



Items in this edition

- * Awards Ceremony
- * Personalisation Event
- * A Career in Care
- * Independent Safeguarding Authority
- * Care Quality Commission
- * End of Life Strategy
- * End of Life Information and training
- * Dignity and Privacy
- * Dignity at heart
- * Developing a new dementia qualification
- * Update for NMDS—SC
- * Care Ambassador Scheme
- * Apprenticeships
- * Mental Capacity Act
- * Mental Capacity Act E Learning Launch
- * Deprivation of Liberty Safeguards (DOLS)
- * Leadership & Management
- * CIEH Level 3 Food Safety in Catering
- * Training Strategy Implementation Funding
- * Training Needs Analysis



Award Ceremony Tameside Council Vocational Training Centre

Tameside Council Vocational Training Centre (TCVTC) held an awards ceremony on the 20th May to celebrate candidates success at

achieving National Vocational Qualifications. The event was held at 7pm in the Jubilee Hall at Dukinfield Town Hall where a glass of wine on arrival and a buffet added to the sense of occasion on the evening. Councillor John Taylor, who is a member of the management Team for the TCVTC opened the evening with a speech that complimented the hard work of care sector staff.

Newly appointed, Mayor John Sullivan presented the candidates with their awards.



From left to right: Temitope Babayaju (Downshaw Lodge), Lorna Marland, Mayor John Sullivan, Wendy Callow (Hyde Nursing Home), Lesley Gomersall (TCVTC Centre Manager), Teresa Mellor (Clarkson House) and James Cardwell (Claimar)



TCVTC Candidates with Mayor John Sullivan, Councillor John Taylor and the TCVTC Assessment Team

Independent Safeguarding Authority (ISA)

On the 16th May, John Brown, Policy Officer from the Independent Safeguarding Authority (ISA) held 2 workshops at the Festival Hall in Denton for all Tameside providers to explain the Vetting and Barring Scheme (VBS) which the ISA is at present gearing up.

On October 12th 2009, the ISA's responsibilities for barring individuals who pose a known risk from working or volunteering with children and vulnerable adults will be further strengthened as more sectors will come under the Scheme and new criminal offences will come into force. The ISA will ensure that the right people and systems are in place for all phases of the Scheme - the October roll-out; July 2010 when those covered by the Scheme can apply and the November 2010 date when those covered by the Scheme must apply.

- This work involves:
- Recruiting and providing intensive training to its caseworkers*
 - Working with the Criminal Records Bureau to design and agree processes*
 - Migrate the three old lists into the two new ones (Children's and Adults)*
 - Ensuring the IT infrastructure is in place and effective*
 - Developing relationships and protocols with key partners and stakeholders*
 - Participate in a major direct marketing and awareness campaign*

Personalisation event

Greater Manchester Employer Led Partnerships

A follow on provider development day took place at the Together Trust in Cheadle on the 27th April. Several members of the consortium were present, along with other members from the Greater Manchester Employer Led Partnerships to give their input to the day. The main theme of the day was personalisation, with a focus on topics highlighted at the previous event. Pam Garside, from Manchester Council took delegates through Manchester City Council's development of 'Getting Started' toolkits for personal

assistants and direct payment customers. Julie McConnell from Manchester Council explained support brokerage, one of the topics highlighted at the last event. The afternoon included the training through drama group who have been commissioned several times by the consortium to portray several safeguarding issues. Feedback from this drama session was very positive, with the comment; "absolutely fabulous. Really struck a chord" from one delegate.

The drama group have been commissioned once again to perform at the Jubilee Hall on the 23rd September, at 12—4.30pm to care workers on Safeguarding Adults. Details are on the TTC training calendar.



The training through drama group act out Safeguarding Adults scenario's at the Provider Development Event

A Career in Care event

Tameside Employment Partnership have organised an event for the 16th July 2009 from 9.30am to 12.30pm at Ashton Town Hall. A Career in Care will advertise job vacancies, volunteering opportunities, training, tasters and will have information, advice and

support from different agencies. The consortium will have a stand at this event to promote the career in care pathway and the benefits of working in the care sector. This event has been widely advertised so we anticipate a good attendance.

