Adult Social Care Workforce Development Funding Strategic Priorities 2016-17

Norfolk County Council’s Workforce Development Funding will contribute to developing a workforce that is aligned to our market shaping activity and Promoting Independence Strategy. The funding is available to support “One social care workforce where boundaries are permeable – NCC, independent sector providers, voluntary sector providers, personal assistants, carers, health colleagues.”

NCC will work with the sector to take ownership for social care development.

We have identified, worked with and co-funded, key expert partners and partnership groups who are accountable for designing and delivering cross sector development activities.

This list is by no means exhaustive, nor fixed.
- Norfolk Independent Care
- Norfolk and Suffolk Care Support Limited
- Norfolk and Suffolk Dementia Alliance
- Voluntary Norfolk
- Equal Lives
- Norfolk Community Health & Care
- Norfolk and Suffolk NHS Foundation Trust
- Skills for Care

The above partners have been identified through their contributions to key pieces of training and development activity in the sector and/or by their input to the work of the Norfolk Strategic Workforce Development Group.

NCC funding is available via grants in response to bids from partnership organisations. Bids that are match funded and/or are submitted by a partnership will be particularly welcome. NCC’s role is to shape and evaluate bids, review and quality assure outcomes, approve spend and ensure best return on investment. The underpinning principles are to achieve quality, resilience and value for money in the adult care sector.

NCC will facilitate and signpost access to learning and development initiatives through the Brokerage service and Learning Portal.

Priorities
The following areas have been identified as key themes required to support the adult care sector workforce.

1. Meeting Statutory requirements (staff training and awareness)
Project aim: To ensure that relevant professional and occupational standards and standards of conduct are maintained across adult social care services provided by, or commissioned by the local authority.
Evidence of need: Direct correlation between quality of care services and skill levels of staff and managers; Delayed Transfers of Care

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<tr>
<th>Activity</th>
<th>Approach</th>
<th>Cost estimate</th>
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</thead>
<tbody>
<tr>
<td>Required training eg Care Certificate, moving and handling, health and safety</td>
<td>Commissioned providers who have been recently inspected and judged as ‘requires improvement’ will be supported to put in place sustainable leadership and development programmes to address identified weaknesses. This work will be informed by NCCs Quality Assurance work.</td>
<td>£20000</td>
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<tr>
<td>Upskilling the workforce to promote advanced care planning and understand the issues with death and dying</td>
<td>Multi-agency sessions to develop ‘front door’ workers, care coaches and carer support groups to understand the benefits of advanced care planning.</td>
<td>£10000</td>
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<td>Care certificate work experience programme</td>
<td>Pilot work with education providers and care the sector to enable people to gain their care certificate before starting employment in a care role.</td>
<td>£10000</td>
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<td>Information and advice on care sector training and funding opportunities is available for all providers</td>
<td>A training brokerage is commissioned to provide this service.</td>
<td>£71470</td>
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2. Promoting Independence:
   Project aim
   - **Residential care workers** are developed to be:
     - highly skilled and able to support complex physical and mental health needs
     - able to work with people to enable them to move back into their own home, housing with care or greater independence within a residential setting
   Evidence of need: Promoting independence agenda, Vital Signs.

| Activities                                                      | Approach                                                                                                                                  | Cost estimate |
|                                                               | Courses/resources available for open access to all Norfolk providers.                                                                   | £10000        |
| Develop consistent training across Norfolk for care home workers in relation to the long term care of stroke survivors for new and existing workers – to meet requirements of Norfolk Health Overview and Scrutiny Committee | Workshops for Managers and practical stroke awareness sessions for staff.                                                              | £5000         |
Enablement techniques | 3 Countywide workshops for NCC contracted providers to support homes that offer short term placements to people leaving hospital | £3000

- **Home support workers/personal assistants** are skilled to:
  - enable people to regain and maintain their independence in the community following an illness/injury
  - work in an outcomes focussed way
  - identify and source equipment, adaptations and assistive technology to maintain people’s independence
  - recommend community resources to improve people’s wellbeing and support
  - use AP technology to track people’s wellbeing, support improved rostering/response, enable people to access online services and reduce social isolation

Evidence of need: Promoting independence agenda, Resilient Communities Approach, Vital Signs.

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<td>Work with providers to identify how best to support them to ‘promote independence’</td>
<td>On a locality basis hold workshops to: - Review practice using case studies to highlight a strengths based approach to delivering care plans - Identify how to support different skills and knowledge requirements - Share locality community resources and knowledge</td>
<td>£10000</td>
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3. **Recruiting and retaining a sustainable workforce**

- There is an ongoing supply of good quality applicants interested in working in the sector.
- Local people are employed in care roles.
- Vulnerable people are upskilled to enter the social care workforce.
- Career pathways in care are recognised and marketed to schools, colleges and the community.
- Upskilling staff so they can move between providers to meet temporary capacity hotspots.
- Leaders, Registered Managers and Owners are developed to understand the importance of good people management and investment in development.
- Values based recruitment is adopted by organisations.

Evidence of need: Staff turnover rates, increasing demand, image of care sector...
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<td>Chair cross sector Recruitment and Retention group and link this to LEP activities</td>
<td>Guide the work of the Norfolk sector led Recruitment and Retention group to generate ideas, steer deliverables. (NCC will employ a project lead to take work forward.)</td>
<td>£5000</td>
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<td>Attracting new workers into the sector</td>
<td>Recruitment fairs, school liaison: Some commissioned as part of Brokerage service.</td>
<td>£3000</td>
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<td>Norfolk Care Awards</td>
<td>Improve the image of care in the county and highlight best practice. (grant awarded)</td>
<td>£35000</td>
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<td>Enabling the sharing of capacity across organisations</td>
<td>Provider led agreement to cross train employees to undertake each other’s work.</td>
<td>£5000</td>
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**Innovation fund £50000**

In addition to the work focused on the 3 priority areas we will make available funds to support innovative work in developing the workforce. This includes work with voluntary sector workers, family carers and innovative work with leadership that helps the development of new service models.

**LEP Health and Social Care Sector Skills Plan**

- Bids that align to the key activities in the LEP Health and Social Care Sector Skills Plan ie.
  1. Entrance and retention to the health and social care sector with a particular focus on adult social care.
  2. Recruitment and retention of registered nurses in nursing homes
  3. Leadership and succession planning for registered managers and owners of adult social care businesses

  Should be developed in conjunction with the workstreams.

- Bids that incorporate apprenticeships are encouraged.

**Monitoring and reporting**

Where grant funding has been allocated, the funded provider will be expected to provide progress reports during the funding period and an end of project evaluation. This will be proportionate to the amount of funding and include evidence to support impact, provider feedback and value for money.

Jane Hanrahan    18 July 2016