

**ADULTS AND COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE**  
**5 APRIL 2016**

**TRAINING AND DEVELOPMENT FOR THE INDEPENDENT SECTOR**  
**PROVIDER MARKET**

**REPORT OF THE DIRECTOR OF ADULTS AND COMMUNITIES**

**Purpose of Report**

1. The purpose of this report is to provide members of the Committee with details of the range of training opportunities available to providers of services for adults and older people in Leicestershire.

**Policy Framework and Previous Decisions**

2. The Care Act 2014 places duties on local authorities to facilitate and shape their market for adult social care as a whole. This means for all people in Leicestershire who need care and support, whether this is arranged or funded by the state, by the individual themselves, or in other ways.
3. The Care Act also outlines that local authorities must facilitate markets which offer a diverse range of high quality and appropriate services and that they must ensure the continuous improvement of those services and encourage the development of a workforce which effectively underpins the market.
4. The Care Act also highlights that those working in the care sector play a central role in providing high quality services, and that local authorities must consider how to help foster, enhance and appropriately incentivise this vital workforce.

**Background**

5. Leicestershire County Council commissions a range of services from community, voluntary and independent sector providers, through contractual arrangements, to prevent, reduce, delay and meet need. In addition, there are significant numbers of providers who provide services outside of formal contractual arrangements.
6. Contracting is a legally binding method by which commissioned services are delivered, and contract management is the process by which the Council ensures that the services continue to be delivered to agreed quality standards. Training and ensuring that the workforce is suitably competent to deliver services to specific standards, and in line with best practice, forms a key component of contract management. Officers of the Council cannot specify to providers of social care who should provide training, nor does the Council recommend the format that the training should take, but will specify what training is required to ensure that staff are competent to meet the needs of people for whom services are provided.

7. Providers of care services can access training in a number of ways:-
  - (i). Through Skills for Care (the organisation responsible for training and development in the care sector);
  - (ii). Though the Social Care Information and Learning Service (SCILS) – this is an online resource/community dedicated to the Health and Social Care Sector. The County Council is one of a number of Councils that utilises geographic subscription, allowing local authorities covering all Social Care and Health Organisations working with Adults and Children/Young People (this also includes the private, voluntary and independent sectors to access the service);
  - (iii). Through the Leicestershire Social Care Development Group (LSCDG);
  - (iv). By accessing independent training organised by a range of independently operated organisations;
  - (v). The Adults and Communities Department’s Quality Improvement Team (QIT) also provides training and support to providers.
8. Officers from the Council’s Learning and Development Section have forged and maintain strong relationships and links with both commissioners and providers of health and social care, including East Leicestershire and Rutland Clinical Commissioning Group (CCG), West Leicestershire CCG, Leicestershire Partnership NHS Trust, East Midlands Care Association and QIT. These relationships aim to ensure that training is developed to support safe and effective service delivery and that providers can access training in line with nationally and locally agreed standards.
9. The Council is unable to oversee the contents of external training as this is outside of any contractual arrangement held with the Council to deliver training. The Adults and Communities Department therefore does not assess the quality of training provided externally which providers of social care may access through their own arrangements.

### **Skills for Care**

10. Skills for Care is the employer-led workforce development body for adult social care in England. Skills for Care works with organisations across England to ensure they equip staff with the right skills and values to deliver high quality care. Skills for Care is also the home of the National Skills Academy for Social Care, which offers workforce learning and development support and practical resources from entry level right through to those in leadership and management roles.
11. Skills for Care state that their vision is to achieve a confident, caring, skilled and well-led workforce that is valued by people who need care and support through working with employers.
12. To achieve this vision the aim is to:-
  - (i). Work together with organisations that provide adult social care and other partners to develop qualifications and standards that meet the leadership, learning and development needs of the workforce;

- (ii). Work with organisations that provide adult social care to make sure their workforce can access high quality learning and development opportunities;
  - (iii). Encourage innovative thinking and learning helping the workforce provide person-centred care and support with dignity and respect at its heart.
13. Skills for Care offer an extensive A to Z list of materials and resources to support the development of the social care workforce resources and access to training that covers a range of topics from assisted living technology to working together to improve end of life care (see attached link [www.skillsforcare.org.uk](http://www.skillsforcare.org.uk) and then search 'Topics').

**Social Care Information and Learning Services (SCILS)**

14. Though SCILS, providers are also able to access a wide range of social care materials either for online or group learning along with other services that support social care professionals in furthering their knowledge (see attached link regarding the range of materials available at [www.scils.co.uk](http://www.scils.co.uk) and then click 'About us' and search 'Topics available').
15. SCILS offers a holistic A to Z set of materials, from acquired brain injury to young carers. These resources can be used for either individual learning for training delivered in a group setting.
16. There are 1,689 users registered on SCILS and in 2015/16, the website received the following number of hits by providers within Leicester, Leicestershire and Rutland (LLR):

<b>Group</b>	<b>Hits</b>
Leicestershire	688
Leicester City	152
Rutland	786
Users not defined under Leicester, Leicestershire, and Rutland (LLR)	152

**Leicestershire Social Care Development Group (LSCGG)**

17. LSCDG is a partnership between the three LLR local authorities and adult social care providers. It has been operational since 2006, and its aim is to support workforce development and raise quality for independent and voluntary sector (IVS) across LLR. The IVS plays a key part in shaping the training requirements of the sector and provides feedback on the content of current training courses.
18. The LSCDG works with over 400 adult social care providers including care homes, nursing homes and domiciliary care agencies. The partnership is governed by the Sub Regional Workforce Group (SRWG) which meets quarterly, and its administration is hosted by the County Council. The IVS has representatives that sit on the SRWG and providers across all sectors of social care in Leicestershire are represented by the following organisations:-

