

Skills for Care



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Kent and Medway, Skills for Care






Who we are, what we do


- The employer-led workforce development body for adult social care in England.
- Largely funded by Department of Health and Social Care
- Lead on workforce, leadership and learning and development.
- Develop practical resources and provide support for the workforce including entry level, Registered Managers and people in other leadership, management and strategic roles.

Visit www.skillsforcare.org.uk

The state of the adult social care sector and workforce in Kent 2017



40,000 jobs in adult social care
797 CQC regulated services




In England the workforce has increased by **18%** since 2009

Male **19%**
Female **81%**




Nationality of our workers

77% British
11% EU
12% non-EU



- 10,478 (26%)** left their role in the past 12 months
- Vacancy rate **4.3% (1,750)** at any one time




23% of the workforce are on zero-hours contract jobs


Since the introduction of the mandatory National Living Wage on April 1 2016, care workers' pay in the independent sector has increased at a higher rate than previous years.

£7.20	£7.33	£7.44	£7.62	£7.74	£7.99
Oct 11 - Sep 12	Oct 12 - Sep 13	Oct 13 - Sep 14	Oct 14 - Sep 15	Oct 15 - Mar 16	Apr 16 - Mar 17

Adults Social Jobs in South East by 2030 **345,000**

Projected number of additional adult social care jobs required by 2030

Current rate	20,000	9%
65+ model	95,000	37%
75+ model	135,000	53%



CQC regulations

Helping you to meet and demonstrate the highest standards of care

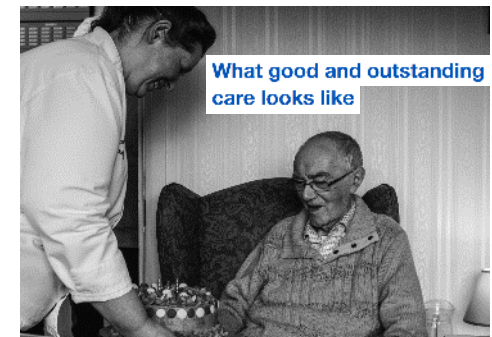


Good and outstanding care Guide

Guide

Workbook

Films



- Guide is Free
- Workbook Edition price £35 – if a registered manager member £20



Care Improvement Works

www.careimprovementworks.org.uk

- A free online tool to help CQC regulated providers pre and post inspection
- A quick way to find out about all the Skills for Care and SCIE products and services relating to CQC inspectors key lines of enquiry
- **Relates to KLOE E1. Are people's needs and choices assessed and care, treatment and support delivered in line with current legislation, standards and evidence-based guidance to achieve effective outcomes?**



Safe



Effective



Responsive



Caring



Well-led

Building confidence, Improving care

If you are an adult social care provider regulated by the Care Quality Commission (CQC), this site can help you.

Care Improvement Works brings together in one place resources to assess and strengthen the quality of your service.

It helps you to plan and prepare for CQC inspection, respond to internal audits and deliver good and outstanding care. It is a one-stop-shop to assist quality improvement.

Updated to reflect new areas of CQC inspection from November 2017, Care Improvement Works provides easy access to products and services from Skills for Care, SCIE (Social Care Institute for Excellence) and NICE (National Institute for Health and Care Excellence).

With over 15,000 users, Care Improvement Works is something all care managers, leaders, quality assurance leads and others can use to drive up quality.

Find out what users have said about Care Improvement Works [here](#).

Click on the icons below to get started, or [find out more](#).



http://www.careimprovementworks.org.uk/About.aspx

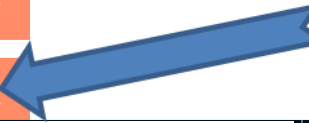
Safe

- Safe
- Effective
- Caring
- Responsive
- Well Led

All lines of enquiry related to this area of the CQC inspection are listed below. Visit the [CQC website](#) if you need to clarify which ones relate to your service.


To learn more about how to gain access to our products and services, [click here](#) [?]

- S1. How do systems, processes and practices safeguard people from abuse? +
- S2. How are risks to people assessed and their safety monitored and managed so they are supported to stay safe and their freedom is respected? +
- S3. How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs? +
- S4. How does the provider ensure the proper and safe use of medicines? +



Products that can help include...


Medicines (Good and outstanding care guide)

 Medicines (Good and outstanding care guide)

Recommendations and practical examples from services rated good and outstanding including;


- Train and refresh staff, follow NICE and Royal Pharmaceutical Guidelines, regularly review plans etc.
- Avoid out of date records, poor management, unlocked medicine cabinets etc.

Provided by:



[Add to my list](#)

Medicines management in care homes (2015) (QS85)

 Medicines management in care homes (2015) (QS85)

NICE quality standard on managing medicines in care homes. Residents should have the opportunity to make informed decisions about their care and treatment in partnership with health and social care professionals. Safeguarding and mental capacity issues are considered in relation to medicines. In particular, please see statements 1, 2, 4, 5 & 6.

