

Workforce Development



Social Care Workforce Development Programme

**End of Year Local Report
2019/20**

Wrexham County Borough Council

Social Care Wales Workforce Development Programme End of Year Local Progress Report for 2019/20

Social Care Wales National priorities for workforce development are:-

- Domiciliary Care
- Social Care Management
- Outcome Focussed Care and Support Planning
- Qualifying Social Work Awards
- Post Qualifying Social Work Awards
- Support frontline social care workers to develop their skills overall in relation to social care
- Enable the workforce to meet regulatory requirements for qualification and/or registration
- Rollout of e-Learning carers awareness programme and carers assessment training programme

Summary of Progress

Community Care and Childcare Courses

We have supported the Local Partnership by offering a rolling programme of training and resources to support skills development and QCF Diplomas in Health and Social Care.

Courses such as Person Centred Dementia Care, Autism Awareness, Understanding Behaviours that Challenge, Epilepsy Awareness, Medication, 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 continue to have high demand for Health and Safety courses such as Emergency First Aid at Work, Moving and Handling Passport and Food Safety.

Total attendance in Adult Social Care was 3360, with just over 50% of attendances being from the voluntary and independent sector.

In Children's Services total attendances were approximately 1610. Courses included Life Journey Work, Assessing and Analysing the Risk of Significant Harm, Writing Effective Chronologies, Mental Capacity Act, Personal Safety, Makaton, Supervision for Managers, Trafficked Children, Working with Disengaged Families, Autism Challenges and Strategies, Adolescents and Mental Health, Building Stronger Families, and a variety of safeguarding courses including Child at Risk Wales Safeguarding Procedures, County Lines, Prevent, and Child Criminal Exploitation.

Support frontline social care workers to develop their skills

Workforce Development has used a number of avenues to support in-house and external services with the implementation of the **All Wales Induction Framework (AWIF) and Registration of the Workforce**. This has included facilitation of workshops and information sessions. A "Guidance for Managers" document has been developed by the team and circulated to the sector. The document provides an overview of the AWIF and the new Health and Social Care Levels 2 and 3 qualifications. Assessors within the team have individually met with managers from a range of services, to introduce the document and provide advice and guidance around induction processes and the routes to registration

Having primarily targeted domiciliary providers in line with National priorities, we have more recently focussed on the residential services, to prepare them for mandatory registration in March 2022. Information and feedback we have received from managers has been used to inform how we best support the sector, in meeting their development and training needs.

The Six steps to palliative and end of life education programme – we have continued to support the three cohorts from adult residential homes who have previously completed the programme. This is helping to sustain the high quality of end of life care and embed best practice in their care settings. The support now includes Six Steps Champion Forums twice yearly. We have continued to work in partnership with Nurses from Betsi Cadwaladr University Health Board (BCUHB) Macmillan to prepare for joint delivery of the programme to domiciliary care agencies. To prepare for this next step, we have updated the Six Steps programme to reflect the changes in legislative guidance and standards.

The Best Practice in Dementia Care project with care homes in Wrexham has been very successful with a number of homes continuing with the programme into 2019/20. We also continue to offer a rolling programme of the one-day person centred dementia care and support the delivery of Dementia Friends sessions with our commissioning team.

The Commissioning Team secured funding again this year to invest in training resources to support social care workers develop communication skills, empathy and understanding of living with dementia and autism. The Dementia Bus (16 days and a total of 980 people attended) and Autism Bus (over 24 days a total of 507 people attended) were made available to the whole sector, including carers.

As we continue work with BCUHB the sector is benefitting from access to free **Health related** training opportunities such as stoma care, oral hygiene, diabetes, tissue (skin care) viability, epilepsy and continence care and we have continued to provide Falls training. Workforce development promotes these courses to the local partnership.

We have also worked with BCUHB to organise two events enhancing safeguarding training:-

- BAWSO delivered two sessions: Harmful Traditional Practices' Among BAME Groups (Raising Awareness of Honour Based violence, FGM, Forced Marriage and Human Trafficking)
- Domestic Violence of Older People – The hidden Problem. Delivered by the Safeguarding and Access to Justice Lead in Wales.

Safeguarding training included: Court of Protection (Introduction), Financial Safeguarding, Criminal Injuries Workshops, Enquiries and Investigation, The Role of Managers of Care and Support Services, County Lines, Prevent as well as training organised by the Safeguarding Board (Adult at Risk, Child at Risk and introduction to the new Wales Safeguarding Procedures).

We have focussed on promoting person centred assessment and support of those needing assistance with **moving and positioning** (previously 'single handed care'). Employees have accessed 3-day Moving with Dignity accredited courses and an event in February was open to all agencies, Health and other local authorities to encourage engagement by all involved.

Direct Payment training for social workers in both adult and children's services last year was organised to meet the needs of our employees.

We facilitated six half-day sessions for up to 20 employees on each throughout June 2019 and then did follow up workshop sessions (1.5 hours) for those who attended the half day courses during Sept 2019.

