the application process. Normally this will be the Principle Social Worker or the delegated representative.
- The PSW will consider all appeals against the published criteria for the programme the staff member has applied for and they will satisfy themselves about due process and consistency of decisions in relation to programme outcomes.
- Where the PSW believes there is a need for review of a decision, the selection team will reconsider the decision, based on the information. Where there are no grounds for appeal this decision will be communicated back to the staff member in writing (normally by email) within 2 weeks.
- Where necessary, the selection team will be chaired by the PSW and representatives of Operations, Workforce Development and Human Resources will be present.
- The selection team will meet at the earliest convenience and normally within 2 weeks of an appeal being lodged with the Workforce Development. The selection team will consider the grounds for appeal and the decision-making process. The outcome will be communicated by a member of this team to the staff member shortly afterwards.
- If an appeal is upheld the Selection team may make recommendations for improvements to the application and selection process to ensure continual improvement and equity of opportunity for staff across Adults and Health Directorate.
- Ultimately, the key focus for the selection team is to assist you to be successful in your application, but naturally there may be circumstances that means that this may not be possible. Where this is the case, we will work closely with you and your manager to ensure you are fully informed and provided with the best advice and support for your career development.

# Timetable of Events 2022 - 2023

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	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
<b>PEPS1</b>				Launch to teams	Close of nominations	Selection interviews	BNU portal is open for applicants to load		Start of programme (Finish 12months later)					Start of programme (Finish 12months later)	
<b>PEPS 2</b>				Launch to teams	Close of nominations	Selection interviews	BNU portal is open for applicants to load		Start of program (Finish 12months later)					Start of program (Finish 12months later)	
<b>BIA/LPS</b>											BIA Refresh 1day		Launch to teams	Close of nominations	Start of programme (Finish 6 12months later)
<b>Pre – AMHP</b>										Launch to teams	Close of nominations Selection interviews Start of programme			End of programme after 3 months	
<b>AMHP</b>														Close of nominations Selection interviews	Start of programme  Finish in 2 years
<b>Autism Training</b>	Launch to teams	Close of nominations	Selection interviews						Start of programme  Finish in 2 years						



**Email: [asctraining@buckinghamshire.gov.uk](mailto:asctraining@buckinghamshire.gov.uk)**

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# **Buckinghamshire Council Progression Framework**

## **Qualified Social Worker and Occupational Therapist Practitioners Range 6 - 7 in Adult Social Care**

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## Introduction

Continuous professional development is essential at every level of the organisation, and as a result, we want to ensure that career progression is not only possible but championed. This will help us retain staff and deliver high-quality support to our residents.

The Better Lives Strategic Workforce plan outlines the direction and framework needed for Adults Social Care and Health to retain a highly skilled, responsive, and confident sector wide social care workforce, able to meet our statutory responsibilities including the Care Act (2014). As we start to put in place the right foundations, based on the right workforce, this will underpin us in ensuring that the vision of our Better Lives model becomes a reality.

**This Career Progression framework is designed specifically for qualified Social Worker and Occupational Therapy practitioners and is part of a wider career framework strategy that focuses on other posts within adult social care.**



We recognise that we need positive engagement across our social care workforce, with stronger investment and effective locality focused planning.

Empowering and supporting our workforce to bring your strengths and talents to do what you do best is at the heart of our vision.

We commit to delivering this vision through skills development, career pathways, increased numbers of trainees, the development of new roles, and investment in the wellbeing of our workforce.

## Our Journey to Outstanding

### A workforce that:

- Continues to feel empowered, enthusiastic, and invigorated
- Is confident in its ability to work with complicated risk and decision making to get the safest and best outcomes for its residents
- Can co-produce and work in partnership with individuals, carers, families, communities and other professionals
- Is helping to develop community skills and resources
- Is supported by high quality leaders and managers
- Is motivated to develop to its fullest potential and supported to do so

This progression framework sets out the criteria and the process for competency-based progression for all Occupational Therapists and Social Workers who are considering their career development and aspiring to an Advanced Practitioner role. Whilst the statutory functions remain the same, working at an advanced level of practice requires a greater level of depth and breadth of practice as well as demonstrable levels of expertise and leadership.