If you would like a stand please contact Jackie Owens, Project Manager on 342 2844 or e mail: jackie.owens@tameside.gov.uk



Care Quality Commission

The Care Quality Commission (CQC) has launched a consultation on guidance outlining what health and adult social care services will need to do to meet new legally enforceable registration standards from April 2010. From April 2010 all regulated health and adult social care providers will be required by law to register with CQC. This is the first time all public and independent health and adult social care services in England will need to meet essential common standards of quality and safety.

End of Life Strategy

Care home managers are required to have policies and procedures in place for ageing and death to meet the *National Minimum Standards* relating to palliative care; also to demonstrate effective provision of palliative care in the completion of AQAA and supporting evidence for inspection. It will mean better quality care for patients by making it easier for individuals to bring about

their own preferences around end of life care; promoting dignity and respect, properly coordinating services and supporting carers. This ten year strategy, builds on the progress made in developing end of life care services since 2000.

Areas it will focus on include:

* Improved community services - asking PCTs, working with Local Authorities, to

ensure that rapid response community nursing services are available in all areas 24/7. This will enable more people to be cared for and die at home if they wish.

* Workforce training and development - to train health and social care professionals in assessing the needs of patients and carers and providing the best possible quality care.

End of life Care information & Training sessions

Gold Standard Framework information session:

07.07.09 12.45.—3.45 at Greenside Children's Centre in Droylsden.

This information session is designed for Managers, Deputy's and Senior Nursing

staff from Nursing homes that would like to consider applying for the Gold Standard Framework Award and is free to attend.

Training sessions are organised for: End of Life Care training for Managers,

Deputy's and Senior Staff of Residential Homes on the 14.10.09: 1.30—4.30pm—(Hyde Town Hall)

End of Life Care training for Care Workers 11.11.09: 1.30—4.30pm—(Hyde Town Hall)

NHS Tameside and Glossop: Provider Division—Dignity and Privacy

The Provider Division at NHS Tameside and Glossop were recently successful in a bid for monies available from the Dignity Challenge Fund. One of the three key priority areas identified in order to improve service user experience resulted in the decision to recruit to a new post of Matron for Dignity and Privacy, by September, with role responsibilities to:

Set standards around dignity and privacy Monitor and develop ways of securing patient feedback,

To act as a role model and actively challenge behaviours,

To participate in development and implementation of patient surveys, Facilitate setting up patient groups for dignity and privacy, Have face-to-face contact and communication with patients, Liaise closely with business intelligence so as to influence effective service redesign based on patient feedback and experience,

It is envisaged that the Matron will also offer to work in partnership with, for example, nursing homes to support the development and embedding of the dignity

agenda. Homes will be invited to participate in a baseline self assessment audit which will be distributed when the Matron commences in post. Contact details of the Matron will be forwarded to the homes when the Matron is in post and Provider Division look forward to working with them in the near future. For further detail regarding the PCT Dignity and Privacy Implementation Plan, please follow the link:

<http://www.tamesideandglossop.nhs.uk/upload/Documents/Corporate/General/PCT Documents/Dignity and Privacy implementation plan 2009.pdf>

Dignity—At the heart of everything we do

Dignity is a complex concept but a value and philosophy that is central to nursing. The Royal College of Nursing (RCN) believes it is at the heart of good nursing care. In February 2008 the RCN conducted a membership survey to investigate nurses awareness of dignity and the barriers that prevent dignified care being delivered in a wide range of health and social care environments.

In response to the survey and membership engagement the RCN commenced the dignity campaign, based around the three main factors that seemed to main-

tain or diminish dignity, people (the attitudes and behaviour of staff and others), place (the physical environment), and process (the nature and conduct of care activities). From these themes resources have been produced to assist the nursing family in delivering dignified care. Among these resources is a "practice support pack", this includes a DVD so staff can challenge their own values and beliefs in relation to dignity. Also to understand the impact on the clients of a loss of dignity and what changes are needed within their own teams to ensure that dignity is at the

heart of the care delivered. Also a "small changes" resource, to help teams influence the care settings, giving additional knowledge and skills to influence the people, place and process to ensure dignity in care.

