

Business Support Overview and Scrutiny Committee

BRIEFING NOTE – No. 3/21

Date: 30 July 2021

Briefing paper to: All Members of the Business Support Overview & Scrutiny Committee

Purpose:

Provide a briefing note on Medway College of Social Care, including the Governance arrangements.

Background

Members requested, at the meeting of the Business Support Overview and Scrutiny Committee held on 26th November 2020, to be provided with a briefing note on Medway College of Social Care, including the Governance arrangements.

Introduction

Medway College of Social Care (MCSC) is based within Medway Council and is managed by the Learning and Development Team, HR Services. MCSC supports social care providers and those working in social care with their training and development needs.

MCSC works closely with a variety of Medway Council services to deliver training solutions for their service users. These include Direct Payments Service, SEN transport, Early Years and Shared Lives for example.

Additionally, we deliver training solutions to NHS Swale CCG Personal Health Budget team, local authorities, charities and other private and voluntary sectors.

The aim of MCSC is to support social care providers, to identify their learning and development needs, and to deliver accessible and flexible provision which meets these needs.

We provide support to independent social care providers (private and voluntary organisations), Personal Assistants working in peoples' homes and informal (unpaid) carers.

MCSC was originally providing training for the adult social care sector, however in recent years we are now supporting some children's social care sector providers.

Financial accounts are maintained and forecasted income forms part of on-going budget considerations.

History of MCSC

MCSC was launched in 2005 to support the training needs of Social Care providers across Medway. It was supported by grant funding from Skills for Care, which enabled MCSC to provide free training to Social Care providers as well as fund up to 60% of the cost of a social care NVQ.

In 2013 the Skills for Care funding was significantly reduced. In order to continue to provide the training support to the social care providers in Medway, a nominal charge of £15/person for each course was introduced to make up for the shortfall. In 2014, Skills for Care removed the funding from their offer and all courses were fully chargeable.

Staff

MCSC is currently managed by Medway Council's Learning & Development Manger and supported by the Learning & Development Assistant. In both instances, this is in a part time capacity alongside their main job roles. Other Learning & Development staff assist.

Website

MCSC has a dedicated website www.medwaycollegeofsocialcare.org.uk

The website has a 'Personal Assistant Finder' page where individuals who employ Personal Assistants can post job adverts. This page is used by the Self-Directed Support team at Medway Council for funded and self-funded service users, as well as the local CCG.

Additionally, there is a dedicated page for those who are seeking work as a Personal Assistant, and these can be matched to employers seeking a Personal Assistant. <https://www.medwaypafinder.org.uk/pa-job-form/>

The Personal Assistant Finder pages are managed by Medway Council's Direct Payments service. The pages are also used by the NHS Swale CCG Personal Health Budget team.

Training offered

MCSC are committed to sourcing high-quality training at the best price possible. We offer classroom and teams-based learning as well as flexible e-learning courses. Training can take place in our dedicated training room at Medway Adult Education, Rochester, onsite at a care home or at the home of an employer of Personal Assistants.

Training includes but is not limited to:

- Moving and Handling of People (with or without hoists)
- Safe Handling and Medication Administration
- Emergency First Aid at Work
- Epilepsy Awareness and Emergency Medication
- Personal Care and Hygiene
- Nutrition and Hydration
- Infection Control
- Dementia Awareness
- Fundamental End of Life Care Skills
- Catheter and Stoma Care
- Wound Care (Tissue Viability)
- Diabetes Awareness
- Food Hygiene
- Safeguarding Adults
- Preparing for your CQC inspection (delivered by Skills for Care)
- Assessor's Course to Assess Staff Competence to Administer Medication
- Mental Capacity Act
- Conflict Resolution and Personal Safety
- Challenging Behaviours
- Brain Injury Awareness
- Connect 5 Mental Health Training
- Unconscious Bias
- Domestic Abuse Awareness
- Paediatric First Aid

Additionally, we offer bespoke training.

All training is commissioned under the Medway Council procurement process. We can therefore be assured that the training is current, legislative, of good quality and well-priced. This means that the residents of Medway are receiving the best possible care by receiving the best possible training for the best possible price.