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 e-Learning and have accessed bespoke Paediatric First Aid, Positive Behaviour Management, and Safeguarding training as well as access to all relevant social care courses. Work has also started on developing a qualification pathway from induction (including All Wales Induction Framework linked to the National Fostering Framework Post Approval Learning and Development Framework for Foster Carers) through to City and Guilds Level 3 in Health and Social Care).

Working with the Sector:

Learning and Development Representatives (L&D Rep) – Our intention has been to support the development of work-based Learning and Development Representatives across all services, for them to lead on the delivery and coordination of employee training and development within their own teams.

- To date, we have facilitated two accredited ‘Introduction to Trainer Skills’ courses for managers and senior employees from the adult residential sector.
- Preparations have begun for the next steps, which will be to use the Train the Trainer approach to introduce the Learning and Development Representatives to a range of training programmes. This will prepare them for delivery of induction and refresher training to their employee teams. Work is well underway in developing the training programmes.
- We will ensure that the Learning and Development Representatives have access to our training programmes and resources, which will be regularly reviewed by us and updated, to reflect current standards and practices.
- We will undertake quality monitoring of delivery at regular intervals, to ensure standards are maintained and to review evidence of the L&D Rep’s CPD.
- This approach will benefit the Sector by having the capacity to develop their workforce and become a learning organisation. It will also ensure that services will be better able to meet many of their training requirements, at a time when they need it. The long term benefits will see reduced training costs for service providers, with less cause to release employees to attend external training events.

In order to support **recruitment and employment** in Social Care settings, Wrexham County Borough Council has played a pivotal role in providing opportunities for people who live in Wrexham County to undertake a qualification called **Introduction to Social Care**.

- The content of the programme covers key aspects of the All Wales Induction Framework, with the principles and values of social care embedded throughout. We continue to work in collaboration with Communities First to deliver this course to unemployed people in Wrexham, thereby supporting them to gain employment in the social care sector.
- The success of this programme speaks for itself with the majority of people gaining employment in social care or education; the learners gain the relevant knowledge, skills and develop their confidence in a safe and supportive learning environment.
- Thanks to our partners within Wrexham, who have continued to provide short term placements in residential and domiciliary settings, for the people undertaking the course. This valuable practical experience has further supported recruitment in the social care sector.
- The **Careers in Care Event** in January in Tŷ Pawb was well supported with 26 organisations in attendance. Students and their tutors from Coleg Cambria, who visited the event benefitted from presentations by registered managers from care home, supported living service and domiciliary care. Participants also had access to Dementia Friend’s sessions held during the event.

- Involvement with the We Care Group has ensured that we are aware of and share any relevant information to support the sector i.e. DWP led ‘We Care Campaign’ that ran in partnership with Social Care Wales across every Jobcentre in Wales during the week of 13 July. The purpose of the campaign will be to promote the wide range of opportunities, career pathways and current vacancies that exist within your sector to our customers. We also promoted the We Care Website.

Social Work Training

Qualifying and Post Qualifying Social Work Awards

Our current “grow your own” scheme identifies potential social workers of the future from the existing workforce. This year, three students have entered their final year and will qualify as social workers in December 2020 through a distance learning programme with the Open University. All three have posts identified in Adults Services. One of the three has been supported to complete training following a successful year 2 placement as an “open” (i.e. non-sponsored) student. We wish them all success in their studies, and look forward to welcoming them as newly qualified Registered Social Workers in the New Year.

The initial enthusiasm for the Social Services Practitioner (SSP) qualification for Social Care Assessors has not been sustained therefore we continue to monitor its progress; an alternative route has been developed via City and Guilds which could be available by Autumn 2020. We hope this will widen participation, but in the meantime continue to offer the qualification as a development opportunity, which will support succession planning.

We continue to commit to our “hosted” students from Glyndŵr, and in 2019/20 provided 37 Practice Learning Opportunities across the sector for this group. These students remain key to our ability to recruit.. A percentage of the student funding received from Social Care Wales is diverted to support licenses for Community Care Inform Children and Adults. This has been a particularly useful learning resource since the change in working arrangements from March 2020.

This year we have been supported by managers to pilot a “1st year in Practice group”, developed to fit within the recommendations of the SCW framework “The First 3 Years in Practice” The effectiveness of the group will be evaluated following its final session in September.

Consolidation in Social Work Practice continues as a partnership between 12 Local Authorities and the University of Wales Trinity St David’s. Engagement with the programme is robust, and attrition rates are low. This programme is a requirement for continued registration with Social Care Wales for those qualifying in or after April 2016, and is part of the career progression framework within the Council. Figures for achievement appear low as recorded, but are linked to timing of exam boards.

Other Awards within the CPEL framework (Experienced and Senior Practice in Social Work) have been less popular and attrition significant as a pattern nationally. The funded programme is in “teach out” phase; final registrations were in October 2018, with two completions expected later in 2020 (assessments have been delayed due to the pandemic). Recent advice from Social Care Wales indicates that new plans for the continuation of professional awards will be available for consultation early 2021.