### Key Characteristics for Qualified Social Work and Occupational Therapy Practitioners developing to advanced or specialist levels:

The following characteristics sum up the type of specialist knowledge, skills and experience demonstrated by Advanced Practitioners in their day-to-day practice:

- Advanced Practitioners are highly skilled in your field, be it within social work or occupational therapy.
- You are routinely involved in supervision or oversight of others supporting with highly specialised practice and learning and development.
- You ensure the integration of professional knowledge, and perspectives of people with lived experience is routinely embedded in your practice.
- You are a confident ambassador and leader across social work or occupational therapy, both internally and external to the department.
- Advanced Practitioners make a difference by working both directly with people in highly complex situations, and by supporting staff to provide better outcomes for residents of Buckinghamshire who use services, or have the support from families, carers, and communities.
- You will be operating at a level of competence and confidence, underpinned by practice experience, reflection, and deepening understanding of the situation you might be supporting.

- The ability to work independently and to collaborate on equal terms with members of other professions
- You will be able to understand and see the quality of professional judgements made, and the level of ability to explain and justify them
- You will be able to demonstrate high levels of professional curiosity within depth and breadth of practice, particularly in relation to responding to safeguarding concerns.
- You will be able to demonstrate high levels of efficiency of the work you undertake, and the outcomes achieved, including opportunities for preventive work
- You will be able to take the initiative, form constructive alliances with other key stakeholders and to act as a change agent
- You will be able to engage effectively with situations of increasing complexity and challenge; for example, those with:
  - Multi-agency input
  - Complex family / organisational dynamics
  - Serious hostility and conflicts of interest
  - Multiple problems / disadvantages
  - Multiple / significant risk factors
  - Consideration of public interest
  - The appropriate use of authority and challenge
  - The ability and commitment to educate and provide professional supervision to others
  - Demonstration of leadership, management, and research

## Using the Career Progression Framework

The career progression framework has been developed to support Assistant Team Managers, Team Managers and Heads of Service to support and evidence Social Workers' and Occupational Therapists' career progression. It is a helpful tool that should be referenced within the Supervision and Coaching for Performance sessions between the supervisor and the supervisee, to help demonstrate clear expectations for a Social Worker or Occupational Therapist at R6 who is aspiring to gain an R7 role. The tool can be used to focus areas of skill or experience that still needs to be developed in conjunction with some learning objectives discussed with the supervision session.

The framework is an amalgam of the key roles and responsibilities as set out in the job descriptions for Social Worker, Occupational Therapist and Advanced Practitioners, along with additional competencies defined by local Government Association Standards for Employers of Social Workers in England, Social Work England, BASW, and RCOT.

## Moving from a Range 6 role to Advanced Practitioner

A clear progression process is now in place for practitioners, supported by their supervisors, managers, and Heads of Service, which is designed avoid formal application and interview processes, and is there to facilitate a more efficient and evidence-based approach.

The progression process is set out by the following steps:

1. The worker and their manager use the Career Progression table within supervision, Coaching for Performance, and other development forums, and provide evidence against the criteria set out. The table can be used to record comments giving demonstrable sets of examples and dates showing that particular aspect of competency has been met or exceeded. This will be a body of evidence, that will support the process of career progression.
2. The progression table is designed to be straight forward and enable a journey of a worker's key skills and competencies directly referenced from the job description
3. At the point that the career framework is evidenced across the key competencies, the manager should be sharing the findings with their Head of Service, who will make the recommendation to the Operational Director for final sign off.
4. Once agreement and sign-off has be reached, the Head of Service will follow the necessary HR/SAP process and the worker will be informed verbally and then followed up in writing.
5. In certain circumstances, the Head of Service and Director may need to deploy the new R7 Advanced Practitioner to another team/service, according to business need. This will need to be made clear to the worker as part of this process.

