Social Care Workforce Development Programme

Mid-Year Monitoring Report 2018/19
Summary of Progress to Date

Community Care and Childcare Courses

Demand for short skills courses and qualifications continue. We are supporting the Local Partnership by offering a rolling programme of training and resources to support QCF Diplomas in Health and Social Care.

Attendances at short courses are on target in adult services with 182 days training and an attendance of 1870 at mid-year point. Courses such as Person Centred Dementia Care, Autism Awareness, Understanding Behaviours that Challenge, Epilepsy Awareness, Stroke and Parkinson's Awareness, Telecare, Falls Prevention, Mental Health First Aid, Record Keeping, Safeguarding, GDPR and Outcome Focussed Practice have been delivered sector wide. We have delivered 11 accredited Medication courses with over 100 attendees. Over 50% of attendances are voluntary or value and independent sector. We continue to have high demand for Health and Safety courses such as Emergency First Aid at Work, Moving and Handling Passport and Food Safety.

In Children’s Services we have delivered over 50 days of training with an attendance of over 500. Courses included Life Journey Work, Assessing and Analysing the Risk of Significant Harm, Personal Safety, Makaton, Trafficked Children, Participation with Young People and Building Stronger Families. We have developed training on supervision and reflective practice and delivered training on risk assessment and analysis for social workers and team managers. We have also delivered training to the early years and childcare sector on Basic Joint Safeguarding and Designated Lead training.

QCF Qualifications

We continue to offer qualifications and we are assessing learners from the majority of our commissioned providers as well as some personal assistants and value or voluntary sector employees. We currently have 37 learners from Domiciliary Care (10 of these are managers completing level 5) and 16 from Care Homes. We have three learners from WCBC completing level 5 and one completing level 3. There are three Foster Carers on programme.

We also offer the Training Assessment and Quality Assurance (TAQA) qualification to the sector to improve their capacity to assess qualifications in Health and Social Care. Providers without access to a formal assessment centre are being supported via our centre and quality assurance processes.

Six steps to palliative and end of life education programme

The Six Steps Programme continues to go from strength to strength with the partnership now well established with Betsi Cadwaladr University Health Board.

Cohort 3 is currently underway and participants include Champions from residential care homes in Wrexham. The work that the care homes are embedding is excellent and there are some great success stories.
The audit process continues to show positive outcomes for those individuals being supported during palliative and end of life, with their wishes and preferences firmly at the forefront of the support given.

Social Work Training

The standards for the Social Work Degree, Consolidation Programme and Continuing Professional Education and Learning (CPEL) framework are under review following wide and ongoing consultation with all stakeholders. The CPEL programmes are to undergo a retendering process.

Social Work Qualifying and Post Qualifying Training

Social Work Qualifying Training – Social Work Degree – Supported Employees

Two employees have been successful in gaining sponsorship to train as Social Workers to be placed in Adults services once qualified. One is due to qualify in December 2019; one is due to qualify in December 2020. A further individual has been supported to complete her third year on condition of commitment to work in Children’s services on completion this December. The individual committed to employment in frontline Children’s services. The Council has committed in excess of £30k funding to support this training. The costs include University fees and related expenses, as well as financial support for staff replacement. The scheme was reviewed with both Children’s and Adults services, and we sponsored one individual who commenced training in October 2018.

Other Social Work Degree training – “Hosted” Students and Practice Learning

The Council continues to be committed to high quality Practice Learning Opportunities for Social Work students, and continues to support up to 45 “hosted” students across each level of training under partnership arrangements with Glyndŵr University. Interest in relevant Practice Assessment qualifications remains steady with applications from the independent and voluntary sector contributing to the range and breadth of learning opportunities available for students. Ongoing commitment to this process promotes skills development for employees, and gives opportunities for practitioners to gain currency in relation to standards, Codes of Professional Practice and theoretical perspectives. It also creates a network of experienced practitioners able to support and assess others for the range of post qualification awards.

Recruitment of newly qualified staff to permanent and “sessional” positions remains steady, and HR Workforce Officers are linking in with hosted students at each level to promote the council as an employer.

Social Work Post Qualifying Training

Practice Teaching Awards

We have maintained the funding available to train Social Workers employed by either the Local Authority or other Social Work/Social Care agencies, to undertake Practice Teaching Qualifications. Programmes have been revalidated so there is a better “fit” with other CPEL programmes, and compatibility of learning. Seven Social Workers are on course to achieve the award in November, with a further 10 registrations for 2018/19.

