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Case Study

Spectrum

The Grey Matter Group

Spectrum reduce training, costs and disruption to people who use services
Involving individuals in learning encouraged positive relationships between staff and the people they support.

Highlights

- Reduced training and staffing costs
- **Removed unnecessary duplicated training**
- Supervision time used more efficiently
- **Incorporated evidence into Diploma qualifications**
- Facilitated person-centred learning
- **Encouraged positive relationships with individuals**
- Lessens disruption and supports consistency of care
- **Staff agreed it is a more effective way of working**

At Spectrum we see the person not the condition

We provide residential care for both adults and children, as well as education and domiciliary care services for people with Autistic Spectrum Disorders and similar conditions.

We engage with individuals to support them in making decisions about their lives and futures. We discover what their personal aspirations are in life and develop plans to suit each individual. We work with them to help realise their personal goals, whether it's going to college, learning new skills, getting a job or moving towards independence.

How do you use CIS-Assessment?

CIS-Assessment is used in a lots of ways. **Pre-interview,** we ask applicants to undertake the summary assessment for the Common Induction Standards and this is used during the **interview** process. This is also used as part of new team members' 12 week **induction** so we can **target learning** and training needs.

The assessments are used as part of the **supervision** process and we ask our team members to complete one of the standards prior to their supervision. This enables us to check each team member's learning and acts as a **refresher** which helps towards their Continued Professional Development **(CPD).**

"We use CIS-Assessment alongside direct observation to obtain an all-round picture of each staff member's competence within their role."

How do you induct your staff now?

Every new member of staff has a two-week initial induction program. In the first week, they have three days of face-to-face training covering our own welcome to Spectrum and the way we work. We also cover things that are important to our organisation like Autism Awareness, Positive Behavior Management, ICT, and Safeguarding, with two days shadowing in their allocated house.

We incorporate the Common Induction Standards into our induction over the first 12 weeks and we use a wide range of different learning activities alongside more shadow shifts.

Once in an individual house, each new team member is shadowed by a more experienced team member. During this time, the new inductee works through their online assessments and results with their supervisor. CIS-Assessment gives us a clearer picture of what knowledge has been gained and in what areas the new inductee needs further support.

How did you induct staff previously?

Before CIS-Assessment we inducted staff on a face-to-face basis for all of their training needs, with paper-based assessment workbooks and in-house competency workbooks.

How does CIS-Assessment save you time & money?

As a training department, CIS-Assessment allows us to assess an individual's knowledge and provides us with an individual's learning requirements, which can then cut down on training costs, avoids duplicate training, and reduces travel time, staffing costs and backfill.

From the manager's perspective:

"Because the CIS-Assessment website is so user friendly, staff are able to make use of any available time in their rotas to complete small 'chunks' of learning. Being able to undertake bite-sized modules, users feel they can learn at their own pace and time without feeling pressured to complete a whole course in one go."

What do your staff think of the online assessments?

Some of the older staff members initially struggled to accept that online learning could be a positive experience. However, once they actually started the online assessments (with initial support from managers, if needed) they all agreed that it is a far more time-effective way of checking knowledge.

This has enabled managers to develop more observation based assessments from the results of all the online assessments that are initially completed.

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

Using CIS-Assessment provides evidence that all our staff have gained the knowledge relevant to the people they support so we can meet the specified outcomes for each individual. Furthermore, this has really helped with CQC's more person-centred inspections that started in October 2014.

Our service users are able to be actively involved if they wish.

"Some of our service users sat with their supporting staff member whilst they completed assessments. This has aided in developing positive, valuing relationships."

Were there any challenges you had to overcome in order to implement using CIS-Assessment?

Initially, the managers found it quite daunting to move away from face-to-face training and towards online assessments. However, once training sessions were implemented they viewed it as a valuable tool in ascertaining employees' level of knowledge. It assists them to focus on areas identified for learning and development, rather than simply having a one-size for all approach.

There were some typical IT issues, such as forgetting passwords, but the support team at The Grey Matter Group provide a very quick response.

What other benefits have you achieved using CIS-Assessment?

The assessments allow staff enrolled on Diplomas to cross reference to their qualification. This saves further time (and therefore money) and helps staff to feel their hard work is achieving qualifications in a more time effective way and without any duplication.

Being a medium sized organisation, we now know that all staff are trained to the same level, that there is consistency across the organisation.

"Only those who need to attend face-to-face training are referred back to the training department."

How do the assessments support you with staff supervision & observations?

By utilising the online assessments, managers are able to **ascertain what the focus should be** in supervision. They can then focus time on assisting with the development of knowledge in areas where it is shown to be needed. Furthermore, they can discuss observations and arrange to implement them at a time that is most beneficial to the team member and service users.

How does CIS-Assessment save you time & money as part of your refresher process?

It allows the organisation to assess the learning needs of each team member and provide them with ongoing training that is relevant to their identified needs.

The refresher assessments we currently use include Fire Safety Awareness and Safeguarding. We have not replaced our three-year face-to-face refresher training programme but we plan to reduce this because CQC are now focussed on evidencing safety to practice rather than refresher training. However, by doing annual refreshers targeted only to meet identified knowledge gaps, we can already see savings in terms of time, mileage and training costs. **Furthermore, it lessens disruption in the individual residential homes which allows more consistency for our residents.**

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