Provided by:

NICE National Institute for Health and Care Excellence

[Add to my list](#)

Managing medicines in care homes (2014) (SC1)

 Managing medicines in care homes (2014) (SC1)

The guidelines covers good practice for managing medicines in care homes. It aims to promote the safe and effective use of medicines in care homes by advising on processes for handling and administering medicines. This includes recommendations on developing

Provided by:

NICE National Institute for Health and Care Excellence

[Add to my list](#)

NICE National Institute for Health and Care Excellence

Quality Improvement Tool

NICE Quality improvement resource: adult social care									
SAFE: CQC adult social care services framework - are services safe?									
S1: How do systems, processes and practices safeguard people from abuse?		S2: How are risks to people assessed and their safety monitored and managed so they are supported to stay safe and their freedom is respected?		S3: How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?					
3	QS116: Domestic violence and abuse	Statement 1: People presenting to frontline staff with indicators of possible domestic violence or abuse are asked about their experiences in a private discussion.	Link	QS24: Nutrition support in adults	Statement 1: People in care settings are screened for the risk of malnutrition using a validated screening tool.	Link	QS123: Home care for older people	Statement 3: Older people using home care services receive care from a consistent team of home care workers who are familiar with their needs.	Link
4	QS116: Domestic violence and abuse	Statement 2: People experiencing domestic violence and abuse receive a response from level 1 or 2 trained staff.	Link	QS63: Delirium in adults	Statement 1: Adults newly admitted to hospital or long-term care who are at risk of delirium are assessed for recent changes in behaviour, including cognition, perception, physical function and social behaviour.	Link	SC1: Managing medicines in care homes	Recommendation 1.10.2: Care home providers should ensure that care home staff (registered nurses and social care practitioners working in care homes) have protected time to order medicines and check medicines delivered to the home.	Link
5	QS116: Domestic violence and abuse	Statement 3: People experiencing domestic violence or abuse are offered referral to specialist support services.	Link	QS63: Delirium in adults	Statement 2: Adults newly admitted to hospital or long-term care who are at risk of delirium receive a range of tailored interventions to prevent delirium.	Link	SC1: Managing medicines in care homes	Recommendation 1.14.5: Care home providers should consider ways of avoiding disruptions during the medicines administration round, such as: <ul style="list-style-type: none"> •having more trained and skilled care home staff on duty at that time •reviewing the times for administering medicines (for example, administering once daily medicines at lunchtime rather than in the morning, if the health professional prescribing the medicine agrees that this is clinically appropriate) •avoiding planned staff breaks during times of medicines administration 	Link

www.nice.org.uk/about/nice-communities/social-care/quality-improvement-resource



What is the Workforce Development Fund?

WDF is funding from the Department of Health and Social Care which is disbursed by Skills for Care. It's a limited pot of money which funds qualifications, units and learning programmes to support the ongoing professional development of staff across adult social care in England.

A financial contribution towards the cost of workers completing social care units, qualifications and learning programmes, meaning you can claim back a proportion of the costs of learning and development.

A list of acceptable units for funding: [List of Funded Qualifications 18/19](#)

- **Level 2 Diploma in Health and Social Care - £690**
- **Level 3 Diploma in Health and Social Care £870**
- **Level 4 Diploma in Adult Care - £1050**

Learners can complete more than one smaller qualification and WDF can be claimed up to the limit of £1,200



Who can apply?

To be eligible to apply for funding you must:

- Be an adult social care employer
- Have staff undertaking units from the list of acceptable units
www.skillsforcare.org.uk/wdfunits
- Have an NMDS-SC account that meets the advertised criteria
- Join your local employer led partnership Kent and Medway Workforce Development Partnership
rogelio@switchedonconsulting.co.uk



What is changing for WDF 2018/19?

- Funding will be claimed on completion of qualifications.
 - The evidence to claim will be a copy of the full learner's certificate
 - 18/19 will be the final year to claim QCF qualifications
 - There will be a limit of £1,200 per learner per funding year
-



Other Resources

Our offer to you also includes:

- practical advice and guidance on recruiting and retaining the right staff
 - Common Core Principles for Dementia Care, Dignity and End of Life Care
 - tools for People Performance Management
 - a full suite of Care Certificate resources
 - Well-led programme; for managers who want to go from good to outstanding.
-



Registered Manager Networks

Established by registered managers and supported by Skills for Care. Each network:

- is chaired by a registered manager
- sets its own aims and purpose in line with the interests and needs of local managers, within the context of quality, leadership and learning and development
- balances a mix of formal and informal discussions
- represents an opportunity to engage collectively with local stakeholders, for instance commissioners or CQC representatives
- meets a minimum of three times a year
- **Relates to KLOE W5 How does the service work in partnership with other agencies**
- 6 Networks in Kent

And it works.....

and quality of service delivery during the region-wide annual Kent Care Awards. People had been included in the celebrations and one person told us how they went to Birmingham to see their manager win the award and celebrate with the staff. They showed us pictures of the event and said how much they enjoyed the evening and stayed overnight in the hotel. This achievement was also featured in the monthly newsletter so that everyone involved in the service would be aware of this event. Four other members of staff who worked within the organisation received the winning accolade in recognition of their hard work, dedication and commitment to bringing good care to Kent.

The registered manager was dedicated to improve people's lives and passionate about sharing good practice. They had an active role in supporting and working in partnership with other services to keep up with current legislation, guidance and practice. They were also the Chair of the East Kent (Dover) Registered Manager's Network. The aim of the network was to provide information, increase confidence, and allow managers and staff to share skills and access peer support for managers and staff from across Kent, and not just the provider's organisation. Another member of the administration staff had also won the Kent Ancillary Award for their contribution to the service.

Robust auditing procedures were in place to assess the quality of care being provided. Checks were made on all aspects of the service including medicines, finances, care plans, the premises such as fire, health and safety, water and infection control. Any issues raised were actioned and plans put in place to ensure that the required actions had been completed. The registered manager ensured that there was a programme of

Contact details



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