- Janice Haywood, VISTA (Voluntary Sector Representative);
  - Jane Fielder, Waltham Hall Nursing Home (Residential and Nursing Care Representative);
  - Jayne Young, Carewatch (Domiciliary Care Representative).
19. The LSCDG currently offers a series of courses, which are delivered by experienced experts in the field including in house local authority staff. These staff are subject to the Council's supervision and performance and development policies and procedures and external providers will have been through a robust selection process in order to deliver training on behalf of the LSCDG. External providers who deliver services/training are subject to ongoing performance and contract management. All courses delivered by in house staff and external providers are subject to evaluation by those who have attended the training.
20. The LSCDG works with partners who are in touch with the IVS to help formulate and direct training plans, as well as implementing new legislation and procedures. One of the main functions of the LSCDG is to organise and arrange a training plan that runs from April to March each year with a selection of core training, which is funded via the partnership. The training plan consists of fully funded courses, such as:-
- Moving and Handling Train the Trainer;
  - Autism;
  - Dementia Education Programme;
  - Safeguarding.
21. All other courses can be accessed with a contribution levied per delegate; these include the Mental Capacity Act and Introduction to Learning Disability. All courses are delivered in a classroom and supported by e-learning. The e-learning consists of bite size chunks of 30 minute sessions to raise awareness on topics such as Autism and Dementia. Other e-learning includes downloading of training materials that providers may want to use in supervisions or group sessions; this includes the common induction standards. Over the past year the LSCDG has provided training relating to the Care Certificate to 121 staff and to 81 providers. The full range of training available through the LSCDG and numbers of staff who have accessed training in the past year is set out in Appendix A. Also attached, as Appendix B, is a presentation providing members with an overview of the work of the LSCDG.
22. The LSCDG is also responsible for the administration of the Workforce Development Fund (WDF); a Department of Health funding stream distributed by Skills for Care, which LSCDG have successfully managed for over 10 years. Employers across LLR can use the WDF to make a significant contribution towards the costs of workers completing units and qualifications on the Qualifications and Credit Framework.
23. QIT supports providers of care services and will assist with developing their workforce through the delivery of training, in particular, around Moving and Handling, Medication and Management of Falls. This can be beneficial because the training can be delivered on site and will focus to address the individual issue or concern identified. QIT work with providers to support improvements to care practice and delivery and identify a need for a specific type of training, and LSCDG's role involves supporting the delivery of this training in a number of ways, eg bespoke training around the specific needs of the workforce and access to training through the LSCDG programme. If a shortfall in training is identified, the LSCDG will use this to shape and influence future training programmes. The SRWG members are working

with the Better Care Together colleagues to develop a joint and sustainable approach to workforce development for the future.

### **National Minimum Data Set for Social Care (NMDS)**

24. Providers across Leicestershire are encouraged to make use of Skills for Care's National Minimum Data Set for Social Care (NMDS-SC). This is not a mandatory requirement for providers, however, the NMDS is recognised as the leading source of robust workforce intelligence for adult social care. The NMDS-SC collects information online about providers offering a social care service and their employees. Social care providers can register, maintain and access their business information at [www.nmds-sc-online.org.uk](http://www.nmds-sc-online.org.uk). Providers of care use NMDS-SC to record information about their workers. Providers can use the NMDS to track training records.
25. Across Leicestershire 126 providers have submitted data to the NMDS. This represents less than a quarter of all contracted service providers commissioned by the Council to deliver adult social care services. It therefore does not provide a holistic view of the social care workforce, their qualifications or the training that the workforce has received.

### **Future Developments**

26. The department is refreshing its Adult Social Care (ASC) Workforce Strategy to reflect recent legislation changes and the new ASC Strategy "Promoting Independence, Supporting Communities". Adult social care workers in all sectors will need to be empowered to make confident and competent decisions and training plans will need to support that aim. Planning for the implementation of the Workforce Strategy has begun and providers and training organisations will be included in the planning.

### **Background Papers**

None.

### **Circulation under the Local Issues Alert Procedure**

None.

### **Officers to Contact**

Sandy McMillan  
Assistant Director, Strategy and Commissioning, Adults and Communities  
Tel: 0116 305 7320 Email: [sandy.mcmillan@leics.gov.uk](mailto:sandy.mcmillan@leics.gov.uk)

Tracy Ward  
Head of Service Compliance and Quality Adults and Communities  
Tel: 0116 3055763 Email: [tracy.ward@leics.gov.uk](mailto:tracy.ward@leics.gov.uk)

### **List of Appendices**

- Appendix A - Details of the list of training courses available through the LSCDG and the numbers of providers who have accessed training during 2015-2016.

- Appendix B - Presentation on the role and remit of the LSCDG

### **Relevant Impact Assessments**

#### Equality and Human Rights Implications

27. All training is accessible to all providers of social care in Leicestershire.

#### Partnership Working and Associated Issues

28. The report highlights how the LSCDG has developed and maintains robust relationships with social care commissioners and providers to ensure that providers of social care can access a range of training courses to assist them to meet the needs of people in need of care and support in Leicestershire.