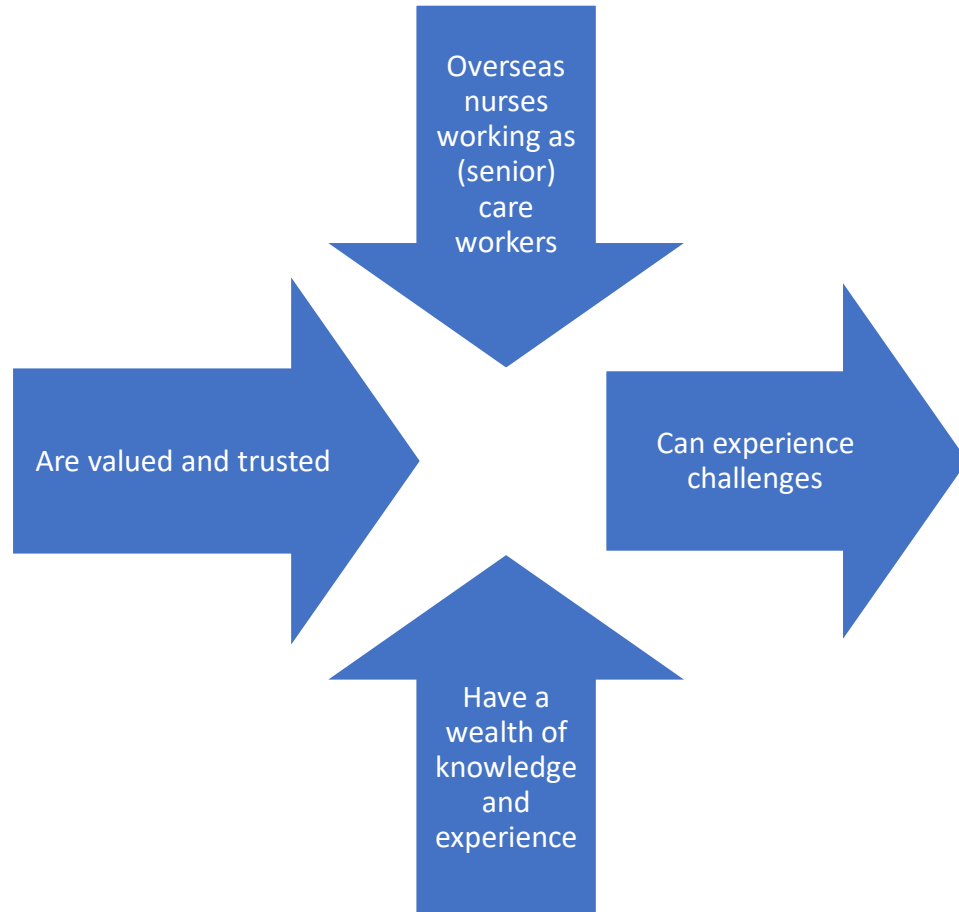




Translating Care Programme

Quality Improvement in Care Homes

Aarondale wanted to explore what support may be available to their care staff recruited from overseas and working together with Lancashire Quality Improvement Team, this translated into request to Lancashire Adult Learning for a short training programme




- UK social care culture and values, guidance for person-centred care
- communication, guidance on active listening and resident communication (dementia)
- dealing with common challenges such as local accents and dialects, role differences and racial discrimination
- understanding their subjective experience
- accessing resources for training and career development opportunities and networks of support



Aarondale Care Home

Ann Sheward

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- Working with Lancashire over the last few months and piloting the 'Translating Care programme' has been key in training and developing our overseas staff.
 - It has provided them with the underpinning knowledge they needed to understand English traditions, values, and culture.
 - The course content gave them an insight and complimented their understanding and knowledge, ensuring they were fully equipped/upskilled to complete their roles. It also provided them with confidence, empowerment, and a welcome inclusion to our workforce.
 - The foundations now laid have given us a greater chance of success for continuous training and developing our staff team.
 - We are looking to book our next set of overseas staff on the course next year, the difference in the staff's manner, work, confidence, and competencies in all areas, following this course has been remarkable.

' I'm so grateful!'

Love the course!

'Now I understand better, I feel I can complete my role fully without fear of getting it wrong!'

'feel part of the family!'

'This course gave me an understanding of British culture and values, that I had not received on any other regular training. It also gave me an understanding of how British rules are protecting this country and its people and giving them their independence and how all this is related to the care sector'

Course Overview

Pilot:

10 learners attended the course held at The United Reformed Church, Chorley.

The programme ran on Wednesday mornings 9.30am – 12.00pm through face-to-face workshops.

Accreditation:

Two units were completed through completion of written workbooks

- Level 1 Awareness of Protection and Safeguarding in Children's Services and Adult Social Care Settings
- Level 1 Prejudice and Discrimination

Funding is now available through Social Care Training Hub, so the course is FREE.

Session content



Session 1: Introduction (Employability tutor)

- Goal setting
- Health and Social Care roles
- Progression in the UK
- CV Starter kit

Session 2: Health and Social Care Values (HSC tutor)

- British Values
- Key Values in Health and Social Care
- Person Centred Care
- Introduction to Care Act and Mental Capacity Act

Session 3: Equality, Diversity and Inclusion (HSC tutor)

- Equality Act 2010
- Introduction to Prejudice, Discrimination and Stereotypes
- Grievance procedures
- Support Available (Including for staff)

Session 4: Safeguarding and Protection (HSC tutor)

- Safeguarding part 1 including:
- Defining Safeguarding and Protection
- What is a Code of Conduct?
- Types of harm and abuse
- Indicators of harm and abuse

Session 5: Safeguarding and Protection (HSC tutor)

- Safeguarding policies and procedures
- Whistle blowing
- Support available

Session 6: Health and Social Care Values (Employability tutor)

- CV Workshop
- Completion of any remaining assessments
- Revisit goals and reflection on learning

Making it Work

- All learners need to have literacy skills at Entry 3 or above
- Learners need to be able to attend all sessions
- The employer provided supporting materials including their own Equality and Diversity, and Safeguarding Policies/Procedures
- The venue was local to the learners. An in-house training room would be ideal.

Any Questions?

If you want to find out more about the Aarondale experience, please contact Ann Sheward, Registered Manager, Aarondale Care Home,
manager@aarondale.co.uk

If you want to sign up to the programme, please contact Nicola Lee, Lancashire Adult Learning,
Nicola.Lee@NelsonGroup.ac.uk

If you have an idea for improving quality and want to discuss if any support is available, please contact Sue Shannon, Senior Quality Improvement Practitioner, Lancashire County Council,
susan.shannon@lancashire.gov.uk