## Social Worker Career Progression Table Range 6 to Range 7

Social Worker Range 6 entry point	Social Worker – Key Competencies Range 6	Competency Reached? ✓	Advanced Practitioner – Key Competencies Range 7	Competency Reached? ✓	Manager and Worker Comments
<p>The new R6 Social Worker will have recently successfully completed the ASYE programme.</p> <p>They will demonstrate awareness and compliance with required standards, including the Social Work Professional Capabilities Framework (Social Work level).</p> <p>Using professional reflective supervision, they will demonstrate a developing understanding of risk and decision making in their practice.</p>	<p>They will demonstrate awareness and compliance with required standards including the Social Work Professional Capabilities Framework.</p> <p>Using professional reflective supervision, they will demonstrate confident and effective judgement around risk and accountability in decision making.</p> <p>They will take professional responsibility as directed for managing a caseload, engaging with individuals, families and carers who require support and guidance. Consistently identify needs and outcomes through assessment and plan support promoting choice, control and autonomy evidenced through audits.</p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	<p>Successful completion qualifying year together with two years post qualifying experience of working as a Range 6 Practitioner</p> <p>Practitioners at this level will have achieved or be working to achieve a post-qualifying award which may include Best Interest Assessor, Approved Mental Health Practitioner, Practice Educator or Autism Specialist.</p> <p>They will complete a range of complex work, offer leadership in challenging cases which will need high levels of communication and good negotiation skills in liaising with a wide range of professionals, residents and their families.</p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	

<p>Demonstrate a basic understanding of the Better Lives Programme and how this impacts on the wellbeing and independence of residents and their carers.</p>	<p>Demonstrate the promotion of strength-based support in a community setting and an understanding the role of the partner organisations and other key stakeholders in meeting wellbeing and independence outcomes.</p>	<input type="checkbox"/>	<p>Advanced Practitioners will have their practice recognised as exemplary and provide leadership and professional wisdom to their colleagues and other professionals for work in situations of high complexity.</p>	<input type="checkbox"/>	
<p>Have a developing understanding of care and support options to help inform the choices of people they support.</p>	<p>Have a good understanding of care and support options to help inform the choices of people they support.</p>	<input type="checkbox"/>	<p>They contribute to the development of knowledge and promotion of excellence in their field using evidence-informed practice.</p>	<input type="checkbox"/>	
	<p>They will take an active part in the assessment of Mental Capacity, Safeguarding Adults and carers and NHS Continuing Healthcare.</p>	<input type="checkbox"/>	<p>They will have in depth knowledge and skill in one or more fields of practice which may have been developed through a formal post- qualifying training and development activity.</p>	<input type="checkbox"/>	
	<p>Practitioners at this level will be considering their professional development and considering specialist training programmes which may include Best Interest Assessor, Approved Mental Health Practitioner, Practice Educator or Autism Specialist.</p>	<input type="checkbox"/>	<p>To be an ambassador and leader across social work both internally and external to the department, ensuring the highest standards of service are provided to the residents of Buckinghamshire.</p>	<input type="checkbox"/>	
			<p>They will take a leading role and act as “Champions” in practice development, helping to promote and sustain a learning culture and mentor less experienced staff</p>	<input type="checkbox"/>	



	<p>Practitioners at this level will demonstrate consistent good practice in case management, evidenced through audits and supervision.</p> <p>They may have a postgraduate qualification and role in specialised practice, e.g., AMHP, PEPS 1&amp;2 BIA or another specialism.</p> <p>They may have a largely autonomous role as sole or lead practitioner in a team or within a service area.</p> <p>They may undertake complex tasks such as chairing significant meetings, offering expert support and advice to case conferences, producing high quality and more specialised assessments and reports for a range of functions.</p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	<p>supporting with personal and professional development.</p> <p>They may undertake complex tasks such as chairing significant meetings, offering expert support and advice to case conferences, producing high quality and more specialised assessments and reports for a range of functions.</p> <p>They will identify and behave as an Advanced Professional Social Worker, committed to their professional development and professional values.</p> <p>They will be confident in critical reflection and analysis to inform and provide a rationale for professional decision-making.</p> <p>Deliver formal professional reflective supervision and provide guidance and advice regarding casework to less experienced staff and colleagues.</p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	
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## Occupational Therapist Career Progression Table Range 6 to Range 7

