

Care Matters

Inside This Issue

- **What Makes High-Quality Care?**
- **Leadership & Management Development**
 - ... Effective Supervision
 - ... ACAS HR
- **Care Certificate Statement**
- **BCPC Care Hub**
- **Recruitment & Retention**
 - ...Illegal Working
 - ...Common Law Police Disclosure
 - ...I Care...Ambassador` Service
- **BCPC Events**
- **In the Spotlight!**
- **Dignity Action Day - Conference**
- **Social Care Commitment**
- **Funding and NMDS-SC Support**
- **Useful Resources**

~~~~~

## About BCPC

BCPC is a social care partnership which promotes a collaborative approach to business development, workforce development and workforce planning for social care employers within the Black Country.

BCPC is committed to improving the lives of people who use social care services through workforce development, business improvement and demonstrating a commitment to innovation.

~~~~~

BCPC is an active member of the Dementia Action Alliance in Wolverhampton

Message from Wendy Miller, Partnership Manager



"Dear Colleagues,

Welcome to the Winter Edition of the BCPC Newsletter.

*At BCPC, we are continuing to respond to your needs by **Providing Solutions** that will support you to develop your staff and improve workforce development practices, thus ensuring that you continue to provide the very best care to the people who matter most.*

On offer...

In this issue, we offer some exceptional bespoke training and workshop opportunities, essential information about illegal working, a statement on some unethical practices regarding the Care Certificate and an innovative way to work in partnership with us to ease your recruitment and retention challenges.

In the Spotlight!

You can also read about the wonderful achievement of one of our colleagues, from Kare Plus in Wolverhampton, who has recently been awarded West Midlands Care Manager of the Year!"

Social Care Commitment Week

If you haven't already registered your Social Care Commitment, this is a timely reminder that signing up to this initiative has been proved to raise standards of care, along with improvements in staff training and development. So, you've nothing to lose and plenty to gain!

And finally...

The BCPC Team joins me in wishing you a joyous festive season and New Year and we look forward to working with you in 2016."

What makes high-quality care?

Recent research by the Care Quality Commission (CQC) has found that of the five key questions, it was the well-led rating that was most closely aligned to the rating of the service overall. 61% of adult social care services were rated good or outstanding and a further 31% required improvement. However, this means that 8% of those inspected had inadequate leadership.

For social care services to be able to ensure the quality and safety of the care they provide, they need strong leadership and resilience. CQC identified three key areas of focus for improvement in quality:

- * ***Leaders using engagement to build a shared ownership of quality and safety;***
- * ***Staff planning that goes beyond simple numbers and includes skill mix, deployment, support and staff development;***
- * ***Working together to address cross-sector priorities***

All of these can only be achieved by developing a culture where all members of staff take pride in the quality of their work and feel that quality is their responsibility.

CQC analysis found that there are five critical aspects to the good leadership seen during inspections:

1. Effective engagement and communication with staff and people using services

Engaging with staff and people who use services is a central factor in being well-led across all sectors. Services that prioritise quality and safety have created an environment where staff are encouraged to be involved in recommending new ways of working and suggesting ways to put the organisation's values into practice. In these organisations, an emphasis is put on learning and staff development.

2. The skills, experience and visibility of management

Leaders having the right skills, and being visible and accessible to all staff is important. Where

services are well-led there is usually consistency of leadership with good recruitment and retention of managers.

3. A strong and positive organisational culture

Well-led services have a positive organisational culture that is open and transparent, and a culture where the vision and values are embedded and really understood by staff across the service. In a service where there is pride and enthusiasm among staff, which is echoed by people using the service, this is often indicative of both good leadership and a safe culture. Similarly, the best managers promote an open door policy and they welcome feedback. Staff need to see policies role-modelled by their managers, or they can feel undervalued and disempowered.

4. Learning when things go wrong

Services need to act when things go wrong, capture what happened and what the learning is, and then cascade the learning to prevent it happening again. In services rated good and outstanding, CQC found that staff are encouraged to report incidents. Any subsequent investigations are fair and transparent, focused primarily on learning rather than blame. Risks are identified early, discussed openly in an agreed structure and, in larger organisations, escalated where appropriate.

5. Governance processes to support openness and transparency

Good governance tools and processes to support leadership at all levels give organisations the ability to share learning and act on issues and concerns. Services who are good or outstanding for safety have processes in place to minimise risk and to report incidents when they happen. Good or outstanding services ensure that systems and processes for good quality care, such as risk management and complaints handling, are consistent and properly audited.

