

A bite-sized guide to developing your staff

Our guidance can help you plan, deliver and evaluate the learning and development you provide for your staff.

Benefits of investing in learning and development for your staff

- enable staff to deliver good and outstanding care
- improve workforce competence and productivity
- develop aspiring leaders
- improve recruitment and retention rates.



Planning

Outstanding providers tell us that they carefully plan learning and development and empower staff to develop their skills through training and personal development to help drive improvement.

Steps to create your learning plan:

1. Carry out a SOAR analysis and skills gap analysis

A strengths, opportunities, aspirations, results (SOAR) analysis is a strategic planning tool that focuses a service on its current strengths and vision for the future, to develop strategic goals.

Once you have this information you can begin to complete a skills gap analysis to highlight areas of focus for skills development.

2. Develop individual learning plans

Through your one-to-one supervisions you can identify individual learning needs which will inform your learning plan.

3. Produce your learning plan

Remember, for any plan to be effective, everyone must be on board.

4. Budgeting for your learning plan

Good investment in training will lead to a happy, confident and competent workforce and ultimately improving the lives of those who need care and support.

Find out more www.skillsforcare.org.uk/LearningPlan

Refreshing and updating learning

Refreshing learning isn't a 'tick box' exercise to repeat or reconfirm prior learning. There are different reasons why a worker needs to refresh their learning. These could relate to:

- introduction of new legislation or new best practice
- introduction of a new risk
- timeframes
- worker competency.

Core and mandatory training

Our core and mandatory training guide provides examples of minimum learning outcomes and suggested refresher frequencies for a range of key topic areas adult social care learning.

Find out more at www.skillsforcare.org.uk/Mandatory

Minimum standards

Values


It's important that staff in all roles have the right values to work in your organisation and in social care. Your organisation should have their own set of workplace values as this will help you to embed a positive workplace culture. These values should underpin all learning and development activity.

Care Certificate

The Care Certificate is an agreed set of standards that set out the knowledge, skills and behaviours expected of those new to the health and social care sectors. It describes the minimum things support workers must know and be able to do.

Core skills

Every worker in adult social care needs English, number, digital and employability skills, including team work and problem-solving skills.



Different ways to develop your staff

There are many different learning and development opportunities for the adult social care sector and many different ways to keep the costs low. These may include:

- action learning
- apprenticeships
- coaching
- conferences
- e-learning
- experiential learning
- flipped-learning
- gamification
- 'just in time' apps
- massive Open Online Courses (MOOCs)
- mentoring
- networking
- non-accredited programmes
- podcasts
- qualifications
- virtual reality and augmented reality
- webinars.



Choosing a learning provider

Choosing a learning provider is an important decision to make. Good learning providers will be able to provide you with evidence to meet the following criteria.

Does the learning provider:

- monitor, review and evaluate the learning on offer?
- provide learning in ways that are safe, flexible and meet the needs of your staff?
- have trainers or assessors who are suitably qualified and have relevant experience?
- support you to make an informed decision about the most appropriate learning and development option?
- support and assess learners throughout the programme?

Skills for Care Endorsement recognises learning providers who deliver high quality learning and development to the social care sector.

Find out more at www.skillsforcare.org.uk/Directory

Evaluating learning

After the learning and development has been undertaken it's vital that you make some time to evaluate its effectiveness. This should be done on an individual basis during supervisions.