Occupational Therapist Range 6 entry point	Occupational Therapist – Key Competencies Range 6	Competency Reached? ✓	Advanced Practitioner – OT – Key Competencies Range 7	Competency Reached? ✓	Manager and Worker Comments
<p>The new R6 Occupational Therapist will have recently successfully completed their OT Preceptorship programme.</p> <p>They will demonstrate awareness and compliance with the Code of Ethics and Professional Conduct and Professional Standards for Occupational Therapy practice (Royal College of OT) which outlines behaviours and values to ensure good and safe professional practice in occupational therapy.</p> <p>Using professional reflective supervision, they will demonstrate a developing understanding of risk and decision making in their practice.</p>	<p>They will demonstrate awareness and compliance with the Code of Ethics and Professional Conduct and Professional Standards for Occupational Therapy practice (Royal College of OT) which outlines behaviours and values to ensure good and safe professional practice in occupational therapy.</p> <p>Using professional reflective supervision, they will demonstrate confident and effective judgement around risk and accountability in decision making.</p> <p>They will take professional responsibility as directed for managing a caseload, engaging with individuals, families and carers who require support and guidance. Consistently identify needs and outcomes through assessment and plan support</p>	<input type="checkbox"/>          <input type="checkbox"/>          <input type="checkbox"/>	<p>Successful completion qualifying year together with two years post qualifying experience of working as a Range 6 Practitioner</p> <p>Practitioners at this level will have achieved or be working to achieve a post-qualifying award which may include Best Interest Assessor, Approved Mental Health Practitioner, Practice Educator or Autism Specialist.</p> <p>They will complete a range of complex work, offer leadership in challenging cases which will need high levels of communication and good negotiation skills in liaising with a wide range of professionals, residents and their families.</p>	<input type="checkbox"/>          <input type="checkbox"/>	

<p>Demonstrate a basic understanding of the Better Lives Programme and how this impacts on the wellbeing and independence of residents and their carers.</p> <p>Have a developing understanding of care and support options to help inform the choices of people they support.</p>	<p>promoting choice, control and autonomy evidenced through audits.</p> <p>Demonstrate the promotion of strength-based support in a community setting and an understanding the role of the partner organisations and other key stakeholders in meeting wellbeing and independence outcomes</p> <p>They are expected to routinely undertake the role of Practice Educator with occupational therapy students and to supervise newly qualified occupational therapists</p> <p>Have a good understanding of care and support options to help inform the choices of people they support.</p> <p>They will take an active part in the assessment of Mental Capacity, Safeguarding Adults and carers and NHS Continuing Healthcare.</p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	<p>Advanced Practitioners will have their practice recognised as exemplary and provide leadership and professional wisdom to their colleagues and other professionals for work in situations of high complexity. They contribute to the development of knowledge and promotion of excellence in their field using evidence-informed practice.</p> <p>They will have in depth knowledge and skill in one or more fields of practice which may have been developed through a formal post- qualifying training and/or development activity, such as complex moving and handling.</p> <p>To be an ambassador and leader across social work both internally and external to the department, ensuring the highest standards of service are provided to the residents of Buckinghamshire.</p> <p>They will take a leading role and act as “Champions” in practice development, helping to promote and sustain a learning culture and mentor less experienced staff supporting with personal and professional development.</p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	
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	<p>Practitioners at this level will be considering their professional development and considering specialist training programmes which may include Best Interest Assessor, Approved Mental Health Practitioner, Practice Educator or Autism Specialist.</p> <p>They may have a postgraduate qualification and role in specialised practice, e.g., AMHP, Practice Educator, or another specialism</p> <p>Practitioners at this level will demonstrate consistent good practice in case management, evidenced through audits and supervision</p> <p>They may have a largely autonomous role as sole or lead practitioner in a team or within a service area.</p> <p>They may undertake complex tasks such as chairing significant meetings, offering expert support and advice to case conferences, producing high quality and more specialised assessments and reports for a range of functions.</p>	<input type="checkbox"/>                     	<p>They may undertake complex tasks such as chairing significant meetings, offering expert support and advice to case conferences, producing high quality and more specialised assessments and reports for a range of functions.</p> <p>Identify and behave as an Advanced Professional Social Worker, committed to their professional development and professional values.</p> <p>They will be confident in critical reflection and analysis to inform and provide a rationale for professional decision-making</p> <p>Continue to demonstrate consistent good practice in case management, evidenced by audits and supervision</p> <p>Deliver formal professional reflective supervision and provide guidance and advice regarding casework to less experienced staff and colleagues.</p>	<input type="checkbox"/>                     	
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## Adult Social Care Careers Advice & Development Service