To read the full report please **[here](#)**.

Providing Solutions – Leadership and Management Development

To support your organisation to continue the provision of high-quality care and in response to changes in regulation and CQC inspection requirements, BCPC is pleased to be ***Providing Solutions*** and is introducing three distinct new workshops which will be run in January and February 2016.

Effective Supervision in Social Care

for

'Master Class' for Leaders and Managers

and

Team Leaders, Seniors & Supervisors

These workshops are designed for your organisation to:

- Evidence: CQC Key Lines of Enquiry, in particular Effective and Well-led
- Evidence: Fundamental Standards, in particular Regulations 12, 14 and 17
- Evidence: Local inspection requirements
- Evidence: Care Act 2014 requirements
- Evidence: Staff wellbeing and developing a positive workplace culture
- Evidence: Continuous Quality Improvement

All delegates will be provided with **tools and tips** to take back to their organisation along with a copy of the **Skills for Care Supervision Toolkit**.

For more details and to book a place please click [here](#)

ACAS Human Resources in Adult Social Care Training

Developed in collaboration with **ACAS**, this practical event, developed to be specific and relevant to social care, provides an introduction to the fundamentals of employing people into the sector.

The course maps the employment relationship from recruitment, to issuing contracts, managing attendance, discipline and grievance matters through to ending the employment relationship.

In addition, a helpful tool kit of sample policies and letters is provided to delegates for use back in their workplace, along with a certificate of attendance for CPD and evidence for CQC inspection.

For more details and to book a place please click [here](#).



Care Certificate Statement

A shared statement from Skills for Health, Skills for Care & Health Education England has been issued regarding the Care Certificate and training providers, including e-learning. Extracts from the statement are below and the full statement can be read [here](#).

We have been made aware of a number of training providers including e-learning providers making claims about their products in relation to the Care Certificate. These claims include:

- That they have been 'licenced' by one or all of the organisations above to award the Care Certificate
- That they have been 'accredited' by one or all of the organisations above to provide training or e-learning related to the Care Certificate
- That the Care Certificate can be achieved by completing the providers e-learning or workbooks
- That by using their product the employer is complying with a mandatory requirement to ensure workers achieve the Care Certificate
- The Care Certificate must be achieved within 12 weeks of starting employment

We have also been made aware that a small number of organisations appear to be selling Care Certificate materials that are freely available from the Skills for Health, Skills for Care and Health Education England websites.

Skills for Health, Skills for Care and Health Education England would like to make clear the following:

- **No provider has been 'licenced'** to award the Care Certificate. Such a licence does not exist.
- **No providers are accredited** to deliver the Care Certificate.
- **It is not possible** to achieve the Care Certificate through completion of e-learning or **completing a workbook alone**. Whilst e-learning or workbooks can certainly support the acquisition of knowledge and the assessment of knowledge, the assessment of the required skills **must** be undertaken in the workplace unless simulation is explicitly allowed.
- **The Care Certificate is not a mandatory requirement**. However, the Care Quality Commission will expect that appropriate staff who are new to services which they regulate will achieve the competences required by the Care Certificate as part of their induction.
- **It is not a requirement that the Care Certificate is achieved within 12 weeks**.
- **A range of resources** have been produced to support employers with the implementation of the Care Certificate.

Providing Solutions - Care Certificate Assessment Workshops

Date: Thursday 28 January 2016

Location: The Copthorne Hotel, Dudley

Working in partnership with Skills for Care, this workshop is designed to develop effective assessment methods for the implementation of the new Care Certificate within your workplace.

Please click [here](#) to learn more and book your place.

Providing Solutions - do you have Recruitment and Retention challenges?

We know that being a good social care provider does not always mean that your vacancies are easily filled or that your retention levels are always high. Getting the right people, with the right values and attitudes through the door in the first instance is an increasing challenge but we are now able to provide a solution to this.

Together with CareTech and other partners, BCPC is piloting 2 **Care Hub** concepts in Dudley and Wolverhampton, and would like to hear from organisations that are keen to get involved by offering site visits or work placements, talking to learners about working in the sector and offering interviews to successful graduates of the programme.