Consolidation/First 3 Years in Practice

The Council has formalised the process for access to consolidation awards, in line with Social Care Wales’ “First 3 Years in Practice” document. From April 2018 we requested a formal confirmation of readiness from the line manager.
The “Porth Agored” Graduate Certificate in Consolidation of Social Work Practice, developed with the University of Wales Trinity St David's has been available since May 2013; with cohort 11 registered March 2018. The Council is committed to supporting Social Workers across the whole sector to achieve this Award, which is now mandatory in relation to registration requirements. Partners have been made aware of the formal link with Registration. There are currently 19 Social Workers actively engaged with the programme across three cohorts, with further 12-15 registrations anticipated for 18/19.

**Mental Health and Best Interests Assessors (BIA)**

The Council continues to engage with the Cheshire Approved Mental Health Professional (AMHP) Partnership for the Mental Health Award at Chester University. One employee has commenced the January 18 programme whilst two have successfully completed, with one pending. Five have registered on a “pre AMHP” module with a view to commencing AMHP training in January 2019. The Cheshire partnership includes access to a “Best Interest Assessor” module. Candidates will continue to attend Chester University pending any formal validation of a Wales based course or further recommendations from the Law Commission. Two employees are currently awaiting results, and have committed to support the BIA/Deprivation of Liberty Safeguards (DoLS) team with monthly assessment activity.

**Continuing Professional Education and Learning (CPRL)**

The Council continues to support staff wishing to access the various programmes, although continued engagement and retention continues to be increasingly poor, and the future of the programme is under consultation as part of a re-tendering process. Of 24 employees nominated since first cohort in 2014, there have been only two successful completions. Four are due to complete imminently, but only one out of four original nominations remain engaged with the current programmes. This is as much an issue of staff retention as ability to complete. Stakeholders across Wales are involved in consultation moving forward, so we will need to review our commitment to any new programmes once the content and nature of investment required becomes known.

**Management training**

Four Social Work team managers commenced cohort 26 of the Team Managers Development Programme (TMDP) earlier this year. We have agreed to support a further 7 managers to access this training to commence late 2018 (cohort 30), having been offered additional places above our allocated number, which is not guaranteed for the future.

**Dementia Care Training**

We actively support the Dementia Friendly Communities Steering Group and have a Dementia Champion who is delivering the one hour Dementia Friends sessions corporately and to the social care sector, in this period we have delivered sessions to North Wales Police.

The **Best Practice in Dementia Care** project with Stirling University and care homes in Wrexham has been very successful with a number of homes continuing with the programme this year and into 2019/20. We continue to offer a rolling programme of person centred dementia care.

We recently secured funding and invested in training resources to help staff develop empathy and understanding of living with dementia and consider alternate methods of communication to suit individual needs. Resources include: simulation suits, communication aids – doll, pet therapy, communication cards.
Details of any significant events identified or occurring in first six months

**Learning & Development (L&D) Representatives within Social Care** – We are working with the independent sector to develop Learning & Development Representatives within care homes and domiciliary care agencies. This is similar to the Key Trainer in Moving and Handling Model that we have supported for some years. We will equip Learning & Development Reps to develop their skills and knowledge in presentation skills and take a train the trainer approach utilising our training resources and those available on the Social Care Wales Information Hub. We hope this will assist the Sector by having the capacity to develop their own workforce and become a learning organisation.

**Foster Carer training** – Foster carers are being supported in behaviour management through the Solihull Approach – understanding your Child. Feedback has been very positive and we are planning more sessions in the next period. Foster carers now have access to WCBC on-line training.

**‘Careers in Care’ Event** – Following consultation with social care providers we have been working with contracts and commissioning to facilitate a recruitment and careers event early in the New Year. The event will be held in Tŷ Pawb from 10am – 2pm, providers and other supportive agencies will be present to meet members of the public who may be interested in a career in care.

**Introduction to Social Care** – Wrexham County Borough Council have played a pivotal role in providing opportunities for people who live in Wrexham County to undertake a qualification called Introduction to Social Care. This programme has been running in conjunction with Communities First and has seen three cohorts successfully complete to date. The success of this programme speaks for itself with the majority of people gaining employment in Social care or education, not only do the learners gain the relevant knowledge and skills they develop their confidence in a safe and supportive environment.

Thanks to our partners within Wrexham, placements have been provided by Independent sector care homes as well as the local authority’s Cunliffe Centre, giving learners valuable practical experience.

If you are interested in providing a placement for the next cohort or have friends or relatives who would be interested in completing the programme themselves please contact: tracey.evans@wrexham.gov.uk

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The Wrexham Social Care Workforce Development Plan is funded by The Social Care Wales Workforce Development Programme (SCWWDP) Grant and Wrexham County Borough Council