The consortium will host an event in October where delegates will receive lunch on arrival to the event and will receive a training tool from the Dignity—At the heart of everything we do campaign, or if you wish to know more in relation to the campaign please contact Janine Dyson Janine.dyson@rcn.org.uk



Developing a new qualification for staff who support people with dementia

A project supported by Skills for Care, NHS NW and Foundation Degree Forward, has started in the North West. The aim of this project is to devise a foundation degree in social care with a specialist pathway in dementia. Recently Skills for

Care asked for expressions of interest from North West employers to join a representative steering group, which is now full but if you would like to be part of an electronic employer reference group, who will be regularly kept up to date with the

foundation degree by email, contact hilary.kenny@skillsforcare.org.uk Skills for Care have developed Dementia knowledge sets that will be used to inform the development of new qualifications on the Qualifications and Credit Framework.



National Minimum Data Set —SC update

With an initial focus on getting the organisational questionnaires completed, we are now continuing to collect this data for organisations who have not supplied their NMDS-SC data. Skills for Care are also encouraging employers to enter their worker details onto the system.

The [NMDS-SC online system](#) makes inputting details very easy.

Reports are available via the website for ;

[NMDS-SC commissioners analysis](#)
[NMDS-SC employers analysis](#)
[NMDS-SC education and training provider analysis](#)

Download the [national NMDS-SC briefings](#) including [briefing no. 8](#) which focuses on up to date pay information

The [regional data analysis](#) report provides

information based on the data collected so far, including sub-regional analysis. If you have any problems with the online system you can contact the NMDS—SC helpline on **0845 873 0129** (all calls are charged at local rate).

If you wish to book an appointment please ring 337 0246 and ask for Bharti Patel.

Care Ambassador Scheme

Care Ambassadors are care professionals with the commitment and enthusiasm to change perceptions about careers in social care by engaging with groups in the community. Care Ambassadors will explain their job roles, qualification pathways and career routes and widen people's understanding and perception of

the care sector as a whole. The consortium is looking to select qualified people from care workers to managers, who put dignity at the heart of care services to represent the sector as Care Ambassadors. We will provide quality training for the Care Ambassadors, including Train the Trainer. Care

Ambassadors will have involvement with Social Worker students, apprentices and 14—19 yr old Diplomas students. They will have the opportunity to represent the sector at conferences, events, Jobs Fairs and assist to recruit to the care sector through promotional work involved. Contact Lynne Taylor on 337 0246

Apprenticeships in Health & Social Care

Tameside College are currently looking to forge new links offering Health & Social Care Apprenticeships. This is an excellent opportunity to nurture new employees and existing ones in giving them confidence and knowledge to become a professional member of your workforce. It would also be a good stepping stone for your younger employees who are looking at progression to Team Leader/Senior Care or maybe future Management.

Tameside College can offer Employers Assistance with recruitment of staff aged

16-24. Pre-selection services – all candidates are pre-interviewed and carefully matched to your requirements. Professional support and advice – all staff have many years of experience of recruitment and training of young people in specialised occupational areas. Keep up-to-date records of training. Visit you at regular intervals during the learning programme. Training and guidance for existing staff. Arrange college courses and advice you on a regular basis of your employee's progress. Health & Safety,

Equal Opportunities and Diversity and Employment Law updates from qualified staff. Provide training towards a recognised qualification free of charge to employees aged 16-24.



Tameside College Health & Social Care apprentices practice moving & handling techniques

Mental Capacity Act

The Mental Capacity Act 2005 provides a statutory framework to empower and protect vulnerable people who are not able to make their own decisions. It makes it clear who can take decisions, in which situations, and how they should go about this. It enables people to plan ahead for a time when they may lose capacity. Guidance on the Act is provided in the [Code of Practice](#). People who are placed under a duty to have regard to the Code include those working in a professional capacity e.g. doctors and social workers.