Benefits of your involvement include:-

- **Care Certificate standards** - help you find staff who have already received training that is linked to the new Care Certificates;
- **Right qualities and attitudes** - meet people who have demonstrated that they have what it takes to work in the social care sector;
- **Market your services** - take the opportunity to talk to interested job seekers about your organisation and the services you provide;
- **Understanding expectations - Find staff** who are new to the sector but who know what will be expected of them and what they can expect working with you;
- **At no cost to you** - find potential employees who will work alongside your staff during 'taster' visits (a volunteer DBS will be supplied for this purpose);
- **Knowledgeable applicants** - giving you the opportunity to fill your places with staff who have a grounding in knowledge of the sector

If you are interested in working in **partnership with BCPC** or would like to know more, please do not hesitate to contact Jeni either via email jeni.kingston@wolverhampton.gov.uk or telephone 01902 551083

~ ~ ~ ~ ~

Check the legal status of future recruits...

Illegal working presents a significant safeguarding risk to staff and, more importantly, your clients. If you have not completed 'Right to Work' checks on your workforce or if an employee has used forged documents to gain employment, their identity, criminal history and qualifications cannot be verified. However, guidance is available to support you to make 'Right to Work' checks to ensure your job applicants have the right to work in the UK.

Please click on the links below for details:-

- *How to carry out a 'Right to Work' check - 3 step guide.*
- *How to make 'Right to Work' checks*
- *Immigration and care providers*

Common Law Police Disclosure

The Home Office has issued new guidance on police disclosing details of convictions, criminal investigations and proceedings. The 'Common law police disclosure' guidance replaces the previous 'notifiable occupations scheme' which allowed the police to pass information about someone to an employer, or regulatory body, where there was a perceived public protection risk.

Employers such as educational establishments, charities and healthcare providers, that have staff who are responsible for children or vulnerable adults, are most likely to be affected by the new rules.

The Home Office says the new scheme provides robust safeguarding arrangements while ensuring only relevant information is passed on to employers and suggests it strikes the right balance between the interests of the individual and the importance of public protection. Both the police and employers will have their part to play in ensuring the new rules achieve this aim.

The new regime focuses on providing information earlier: when someone is arrested or charged, rather than when convicted. The regime will have the greatest impact where individuals are accused of a sexual offence or offences relating to indecent images of children, and complements the Disclosure and Barring Service (DBS) which provides information on criminal convictions. The police will now be allowed to use their professional judgement to make disclosures about individuals prior to conviction where they believe there is a risk because of an individual's employment or voluntary role and the disclosure is necessary for public protection. They will be able to make a disclosure where they consider there is a 'pressing social need'.

For employers recourse to legal advisers may be required. Furthermore, liaison with the Local

Authority Designated Adult Safeguarding Manager (DASM) may be necessary in some instances.

The DBS may need to be informed not only if a worker is removed from regulated activity due to harm or risk of harm, but where a worker is cautioned or convicted for certain offences. Refer to the DBS referral criteria (link below) for full details.

Concerning referrals for automatic barring offences DBS guidance states: "If you become aware that one of your workers has been convicted or cautioned for an automatic barring offence, you have a legal duty to make a referral to the DBS" (DBS, 2015).

Employers have a legal duty to remove a person from working in regulated activity with children or vulnerable adults if they are barred by the DBS.

Resources:

DBS (2015) Referral guide for employers and volunteer managers:

DBS Referral Guide for Employers and Volunteer Managers (v3.1) (pdf document)

Home Office (2015) Common Law Police Disclosure, Guidance for employers and regulatory bodies: www.gov.uk/government/publications/common-law-police-disclosure

Lambert, A. (2015) New police powers on disclosing criminal investigations prior to conviction. 29th September 2015. London: Kingsley Napley LLP: www.kingsleynapley.co.uk/news-and-events/blogs/employment-law-blog/new-police-powers-on-disclosing-criminal-investigations-prior-to-conviction

Information courtesy of Kingsley Napley LLP

Providing Solutions – Black Country 'I Care... Ambassador' Service

Does your organisation have an 'I Care...Ambassador'? If not, you are missing out on a great opportunity to market your business!

'I Care...Ambassadors' is an exclusive club developed by Skills for Care for enthusiastic frontline care staff, who are willing to visit schools, colleges, job centres and other employment agencies to inspire and encourage others to work in adult social care.

Becoming an 'I Care...Ambassador' partner organisation and having your own Ambassadors is not only seen as a mark of good practice but it also:

- Provides a fantastic platform to showcase the great care and support you provide;
- Helps to encourage potential care workers to join your organisation and demonstrates your commitment to the learning and development of staff;
- Demonstrates to existing staff that you value their ability and achievements;
- Offers your Ambassadors the opportunity to enhance confidence, learning opportunities and CPD;
- Provides a great opportunity to engage with the local community, strengthening

links with schools, colleges and employment agencies.

