

Age UK reduce unnecessary training & evidence competence to CQC

We saved time and money by not asking our staff to repeat unnecessary training and instead we assessed their knowledge and checked their competence...

Highlights

- Service delivered by “competent” staff
- Saved time & money by not sending staff on unnecessary training
- People feel better supported by competent staff
- CIS tool is an asset to the organisation
- Impressed CQC inspectors
- Fewer disruptions to the people we support
- Managers see staff more often
- CIS tool signposts appropriate training
- Workshops helped managers appreciate the impact of the CIS-Assessment

Background

Age UK Rotherham is an independent local charity that aims to help older people stay independent and have a more fulfilling life. We do this by offering a range of services and support for older people across the Borough of Rotherham.

- **Independent Living Support** - Offering personal care, meal planning & preparation, bathing assistance, toenail cutting, support to attend appointments, shopping & more.
- **Cleaning** - providing assistance with domestic tasks.
- **Information and Advice** - free impartial information and advice relevant to older people including benefits, health and social care.
- **Advocacy** - acting for older people with more complex issues to resolve.
- **Handy Persons** - basic home maintenance and DIY.
- **Gardening** - keeping gardens safe and tidy.
- **Hospital Aftercare** - after a spell in hospital the Hospital aftercare Service offers support to help people get back on their feet.
- **Two's Company Befriending** - volunteers who offer home visiting and help to access the community for lonely older people.
- **LinkLine** - Reassuring daily phone calls.

How does CIS Assessment save you time and money?

Using [CIS-Assessment.co.uk](https://www.cis-assessment.co.uk) saves our organisation time and money by not having to send staff on unnecessary training. This is a cost which incurs staff wages, backfill wages and in some cases, loss of income to the organisation. The assessments are more time effective as staff can fit them in when they have the time instead of having to take a full or half day to attend training. The assessments also link really well into the [CQC guidance on staff training and competencies](#).

The assessments also save us time and money as part of our refresher process. Instead of sending people on refreshers because it has been 12 months since they did the training, [we can check their competency initially through the CIS Assessment tool](#). If someone scores lower than 80%, we will discuss the results, check they have clearly understood the assessment and if the score remains below 80%, then they have to attend refresher training.



How do you use CIS Assessment?

At Age UK Rotherham, we use the assessments to benchmark our staff's knowledge, identify the gaps, discuss the results with them in supervisions and check practice so we only source the training that is needed. We use the assessments as an integrated part of our induction program and we are planning to use the assessment tool [at the interview](#) stage to identify the knowledge base for all candidates.

How do you induct your staff now?

We induct staff depending on their job role. All staff have a generic AUKR (Age UK Rotherham) induction. Cleaning staff have a comprehensive induction which covers all aspects of the role, safeguarding, health and safety and awareness of older people. In addition they do the relevant assessments to suit their role. Care staff undertake a comprehensive induction which includes taking the Common Induction Standards assessments to enable us to [identify and prioritise their training](#) requirements and knowledge gaps. All of our inductions are formally recorded.

Have you been inspected by CQC recently?

Yes we have. They asked about our recruitment, induction, training and refreshers and I found it very useful to be able to give the inspector printouts which showed the assessments, who had done what and what remedial action we took if scores were below 80%.

“The inspectors were impressed with the system”

What do your staff think of the assessments?

Managers have commented that they are more confident in their staff's ability as the assessment tool gives them the opportunity to take regular snapshots of their competence. Co-ordinators find the tool an asset as it reduces the amount of time they spend re-organising staff and rotas to ensure people have support, should their regular worker be on training.

The CIS Assessment tool is an asset to the organisation in that it is becoming an integrated within our recruitment, induction planning and training. As Head of Care and Support Services it gives me more confidence in our staff, by providing me with the opportunity to monitor staff competence and reviewing their assessment results online.

The assessments don't replace training courses, but it does serve as an indicator and signpost to appropriate learning thus reducing the waste of time and resources.

Were there any challenges you had to overcome?

Managers did need some support to understand the benefits of using the assessments. However, the managers attended a Grey Matter Group workshop and we soon overcame any challenges.

At the start supporting non computer literate staff was an issue, however this has been overcome by staff coming to the office and we support them to take the assessments, or we generate a **paper copy** for them to do at home.

“The assessments don't replace the need for practical training but they do give employers an additional tool to monitor standards of competency”

How do you use CIS-Assessment for refreshers?

We use the CIS-Assessment tool for refreshers and use all the learning material available to us through CIS-Assessment and it is funded by Rotherham Metropolitan Borough Council.

What do your staff think of your induction?

Initially they thought it was complicated and managers did not see the benefits, however, after attending a workshop they could appreciate the impact and understood CIS assessment's purpose. Staff enjoy doing the assessments and if they have scored low, this has served as an incentive for them to keep learning.

What other benefits have you achieved?

We see staff more often as many of them like to come into the office to do the assessment with our support.

“This has improved the link between office and community staff”

People benefit from knowing they have a competent worker caring for them who doesn't disappear every other week to attend training courses.



How has using CIS-Assessment improved the outcomes for the people you support?

There are fewer disruptions because there is less need to send staff on classroom based training and the service is being delivered by competent staff.

“This gives improved consistency of service”

How did you induct your staff previously?

Before CIS-Assessment.co.uk, we used the generic Age UK Rotherham induction process. Having to assume that all staff needed the full range of training because there was no process in place to assess knowledge and evidence practice was a challenge for us.



di.hollingsworth@ageukrotherham.org

01709 835 214

www.ageuk.org.uk/rotherham