

## Care Concern focus on Person Centred Learning

“We have realised that learning and competence are more important than training and our CQC inspection clearly evidenced that staff know what they are doing and why.”

### Highlights

- CQC inspectors said residents and relatives felt carers were well trained
- **Saved time and money**
- Enhanced our one to one conversations having identified what workers don't know
- **Carers feel more fulfilled learning new things**

### About Care Concern Homecare Ltd

**Our mission:** We are committed to providing personalised, dignified care that promotes the independence of older people in their own homes.

Established in 1993, Care Concern Homecare Limited is an independent provider of high quality home care services to the elderly across Ealing, Acton, Chiswick and the surrounding areas.

### How did you induct staff prior to using the online assessments?

Before using CIS-Assessment we used to go through the Common Induction Standards via a workbook but **we used to waste a lot of time revisiting areas the staff member may already have known.** A lot of it was repetition, especially if the carer had experience of working in Social Care prior to joining us.

### How do you induct your staff now?

We use a mix of shadowing, online assessments and training. CIS-Assessment enables us to identify areas of weakness and target the training to those areas.

This also means the **carers feel more fulfilled** because they feel they are **actually learning** new material rather than going over the things they already know and understand.

### How does CIS-Assessment save you time & money?

It saves us time and money as we can focus on the areas that need developing. This is a real bonus as can make our learning person centred which has positive outcomes for the clients.

**“So instead of gathering everyone in a room, with different experiences, abilities and needs, we can tailor the learning to each person.”**

For example, a care worker may struggle with English and they may need more support when doing their induction or a staff member has special needs and may need to have shorter sessions in order to benefit fully from them.

### Have you been inspected by CQC recently?

We were inspected in October 2013, at this point we were already using CIS-Assessment and CQC said:

“People who use the service told us that they felt the staff were well trained and that ‘they know what they are doing and why’.

**Relatives told CQC they felt our carers were "brilliant" and that "the agency looks after their workers."**



### How do you use CIS-Assessment?

We use it mainly for our induction process. We really like it because we can target the learning to the individual care worker.

*“We love to do one-to-one sessions with our care workers. The assessment results enable us to have a very productive session discussing how the care worker has done in the assessment and providing us with the opportunity to talk about the things they don’t understand or are unsure about. It means the learning and development is person centred.”*

We are just starting to use CIS-Assessment for refreshers, so for example, if a staff member is due to attend a refresher session, instead of just sending them on another course to revisit material they may already be familiar with; we use a combination of observation and CIS-Assessment to ensure our staff are competent. This means it is real person centred learning and we feel this ensures the best outcome for our clients.

### Were there any challenges you had to overcome to implement CIS-Assessment?

We attended a workshop to find out more information but after this, we found it very user-friendly.

We also find the staff at The Grey Matter very easy to contact and approachable if we have ever had any queries.

Sometimes we have to research the right answer to an assessment question but this is interesting because it generates debate and discussion which is an important part of learning and professional development. This sort of learning is not a top down approach where we feed information to the carer but more of a **partnership in learning**.

### What do your staff think of your induction process and the online assessments?

We enjoy the updates posted on your social media sites (Twitter, Facebook and LinkedIn) about current developments in social care and feel they help us to keep up to date. Sometimes some interesting debates and discussions are generated which are important for our professional development and reflective practice.

*“We like The Grey Matter Group’s open-minded approach to learning.”*

We have realised that learning and competence are more important than training. It has helped us look at and re-evaluate our practice and understand that **learning is a much more fluid, dynamic and on-going process** which can take place in many different forms.



### What other benefits have you achieved by using CIS-Assessment?

We feel it has meant happy, well supported staff who don’t waste time in unnecessary training sessions but instead, learning is individually tailored to them, and this obviously means good outcomes for the clients we support.

Staff have found the induction process very beneficial and they particularly like the person centred approach to learning.



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