# Adult Social Care Careers Advice & Development Service

With this service you will be able to receive advice, support and the guidance to make informed decisions about your future career aspirations.

The Adult Social Care Careers Opportunities Brochure outlines the progression routes and qualifications available in an easy to read format.

Please take the opportunity to read through the brochure and learn about opportunities you have for developing your career with us.

### **What are the benefits of this service?**

- An opportunity to have a one-to-one discussion about your career.
- Support and guidance for talking through your qualification options.
- Discussions around your prior learning and how we can build on this.
- Develop a tailor-made plan in line with your appraisal.

### **Careers sessions:**

After you have completed three months' service, you may book a 15-minute slot with Emma or Nula. We look forward to catching up with you and talking through your options

### **How to make contact**

- Look in our outlook calendars & book an appointment with Nula O'Keeffe or Emma Devonshire
- Call Nula on 01296383985 or Emma on 01296383990
- Email [asctraining@buckinghamshire.gov.uk](mailto:asctraining@buckinghamshire.gov.uk)

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# Healthwatch Bucks update

January 2023

This paper summarises recent project work we have undertaken in relation to health and social care services, as aligned with the priorities of the Joint Health & Wellbeing strategy.

## Live Well

### Social Prescribing

This is the second project we have done this year looking at Social Prescribing. For this project, we wanted to find out about people's experiences of social prescribing in Buckinghamshire.

#### What we did

We developed a short survey and did 14 phone interviews with people who had talked to a social prescriber in 2022.

We also collected 16 responses in person at three social prescribing 'talking cafes' in July, August and September 2022.

A further 17 people completed a survey online after receiving a link from a social prescriber or voluntary organisation.

We also spoke to five social prescribers about the issues they face when trying to get people engaged with new activities or organisations that might be able to help them.

#### Key findings

- Most people told us they were happy or very happy about being referred to a social prescriber.
- Most people said they had a positive impression following their use of the social prescribing service.
- Respondents said they found speaking with a social prescriber helpful and appreciated their time and support – though there were some issues with getting more support afterwards.
- 86% of the people we spoke to said their health and / or wellbeing had improved because of the new activities or organisations they'd become involved with – and several said the social prescribing service should be better publicised.

#### Our recommendations

We've made recommendations to Buckinghamshire Council and Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board (BOB ICB).

These include:

- Recommendations on improving the provision of accessible, affordable transport

- Extending the support available to people who need help with claiming benefits, and
- Ensuring that social prescribing services are promoted and supported.

## Report and ICB response

You can read them [here](#).

## Young Onset Dementia

We wanted to find out about people's experiences of living with young onset dementia in Buckinghamshire.

The aim of our research project was to learn about the dementia support people had received and how helpful it was for them.

## What we did

We developed an online survey that was live from 25 October 2022 until 2 January 2023.

This was publicised through our monthly email newsletter and on our social media channels. We also contacted 27 GP surgeries who have patients with young onset dementia, as well as 42 voluntary and community groups.