The Act was fully implemented in October 2007, it has significant implications for all adults who lack capacity to make decisions and their carers.

The Act covers all aspects of health and social care. There are statutory requirements upon agencies providing services to ensure that the Mental Capacity Act is complied with. It has far reaching consequences for how services are delivered and the day to day practices

of our employees across the statutory, independent and voluntary sector. Ensuring the workforce complies with the Mental Capacity Act is of central importance to local Governance arrangements, Healthcare Commission, Strategic Health Authority performance management, Commission for Social Care Inspection and ultimately, the Courts.

Mental Capacity Act Basic Awareness Training:

Who is the course for?

The course is for health and social care first line management e.g. senior care staff, home managers, provider team managers and managers of domiciliary care organisations. As well as health and social care staff who will be undertaking the assessments.

Aim

To provide participants with a basic awareness of the Mental Capacity Act 2005, which they can then cascade back in the workplace.

Learning Objectives

An overview of the Mental Capacity Act 2005

The principles of the Act

The definition of capacity / lack of capacity

A checklist of working in someone's "best interests"

The roles and responsibilities under the Act

The assessment of capacity – who, how, why?

The implications for your own practice and the impact it has on the staff you supervise

Dates / Locations

Date	Time	Venue
Tues 7 th July	13:15 – 16:30	Festival Hall, Denton
Weds 16 th Sept	13:15 – 16:30	Festival Hall, Denton
Weds 4 th Nov	13:30 – 16:30	Festival Hall, Denton

To book a place on the course please contact the Workforce Development & Training Unit for a booking form. Your place on the course will be confirmed in writing. For booking queries please call 337 0246.

If you have queries on the training course please contact:

Emma Sidlow on 0161 342 5252 or email: emma.sidlow@tameside.gov.uk

E Learning launch for Mental Capacity Act—*Please note amendment of times*

Members of the consortium are invited to attend one of 2 launch events for E Learning on the Mental capacity Act; the first event is planned for the 8th September, 10am—12pm with lunch 12—100pm and the second event is planned for the 29th September starting with lunch at 12.30—1.30, course starting at 1.30pm until 3.30pm, both events will be held at the Festival Hall in Denton.

Deprivation of Liberty Safeguards (DOLS)

The Deprivation of Liberty Safeguards (DOLS) was implemented on 1st April 2009. These safeguards provide protection for a very vulnerable group of people who are cared for in hospitals or in registered care homes, in circumstances that deprive them of their liberty, and who are unable to consent (but who are not detained under the Mental Health Act 1983).

Hospitals and Care Homes (these are called Managing Authorities) have a duty

to: Provide care and treatment in ways that do not deprive a person of their liberty, or if this is impossible; Apply to the Supervisory Body for authorisation of the deprivation of liberty; Comply with any conditions attached to an authorisation Monitor the relevant person's representative maintains regular contact It is essential that all managing authorities comply with the legislation to prevent anyone from being unlawfully deprived of

their liberty, an action which could result in serious consequences, including compensation payments to the person concerned.

To ensure that you comply with the legislation Tameside MBC are providing training and support. If you have any queries with regards to DOLS or would like to discuss your training and support needs please contact Dianna Laverick on 0161 342 5252 or email dols@tameside.gov.uk.

Leadership & Management Programmes enrolments for September

In February this year a fully funded award, accredited by the Institute of Leadership and Management in Team Leading Level 2 NVQ began and is expected to complete at the end of this month. We have another fully funded award for

seniors and supervisors that is scheduled to begin in September, please contact us to put names forward.

We also recently completed a fully funded award, accredited by the Institute of Leadership and Management in First Line

Management Level 3 Award, which is a professional award for managers and deputy's progression. Enrolment will begin in September.

Please contact: Lynne on 337 0246 or e mail: lynne.taylor@tameside.gov.uk

CIEH Level 3 Food Safety in Catering

This accredited qualification is aimed at anyone working in a food environment who has a supervisory responsibility. Changes in legislation effective from January 2006 have placed greater onus and accountability on anyone in the food business with this responsibility. It is

therefore vital they are equipped with both knowledge and confidence to do their job effectively. This course undoubtedly provides delegates with this. The duration of the course is 3 days and is popular with candidates who already have their level 2 food safety certificate and

need training enhancement. This qualification would benefit the care sector tremendously especially cooks/chefs and their staff.