We are delighted to announce that BCPC has launched a new service just for the Black Country.

'I Care...Ambassadors' take part in a wide range of activities, depending on how much time they wish to commit and their interests. This may involve providing presentations at career sessions and job fairs, offering guidance and advice on the care sector, and helping to facilitate taster sessions and other activities.

Using their first-hand experience, Ambassadors can talk about the wide range of job opportunities, helping to create a real life, honest perspective of what to expect from working in social care.

Find out how your staff can benefit [here](#) and find out more about the initiative [here](#).

To sign up your staff as Ambassadors for outstanding care in the Black Country, or for further information, please contact Jeni on 01902 551083.



[*Click to view animation*](#)

Providing Solutions - BCPC Recruitment & Retention Event

There are two important workforce challenges faced by the social care sector: to recruit people with the right values and behaviours to undertake such important roles in the right way and to meet the increasing demands of a growing sector.

The key questions that all social care employers – big, small and individual – are asking are: how do we find and attract sufficient applicants for our vacant posts, and then how do we check that they are suitable for the work and are likely to stay, develop and progress?

In tackling such issues, the BCPC Recruitment and Retention Event in October and Neil Eastwood, recruitment specialist and founder of Sticky People, came up with some very insightful suggestions.

"How to Attract and Keep the Best Staff"

BCPC is aware of the concerns you are experiencing with regard to recruitment and retention and so, after a tremendous reception at the BCPC Conference in March, we were thrilled to be able to respond to your many requests for a return visit and to once again welcome recruitment and retention specialist Neil Eastwood to the Black Country.

Neil, founder of Sticky People, gave lots of useful and practical hints and tips, for example (and probably one of the most important facts to remember); research shows that financial reward is, surprisingly, **not** amongst the **top 5 reasons** that frontline care staff remain in their jobs – what they really want is appreciation!

Neil also said that care centric people are very sensitive to how they are spoken to and to this end and, at the behest of several of the delegates present, BCPC is now responding to this need and is including a workshop to develop **Soft Skills** in our portfolio of **Leadership and Management training**.

We will let you know as soon as we have something in the calendar – so keep an eye out for emails from **BCPC** with these opportunities – soon to be coming your way!

"Very informative, simple answers given that will change staff performance. Must never forget to say thanks!"

"Excellent presentation and extremely useful (& relevant!)"

"Very useful. Intent to use immediately. Practical & very 'do-able'. Thank you!"

"Really inspiring, kept my attention throughout! Really interesting & informative. Well done Neil!"

Read more about the event [here](#).

In the Spotlight!



We were delighted when we learned that Angie Mason, Manager of **Kare Plus Domiciliary Care** in Wolverhampton and a newly recruited **BCPC I Care... Ambassador**, was awarded **West Midlands Registered Care Manager of the Year** at the regional Great British Care Awards at a ceremony in Birmingham. She has automatically been nominated for the national awards as a result of her achievement.

Angie has been in the sector for over 20 years and believes passionately that a manager is "only as good as her team". She says "If it wasn't for the carers working so hard, this would never have happened. It's a real team effort; they're available 24/7, so it's only right that I make sure I'm always available too."

~ ~ ~ ~ ~

Dignity Action Day – 1st February 2016

Following the success of last year's conference, the National Dignity Council invites you to join members of the National Dignity Council on Dignity Action Day to share and celebrate the excellent work that is being achieved across the health and social care sector.

In an ever-changing landscape, it is more important than ever that Dignity is placed at the heart of what we do.

This conference is aimed at Dignity Champions and those who work in, or access, services in the health and social care sector who are committed to, and have a passion for, making Dignity not just theirs but everybody's business.

Delegates will hear from a number of speakers, including Baroness Sally Greengross, Chief Executive of International Longevity Centre UK, who is a Dementia Friend.



For further information, and for any queries regarding this event, please contact Karen Perridge by telephone on 01449 720400.



Skills for Care is the employer-led workforce development body for adult social care in England. The Social Care Commitment is seen by the Department of Health as a key part of the solution to raising the standard of, and the public's confidence in, care and support offered in our sector.

7 – 11th December is Social Care Commitment Week - have you made the commitment?

More than 3,000 employers have signed up to the Social Care Commitment!



The Social Care Commitment is the adult social care sector's promise to provide people who need care and support with high quality services. It is a voluntary agreement between employers and employees to improve the quality of care and support services.