The project was also promoted by Buckinghamshire Council's Dementia Strategy Group.

We collected feedback from people living with young onset dementia, as well as their relatives, carers and friends.

## Key findings

- Most people we spoke to said that when they received their diagnosis, it was difficult or very difficult to get information about the support that might be available for them.
- Of the people who said they'd been given information, less than half said they'd received anything about young onset dementia or their specific type of dementia. Less than half said they'd been told about making a will or power of attorney.
- Most people did not receive information about key issues such as:  
Employment rights, benefits, pension advice, peer or family support groups, how to keep fit and mentally stimulated and where to find age appropriate activities.
- Just over half of the people who were given information said that it was age-appropriate 'to some extent'. Only one told us the information was personal to the individual living with young onset dementia, and only one said the information and support was received quickly enough.
- Many people found it difficult to access the support they wanted later on;

Half the people who shared their views with us said they would like someone to contact them regularly and see how they were getting on.

Few of the people we spoke to attended any peer support groups.



Most didn't know any other individuals or families who were living with young onset dementia.

A few family members told us they thought that the person living with young onset dementia could benefit from socialising with their peers.

### Our recommendations

We recommend that Buckinghamshire Council works with dementia services to provide targeted, local support for people living with young onset dementia.

This could include:

- Providing information in a timely, personal and age-appropriate way, and bearing in mind that such information might be different from that required by older people living with dementia
- Ad-hoc, one-to-one support for issues faced by people with young onset dementia
- A named contact responsible for regularly reaching out to individuals living with young onset dementia, to see where any further information or support might be needed
- Connecting peers (either those with young onset dementia themselves, or their relatives, carers and friends) to create mini support networks.

We recommend that Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board (BOB ICB):

- Encourages general practice to consistently code patients with young onset dementia on the EMIS system so that those who may need more support can be identified easily
- Ensures that, when someone is diagnosed with young onset dementia, Memory Clinics offer them and their support networks information about tailored support
- Encourages general practices and primary care networks (PCNs) to work together to connect those with a young onset dementia diagnosis, and their support networks, across localities.

You can read the report [here](#).

### Snapshot survey; making a doctor's appointment by phone

Healthwatch Bucks recently conducted a snapshot survey to find out about people's experiences of booking a doctor's appointment by phone.

Our online questionnaire asked Bucks resident to give us their feedback on:

- What kind of phone they used last time they called to make a doctor's appointment
- How long they had to wait for their call to be answered
- How worried they are about the financial cost of staying on hold with their surgery
- How satisfied they feel with the current process for booking doctor's appointments
- How they would prefer to make appointments in future.

The findings can be accessed [here](#).

**Rapid Review Scope**

<b>Title</b>	<b>The Dementia Journey – a rapid review of support for people living with dementia and their carers in Buckinghamshire</b>
<b>Signed-off by</b>	Cllr Jane MacBean, Chairman, Health and Adult Social Care Select Committee and Cllr Carol Heap, Member of Health & Adult Social Care Select Committee
<b>Author</b>	Liz Wheaton, Principal Scrutiny Officer
<b>Date</b>	Scope to be discussed at the HASC Select Committee meeting (9 <sup>th</sup> February 2023)
<b>Rapid Review Group Membership</b>	TBC
<b>Scrutiny Team Resource</b>	Liz Wheaton, Principal Scrutiny Officer
<b>Lead Cabinet Member</b>	Cllr Angela Macpherson, Cabinet Member for Health and Wellbeing
<b>Lead Service Officers</b>	Jack Workman, Specialist Commissioning Manager and Adrian Timon, Commissioning Manager
<b>What is the problem that is trying to be solved?</b>	<p><b>National context</b></p> <p>The following extract from the Alzheimer’s Society website sets the context for this review.</p> <p><b><i>“There are currently around 900,000 people with dementia in the UK and there are projected to be over 1 million people with dementia in the UK by 2025. This is projected to rise to nearly 1.6 million in 2040. These numbers demonstrate the increasing scale and impact of dementia and the urgent need for action to be taken to meet current and future care needs.”</i></b></p> <p>The NHS Long-Term Plan identifies dementia as a key priority and it is noted as one of the top five causes of early deaths for people in England. There is a clear emphasis on improving the care and support for people living with dementia whether in hospital or at home and a commitment to continue working closely with the voluntary sector, including supporting the Alzheimer’s Society to extend its Dementia Connect programme.</p> <p>According to the NHS Digital website, since 2012, the NHS has been seeking to ensure that patients suffering from dementia are given a formal diagnosis so that they can receive appropriate care and support. The national target is for two thirds of people with dementia to be formally diagnosed.</p>

