

# Care 4 You Training Newsletter



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## Staff Training 2008 - How did we do?

Care 4 You did well with staff training during 2008.

We were very pleased with the numbers of staff who completed an NVQ 2 in Health and Care, having enabled 14 staff to successfully complete this qualification.

As we enter 2009, there are 3 staff currently awaiting certification, 2 staff who are very near completion, and a further 3 who recently commenced the NVQ program

We recognise that in order to ensure that our clients continue to receive high standards of care, it is important to ensure that all our staff are all working to the required standard. Therefore once staff have

completed a thorough induction program and have successfully completed their probationary period, they will be encouraged to work towards achieving an NVQ qualification.

Care 4 You also arranged First Aid Training during July and saw 10 staff successfully complete this important course. Further opportunities will be made available to staff during 2009 to complete First Aid Training. Courses will be running monthly through the Consortium and Care 4 You hope to secure 3 places per month for Care 4 You staff wishing to increase their first aid awareness.

During 2008 all our support staff also completed

their annual mandatory training which includes:

- Protection of Vulnerable Adults training ,
- Moving and Handling training
- Food Hygiene training
- Fire Safety training

In addition to the above, a further 97 individual training places were accepted which enabled these staff to increase their knowledge and skills in various different subject areas all of which have helped support individual members of the team to continue to develop themselves within the organization.

With figures like this no wonder Care 4 You are able to continue to deliver high standards of care to its clients.

## The Care 4 You Learning Zone @ No 67

Back in June 2008, Care 4 You applied for a grant from the Cheshire Learning Resource Network (LRN) to fund the development of a Learning Zone at The Training Academy @ No 67.

This grant has recently been approved, which will eventually result in some of the space at No 67 being transformed into a Learning Zone.

This will be fully

equipped and include computers stations for e-learning.

We envisage a readily accessible centre that staff can access on a first come first served basis to participate in learning at a pace appropriate to their needs.

This style of learning environment would enable staff to drop in at a time to suit themselves, maybe when they have a

gap in their rota, at the beginning or end of their calls, or at a time that fitted in with their family or social circumstances and so take advantage of the range of learning materials and resources that would be available to them.

So watch out for these changes that will be taking place at No 67. We trust that our staff will enjoy using these new facilities.

### Special points of interest:

- *Staff Training –How did we do?*
- *The Care 4 You Learning Zone @ No 67*

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## Move on.....Communication Workshop

As identified in our previous training newsletter, Care 4 You were making plans to host a set of workshops at the Care 4 You Training Academy @ No 67 aimed at helping staff improve Maths and English skills. Well, we are pleased to announce that a taster session successfully took place on 13th November.

For all of us, basic communication skills are something that we use day in and day out during our work day and in our personal life, however some of you felt that you would benefit from a little extra coaching to further enhance the way you communicate in your particular work setting and

chose to take advantage of the session

The taster session enabled staff to explore whether they felt they may benefit from the support and guidance these sessions could provide.

Feedback from the day was positive and Care 4 You have agreed to launch the Move On Communication program from January 2009. These 2hr sessions will be held every Tuesday between 12.30 and 2.30pm for 11 weeks at No 67.

Six staff members will be enrolling on this Jan-April intake and will be gaining a nationally recognized certificate in adult literacy in the process.

These workshops are free and will be take place at the training academy as part of our commitment to enabling our staff to gain skills for life.

So if you think that an English qualification could help you move on within your job role and have not enrolled on the program please drop by and have a chat with Sam (Learning and Development Manager ) and she can register you for a place on the next workshop that will commence in May 2009.

Places are limited so book early if you are interested.

## Support and Supervision in the Workplace

Support and supervision sessions are regular one-to-one meetings where work performance is discussed in a systematic manner. Formal sessions takes the form of a semi-structured meeting with the emphasis on encouraging dialogue between the team leader and the member of staff. Informal sessions can include observation of actual work performance in the Homecare setting.

Support and supervision is concerned with monitoring staff performance, reviewing progress , dis-

cussing problems, developing solutions, delegating new tasks/projects, and agreeing training opportunities.

Effective support and supervision should maximise learning on the job and support the individual in a way which is appropriate to their stage of development.

The wider process of reviewing overall performance and managing personal and career development are best considered as part of a systematic Personal Development and Per-

formance Review (PDPR) although this is a parallel and complimentary management process.

The Team Leader should give sufficient advance notice of a formal support and supervision session to allow for preparation. This will depend on the individual concerned and the nature of the job.

The purpose is to give the individual time to review their work and think about any issues or problems they wish to raise.



### Questiontime: What do I do if I want to develop my knowledge and skills in Homecare?



Each month we feature frequently asked questions (FAQ's) . This month the question is

What do I do if I want to develop my knowledge and skills in Homecare?

As you will know, during induction all new employees complete a comprehensive induction program during which time, they complete workbooks to demonstrate knowledge gained.

Staff then continue to put their knowledge into practice when working with the service users to whom they have been allocated.

Once staff have demonstrated a satisfactory level of competence, they may be given the opportunity to complete an NVQ 2 in Health and Social Care. This usually takes between 12-20weeks depending on individual levels of ability and the service users with whom they are working.

But what other opportunities are available to develop in Homecare? Well, some staff choose to complete mini - learning programs that range from 2hr sessions up to 1 day sessions aimed at expanding their knowledge and skill in specific areas. These include Dementia Care, Adult Protec-

tion, Infection Control, Managing Challenging Behaviour, Death Dying and Bereavement, First Aid and An Introduction to Pressure Care.