The commitment aims to increase public confidence in the care sector and raise workforce quality in adult social care and can be used as evidence for the Care Certificate and to meet Care Quality Commission (CQC) standards.

The Commitment is supported by:

- Department of Health
- The Care Quality Commission (CQC)
- Association of Directors of Adult Social Services (ADASS)
- Skills for Care

Those organisations who were the first to sign up in 2013 will be asked in December to renew their commitment for a further two years. Renewal rates are expected to be high.

85% of signed up employers surveyed said they have already seen, or expected to see, an increase in the quality of care that their organisation provides. 83% said it has led, or will lead, to improvements in staff training and development.

The Social Care Commitment is free and quick and easy to sign up to. Visit www.thesocialcarecommitment.org.uk to find out more.

Providing Solutions - Funding and NMDS-SC Support

BCPC could pay up to £900 per learner in this funding year, even if the qualification was fully funded.

If a member of staff has completed a QCF qualification, or units towards a qualification, since 1st January 2015, contact BCPC **now** as money may be available to help towards course costs or backfill costs (staff salary, wage replacement costs etc).

Funding is limited and claims are dealt with on a first-come, first-served basis so apply sooner rather than later.

BCPC can disburse Workforce Development Funding to employers who have returned a partnership form **and** have completed their National Minimum Dataset (NMDS-SC) to the required standard.

For further information please contact **Carolyn Gorman** on **01902 551083** or **bcpc@wolverhampton.gov.uk**.

Providing Solutions – NMDS-SC **Input once, use many times**

Research with employers shows that for every £1 of time spent inputting data, **there is a return on investment ranging from £1.30 to £8.90!**

- Improve CQC submissions - NMDS will help CQC to develop your Provider Information Return (PIR)
- Save time entering data into different systems
- Access a range of e-learning including End of Life Care and Dementia Care modules
- Analyse staff qualification data
- Develop training plans
- Understand workforce and training needs
- Instant information for you or your head office
- Access to Workforce Development Funding
- Compare turnover and vacancy rates locally
- Compare pay rates
- Direct link to your Provider Quality Profile on the NHS Choices website
- Provides information directly to your local authority, who might be commissioning your services

How much could BCPC give you?

Qualification	Credits	Funding
Level 2 Diploma in Health & Social Care	46	£690
Level 3 Diploma in Health & Social Care	58	£870
Level 4 Diploma in Adult Care	70	£1050
Level 5 Diploma in Leadership in Health & Social Care	80	£1200

Updating your NMDS-SC? **Let BCPC ease your workload**

At BCPC, we want to help you ensure that your NMDS-SC is **complete** and **up-to-date**, and we are pleased to offer you a **support visit** from one of our team dedicated to NMDS-SC. The visit can be used to provide system tuition for new users, refresher training or to make significant improvements in the quality and quantity of data held for your organisation.

Research shows that keeping things up-to-date will save time and money in the long run.

We may even be able to help you to achieve **full eligibility** for Workforce Development Funding which can be used for a range of QCF qualifications.

A visit from BCPC can save you hundreds or even thousands of pounds!

Book a support visit on **01902 551083** if you are struggling with getting your NMDS completed, or if you would like more information about NMDS-SC.

Providing Solutions - Useful resources...

Living well through activity in care homes: the toolkit

All older people living in care homes have the right to:

- Experience a good home life.
- Be treated with dignity and respect.
- Access quality care and treatments.

This **toolkit** has been designed to equip care homes with ideas and materials in order for them to provide a service focused on residents' needs, preferences and activity choices.

Let's Talk

The 'Let's Talk' video and workbook brings together workers from different agencies and professions and uses theatre and discussion to provide a safe space for learning and reflection on sensitive and complex issues.

- **Video**
- **Questionnaire**
- **Workbook**

Leading and Managing Home Care Teams

Despite the invaluable role that Home Care teams play in society, there is a dearth of knowledge about the practice and challenges of leading and managing Home Care teams. To address the issue, **this study** was commissioned by the National Skills Academy.

~ ~ ~ ~ ~



TELL US WHAT YOU THINK

We hope that you have found this newsletter useful and informative. Any suggestions and comments on what you would like to see in future issues would be welcomed so please contact us with your thoughts.

For more information on BCPC please visit www.bcpc-net.co.uk

Copyright © 2015 BCPC, All rights reserved.

Black Country Partnership for Care
Suite 22, Bond House
Bond Street
Wolverhampton
WV2 4AS
☎ 01902 551083
✉ bcpc@wolverhampton.gov.uk