	<p><b>Local context</b></p> <p>Part of the Council’s Better Lives Strategy focusses on dementia services. In June 2022, following a gap analysis, Adult Social Care transformation board approved a number of workstreams with a view to improving the care and support available for people living with dementia. Funding to support dementia is part of an integrated approach to commissioning services between health and social care and requires system-wide agreement to deliver these services.</p> <p>In September 2022, 4,164 people were diagnosed with dementia (aged 65+) in Buckinghamshire. The current rate of diagnosis is 57.3% against a national target of 66.7%. The estimated prevalence is 7,266 meaning 3,102 people live with dementia but remain undiagnosed. <i>To note – national performance has been significantly impacted by the pandemic and is currently 62.2%.</i></p> <p>Dementia support is provided by a myriad of organisations and clear, coherent pathways are an essential part of ensuring the person living with dementia receives the right level of support at the right time. Supporting people to live independently for longer has a positive impact on the health and social care system, so ensuring the appropriate level of care and support for people living with dementia and their carers is a key part in achieving this.</p>
<p><b>What might the Rapid Review achieve?</b></p>	<p>It is proposed to hold evidence gathering sessions across two or three days which would conclude with recommendations being developed and reported to Cabinet and other key partners.</p> <p>The review would look to achieve the following:</p> <ul style="list-style-type: none"> <li>• Greater understanding of the prevalence of dementia including the current diagnosis rates against the national target by Primary Care Network in Buckinghamshire;</li> <li>• Understanding provision and level of funding across the Buckinghamshire, Oxfordshire and Berkshire West Integrated Care System for dementia support and services;</li> <li>• Clarity around who is responsible for delivering the services in each of the pathways in Buckinghamshire from diagnosis to accessing services, ongoing support and end of life care;</li> <li>• Clarity around how the services are funded and how secure the funding is within each pathway;</li> <li>• Examine the quality of signposting services and advice provided to dementia patients following diagnosis, including support and information for carers;</li> <li>• Review the waiting times from referral to assessment for the memory clinic services;</li> </ul>

- Review the current waiting times for carer assessments;
- Explore the involvement, co-production and engagement in developing dementia care journeys to help empower all people affected by dementia, including the partnership working with local communities and the voluntary sector.
- Identify potential gaps in the current pathways and thus lead to improved working practices.

Key lines of enquiry:

- Examine the existing pathways from diagnosis to end of life for patients living with dementia and the support provided to carers and how many people currently access the different services within each pathway;
- Establish the timeframes and key deliverables in each workstream for improving dementia services, part of the Council's Better Lives Strategy Dementia Transformation Programme;
  - Explore the level of collaboration and engagement from key stakeholders in developing these workstreams;
  - Explore the work of the Dementia Strategy Group, including membership and terms of reference;
- Review the current diagnosis rates against the national target and explore the plans to improve the rates;
- Assess the action plans for improving the waiting times for memory clinic assessments;
- Review the waiting times for carer assessments and explore the key challenges associated with completing these assessments;
- Identify examples of what is working well and explore what good looks like in each pathway - this will include hearing from people living with dementia and those supporting people living with dementia.