Sitting alongside the CPEL framework, Practice Assessment (now Practice Education as in England) remains popular, with social workers looking to develop skills in supervision and management. Enrolments are consistently in double figures, and lack of achievement is consistently related to issues around student disengagement rather than failure to complete. This group of employees once qualified, go on to support practice assessment in a variety of contexts such as Consolidation Awards, Approved Mental Health Practitioner (AMHP) qualifications and practice assessment of other Practice Educators. This year, North Wales supported a pilot programme delivered locally by a partnership between Bangor and Glyndwr Universities. We have committed to the continued support of this new programme as we move into the next academic year, and thank the University of South Wales for its valued support in making the qualification available to North Wales for the past decade.

AMHP and pre AMHP awards are provided in partnership with Chester University, with three successful completions and two new registrations on the programme commencing January 2020. The “pre AMHP” module aimed at those not working in a Mental Health team proved particularly popular this year, with interest far outweighing available places. Due to demand, the University are no longer able to offer this course as a development opportunity, and candidates are expected to commit to full AMHP training. We are currently limited to training a maximum of two AMHPs per year due to availability of placements. The current pre AMHP module was unfortunately cancelled due to the pandemic, with no immediate news of alternative dates. We have planned for a maximum of three candidates, with a commitment to supplement Mental Health training for those who could not be prioritised.

Access to Best Interest Assessor (BIA) awards has now ceased pending clarification about training requirements once the regulations to support the amendments to the Mental Capacity Act are confirmed.

Social Care Management training

We continue to support the Team Managers Development Programme (TMDP).

Seven managers achieved the qualification during this financial year with a further three new registrations. The Middle Managers Development Programme has proved less popular.

Team and Registered Managers have been supported with team development activity which has included facilitated sessions around coaching skills, adapting to change and conflict management. We have provided workshops on the Regulation and Inspection (Wales) Act (RISCA) and outcome focussed service delivery.

We have delivered a two-day management course ‘**Leading the Way in Dementia Care**’ which has received positive feedback from attendees.

New Health & Social Care Qualifications

The Workforce Development Assessment Team has been successful in gaining centre approval status to deliver the new level 2 and 3 qualifications. This follows a period of assessor training and policy development, to ensure new assessment and invigilation processes are in place to meet external quality assurance requirements. Delivery of the level 2 Core qualification is now underway and engagement with the sector indicates a rising demand for assessments through our assessment centre. Delivery of the practice qualifications will begin once current learners complete the core.

Work is presently underway within the centre to prepare for delivery of the new Level 4 and 5 qualifications, which go live on 1 September 2020. Those Assessors and Internal Quality Assurers, who will deliver these qualifications, are currently undertaking a programme of development, to ensure levels of occupational competence and knowledge meet the required standards. As with the lower level qualifications, new centre policies and procedures are being developed in line with approval criteria from City & Guilds.

Details of qualification programmes enrolments and achievements in 2019/20

Programme Name	Numbers on programme 01/04/19	Numbers enrolled during 2019/20	Numbers achieving during 2019/20	Numbers withdrawing	Numbers carrying forward to 2020/21
HSCIF Award	2	0	1	1	0
QCF L2	36	14	22	3	25
QCF L3 - Health and Social Care	23	6	12	4	13
QCF L3 - CYP	5	3	2	0	6
QCF L5	6	3	2	3	4
TAQA award - Level 3	2	4	2	0	4
TAQA award - Level 4	0	0	0	0	0
Social Services Practitioner Programme	5	2	0	1	6
Social Work Degree Level 4- Sponsored	1	0	0	1	0
Social Work Degree Level 5 - Sponsored	3	0	3	0	0
Social Work Degree Level 6 - Sponsored	2	1	0	0	3
Social Work Degree Level 4 - Other	0	0	0	0	0
Social Work Degree Level 5 - Other	1	0	1	0	0
Social Work Degree Level 6 - Other	1	0	1	0	0
Master Social Work Degree - Year 1 - Sponsored	0	0	0	0	0
Master Social Work Degree - Year 2 - Sponsored	0	0	0	0	0
Master Social Work Degree - Year 1 - Other	0	0	0	0	0
Master Social Work Degree - Year 2 - Other	0	0	0	0	0
NQSW programme	13	10	13	0	10
Consolidation	40	20	16	2	42
Experienced Practice in Social Work	2	0	0	0	2
Senior Practice in Social Work	0	0	0	0	0
Consultant Social Work	0	0	0	0	0
Enabling Practice 6/7 (Practice Assessor Awards)	15	11	9	2	15
Best Interest Assessor	1	0	1	0	0
Approved Mental Health Practitioner	5	2	3	1	3
Step Up to Management	0	0	0	0	0
Team Manager Development Programme	12	3	7	2	6
Middle Manager Development Programme	0	0	0	0	0
Working with Deaf Blind People	0	0	0	0	0

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