Certificates of achievement are issued to all staff who demonstrate a satisfactory level of understanding in their new subject area.

Contact Sam @No 67 if you wish to discuss how you would like to further your knowledge and skills.

Mobile:07912 084734

Email: samantha.olubodun@care-4-you.org

## Learning Zone : Dementia Care

This month we thought we would give you some information about Dementia care.

### How many people are affected?

There are about 700,000 people in the UK with dementia. Well known people who have / have had Dementia include Prime Minister Margaret Thatcher, American President Ronald Regan, actress Rita Hayworth, writer Iris Murdoch, and writer Terry Pratchett. One person in twenty aged over 65 years old is affected, and by the age of



Normal brain

80 one person in five is affected.

### What causes dementia?

Dementia is an umbrella term which is used to refer to over 100 different conditions and diseases. The features that are most commonly experienced are memory loss, communication difficulties and mood changes.

The most common are:

- **Alzheimer's disease** – This is most common cause of dementia. During the course of the disease the chemistry and structure of the brain changes, leading to the death of brain cells
- **Dementia with Lewy bodies** – This form of dementia gets its name from tiny spherical structures that develop inside nerve cells. Their presence in the brain leads to the degeneration of brain tissue.
- **Fronto-temporal dementia (including Pick's disease)** – Damage is usually focused in the front part of the brain.

• **Vascular Dementia** – The brain relies on a network of blood vessels to bring it oxygen-bearing blood. If the oxygen supply to the brain fails, brain cells are likely to die and this can cause the symptoms of vascular dementia. These symptoms can occur either suddenly, following a stroke, or over time through a series of small strokes.

Each condition has different particular characteristics, and individuals react differently during different phases of the condition. For example, with Fronto-temporal Dementia a person's behaviour is more affected than memory, and Dementia with Lewy bodies can affect speech, concentration and memory and sometimes can be similar to some aspects of Parkinson's Disease.

### How Dementia affects people differently

How an individual is affected by Dementia depends of 5 factors:

- **Their Personality**
- **Their life history**
- **Their Health in other areas**
- **The amount of Neurological (brain) impairment they experience**
- **How they feel about how they are treated (this is called Social psychology)**

The better you know a person, their health and history, their personality and preferences, the better the quality of Dementia Care you are able to provide for them.

### Care example

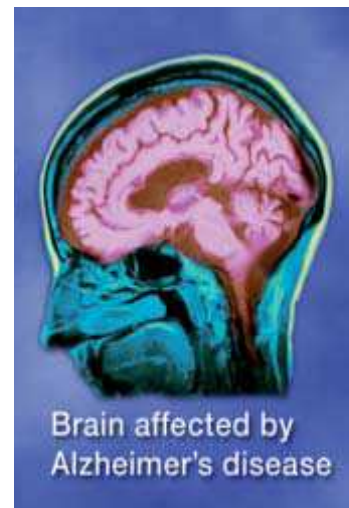
**Mr Clarke's fascination with worms started to make sense to the homecare team when they discovered that he used to enjoy fishing. He always seemed to be on the lookout for worms because he felt that worms made better bait for catching trout. Understanding this about Mr Clarke meant that staff had something new to talk about and understood some of the reasons for this unusual behaviour. Talking to his family helped the team to learn more about Mr Clarke since he was unable to express himself effectively due to his**

dementia.

### Care Values and Dementia

Take some time to think about how you can show the following values in your work:

- **Respecting the people in your care**
- **Accepting people without judging them**
- **Understanding the importance of their feelings**
- **Think about the whole person, not just caring for their physical needs**
- **Develop your relationships**
- **Be positive about their abilities and achievements**



Brain affected by Alzheimer's disease

### Learn more about Dementia

If you would like to learn more about dementia please contact Sam @ No.67 the Training Academy. There are several learning packs available to enable you to develop more skills in this subject area. Once you have successfully increased your knowledge in Dementia Care you will receive a certificate of achievement which you can add to your Portfolio to demonstrate your ongoing Personal Development within the organisation.

## Care 4 You

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## Our Mission Statement

- To maintain a safe, comfortable environment within the service users' home, adapting to meet the individual changing needs of the service user.
- To optimise freedom of choice and aid independence within the limits of health and safety, promoting individual rights.
- To provide a continuous training and development programme to aid us to deliver high standards of holistic care aimed towards achieving service users' optimum health potential.
- To provide cost effective care within the limits of specified budgets to ensure value for money and effective use of resources.
- To enable service users to live as fully and comfortably as possible and in due time, to die at peace with dignity, and to provide support and care to relatives and friends

## Useful Website Links

[Www.care-4-you.org](http://www.care-4-you.org)

[Www.scils.co.uk](http://www.scils.co.uk)

[Www.skillsforcare.org.uk](http://www.skillsforcare.org.uk)

[Www.bbc.co.uk/learningzone](http://www.bbc.co.uk/learningzone)

[Www.cityandguilds.com](http://www.cityandguilds.com)

[Www.esci.gov.uk](http://www.esci.gov.uk)

[Www.dh.gov.uk](http://www.dh.gov.uk)

[Www.ageconcern.org.uk](http://www.ageconcern.org.uk)

[Www.learndirect.co.uk](http://www.learndirect.co.uk)