By investigating the above, outcomes will include:

- Provide greater opportunities to enhance closer partnership working between the council and key stakeholders in supporting pathways for people living with dementia and their carers;
- Provide assurances around developing a joined-up, cohesive and whole system approach towards dementia services and identify potential opportunities to develop this further within the pathways;

	<ul style="list-style-type: none"> <li>• Increase awareness of dementia support services and provide a platform to discuss future plans for developing the services.</li> </ul>
<b>Is the issue of significance to Buckinghamshire as a whole and is the topic within the remit of both Select Committees?</b>	Yes
<b>What work is underway already on this issue?</b>	<p>Adult Social Care Dementia Services Transformation programme is part of the Better Lives Strategy - this includes the work of the Dementia Strategy Group.</p> <p>Healthwatch Bucks is undertaking a project around the early onset of dementia.</p>
<b>Are there any key changes that might impact on this issue?</b>	<p>In May 2022, Government announced that a 10-year Dementia Strategy would be published but this is currently on hold.</p> <p>Locally, progress is being made in each of the workstreams identified as part of the transformation programme and is reported on monthly via a highlight report to the Council's Transformation Board. Business cases are being prepared, including around day opportunities, dementia connect expansion and support for carers which could impact on the overall dementia services offer.</p> <p><b><i>The newly formed Integrated Care Board for Buckinghamshire, Oxfordshire and Berkshire West has resulted in the abolition of local Clinical Commissioning Groups. The recent appointment of a Place Director for Buckinghamshire to promote and deliver local health and social care plans provides an opportunity to ensure Buckinghamshire residents receive comparable dementia services within the BOB ICB.</i></b></p>
<b>What are the key timing considerations?</b>	This will be a focussed rapid review.
<b>Who are the key stakeholders &amp; decision-makers?</b>	<p>Cllr Angela Macpherson, Cabinet Member for Health and Wellbeing  Craig McArdle, Corporate Director  Jack Workman, Specialist Commissioning Manager – All Age Mental Health  Adrian Timon, Commissioning Manager, Adults and Health Directorate  Niki Cartwright, Director for Joint Commissioning, BOB ICS  Dr Sian Roberts, ICB GP Lead, Mental Health  Philippa Baker, Place Director (Buckinghamshire)</p> <p><b>Representatives from:</b>  Oxford Health  Public Health</p>

	Adult Social Care Local Medical Committee Buckinghamshire Healthcare NHS Trust South Central Ambulance Service End of Life Care Healthwatch Bucks Alzheimer's Society Dementia patients and carers Voluntary action groups Dementia UK Carers Bucks
<b>What is out of scope?</b>	
<b>What media/communications support do you want?</b>	None identified at this stage

### Evidence-gathering Methodology

<b>What types of methods of evidence-gathering will you use?</b>
<b>List them here:</b> <ul style="list-style-type: none"> <li>• Desktop research</li> <li>• Meetings</li> <li>• Discussions with other local authorities</li> </ul>
<b>How will you involve service-users and the public?</b>

### Outline Project Plan

Stage	Key Activity	Dates
Scoping	Inquiry Scope agreed by HASC Select Committee	9 <sup>th</sup> February 2023
Evidence-gathering	Evidence-gathering phase – anticipate 2-3 full days of meetings with key stakeholders	March 2023
Reporting	Final Review Group report with recommendations completed	April 2023
	Report published with Select Committee papers	<b>12 April</b> – agenda publication date
	Select Committee agrees report to go forward to decision-makers	<b>20 April</b> – Health & Adult Social Care meeting
	Cabinet/Partners consider recommendations	<b>May</b> – Cabinet meeting

### **Definition of a Rapid Review**

A Rapid Review is a focussed investigation with fairly narrow parameters, that can be conducted in a relatively short time scale. For example, you may hold three or four meetings as a review group – one to establish and understand what the key issues are, one or two to gather evidence from service users or other authorities to gain insight into best practice and a final meeting to discuss what members have heard and identify any useful recommendations. A rapid review format will be useful when considering less complex issues and may be helpful in delivering ‘quick wins’ for the Council’s service users and residents.

DRAFT