Grant Funded training

In addition to social care training, MCSC is also active in bidding for funded projects or supporting funded projects that have been secured by other Medway Council departments. Recent projects include:

Skills for Care – Individual Employer Fund

Every financial year Skills for Care open a pot of funds allowing individual employers of Personal Assistants to apply for support to training their employees. The funding can be used to cover the direct costs of up to 5 training and qualification for each PA, as well as the travel and the cost of hiring replacement support whilst their usual PA's are attending training.

MCSC supports these individual employers to complete the funding requests and all training is delivered by MCSC.

Funding secured has included NVQ's, bespoke one to one training and specialist training as well as our regular scheduled training programme.

Health and Social Care Employability Programme

MCSC has delivered an employability programme, joint funded by the Department for Work and Pensions and Health Education England, for those who were engaged with the JobCentrePlus and wanting to enter the care sector. This programme provided a 4 week Level 1 Introduction to Health and Social Care qualification, as well as practical skills such as employability training, emergency first aid at work, moving and handling of people, dementia awareness and infection control. All delegates then completed up to two weeks work experience at the completion of their training programme.

There were 3 cohorts during 2017-2019, with an on-course completion rate of 100% which resulted in around 50-60% obtaining work at the completion of the programme. Each delegate was offered 6 months post-training support, and some went on to the level 2 health and social qualification.

Reducing Parental Conflict

In 2019, Medway Council were successful in securing funding from the Department for Education (DfE) to deliver Reducing Parental Conflict training from 2019-2021.

The Reducing Parental Conflict (RPC) programme is aimed at conflict below the threshold of domestic abuse. There is strong evidence to show how inter-parental conflict that is frequent, intense and poorly resolved can have a significant negative impact on children's mental health and long-term life chances. The

programme focuses on the ways that a couple behave, rather than the status of the relationship.

This training was multi-agency and was available to Medway Council Children's services as well as schools, Kent Police, Kent Fire and other relevant private and voluntary organisations. The training was initially delivered via some e-learning, face to face and was moved to a virtual classroom due to the Covid-19 pandemic.

There were a number of delegates trained to Train the Trainer level including Medway Council's Corporate Trainer to ensure sustainability of the project.

Positive Behaviour Support

In 2018 Medway Council were successful in securing funding from Health Education England to deliver Positive Behaviour Support (PBS) training in 2018 and 2019.

PBS is an evidence-based approach to supporting people who may be displaying behaviours that challenge. It seeks to understand the reasons for the behaviour so that unmet needs can be met. It's proactive and preventative, focusing on the teaching of new skills to replace behaviours that challenge.

This training was broken into two levels. The foundation course was aimed at parents, carers and professionals and the coaches' course was aimed at professionals only. These were delivered face to face.

Following on from the success of the initial programme, further funding was awarded for practitioner only training in 2020. Due to the pandemic, these were delivered via virtual sessions.

For both programmes, MCSC arranged and supported a one-day conference available to further embed their learning and to share best practice. A Community of Practice was set up to be run by the practitioners to ensure sustainability of projects.

Social Care Sector Development

Adult Social Care is a fast growing and diverse sector. It offers a large range of rewarding and challenging careers, with many different job roles available and lots of opportunities for progression.

The sector currently employs around 1.5 million people in all sorts of roles and by 2025 it is estimated that another 1 million workers will be needed to meet England's growing social care demands.

MCSC is committed to the ongoing development of the sector and has representation on the following sector boards:

- Kent and Medway Safeguarding Adults Board (KMSAB) Learning and Development Group (meets quarterly)
- Kent and Medway People Board Care Sector Governance (meets quarterly)
- Kent and Medway Social Care Learning and Development Group (meets quarterly)
- Medway Care Manager's Network meetings (when required)

M&H training room

In 2015, MCSC was successful in grant funding to install a dedicated Moving and Handling training room, situated in Medway Adult Education, Rochester.

Medway Council's Occupation Therapist use the room to create the care plan of those residents under the remit of the Council. Additionally, they invite service users to experience using a hoist prior to one being fitted into their home. There is no charge for this.

The room is used to deliver all MCSC Moving and Handling of People training and is also rented out to social care providers.

The room includes, but is not limited to:

- Hospital profile bed
- Likorail Ceiling track hoist
- Oxford Midi and Oxford Journey hoists
- Ross Turn
- 38 slings for use in the hoists
- Slide sheets
- Rise and recline lift chair
- Commode
- Dog leg, rope ladder, bed blocks, bed wedges, banana slide board, turntable
- Bariatric profile bed
- Bariatric training suit

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