Please contact Lynne on 336 0246 or email: lynne.taylor@tameside.gov.uk with expressions of interest for this course

Training Strategy Implementation Funding

Once again your Consortium has secured Training Strategy Implementation funding from Skills for Care. With the Social Care Workforce Grant (SCWG) funding stream also being successful, this has enabled us to facilitate your individual staff training programmes with 140 NVQ awards

accommodated from Level 2 straight through to the new Managers Award. Most of the consortium's level 2 requirement has been funded through Train to Gain, with Level 3, Level 4 and Managers awards match funded by TSI and SCWG funding.

Skills for Care Induction funding: Funding claims for Skills for Care inductions is available at £80 per staff member on completion of the SfC induction, please request an Induction funding claim form.

Training needs analysis leads to new training courses

Thank you for your input into the consortium training needs analysis, which from this, Lynne Taylor (Training Organiser, TTC) has put together an interesting selection of training that fits with current legislation and offers a wider variety of training straight through from induction to leadership & management. Some new training courses on the July—September 2009 calendar are:

Activities for Older People: Introduces a range of activities that can be adapted to the abilities and complex needs of older people who receive care.

Multiple Sclerosis awareness Course: Aimed at social care workers, this training course offers an insight to the condition and practical ways of working with and caring for people who suffer from MS.

Nutritional Care for Older People: On completing this course candidates will be able to understand:

nutrition terminology, that a nutritionally balanced diet has a positive effect on health, that different groups of people require different diets to suit their lifestyle, the guidance that is available and describe, in general terms, the

Reflecting Dignity
in Care principles



requirements of the current legislation, that food processing and manufacture can change the nutritional content of foods, the importance of accurate nutritional information being available on food products.

Supervision Skills: The main focus of this training is supervision practice and candidates will be able to provide supervision from an understanding of process and underpinning psychological factors.

Tameside Training Consortium courses are highly interactive, challenging and exceptionally enjoyable, please visit our web page at: <http://www.tameside.gov.uk/tamesidetrainingconsortium> for information on new training programmes on offer.

TTC Resource Library

The Consortium has **video's, DVD's & books** for the use of it's members. These training tools can be used for induction, refresher training or part of in-house training sessions.

Video's come with a work book for managers to use for discussion points and the cost is £20 for 2 weeks.

Titles: Moving & Handling for Carers, Health & Safety, Customer Care, Food Hygiene, Activities and Reminiscence, Infection Control, Caring for Confusion, Risk Assessment Part 1, Risk Assessment Part 2 and Adult Protection.

Titles of **DVD films:**

What do you see? (Induction, stroke, dementia, dignity in care)

"Oh good, lunch is coming" (dementia)

'Featherhead' (Dementia)

Darkness in the Afternoon (Dementia)

Books are free to loan with a charge late return:

Evidence Based Approaches—includes CD also (Dementia)

Memories are made of this (Reminiscence activities for person—centred care)

Dementia training tool

DVD - 'Darkness in the Afternoon'

We have some DVD's for sale at the reduced cost of **£10** (the RRP of the DVD, 'Darkness in the Afternoon' is **£45**)

This DVD has been purchased by the consortium directly from the University of Stirling and is recommended by TMBC Dementia trainer as a useful and powerful training tool to be used alongside conventional training methods.



This offer is only made to organisations who have not previously purchased this DVD at this reduced price from the consortium and is only available to members of the Consortium.



If you use the Cared 4 Quality Assurance System, you may be interested to know that Bettal Quality Consultancy have launched myCared4QMS which is built on Cared 4 and myEQMS, a web-based document management system. Bettal are offering special prices to help you bring your Cared 4 system completely up-to-date together with a subscription to myCared4QMS. Email: myCared4QMS@bettal.co.uk for further information.