



A Note from the Chair, Anne Geddes

Dear Members

Welcome to 2010!! Happy New Year to you all.

I trust Christmas was enjoyable and peaceful, although for many sadly it may have been lonely and

for employers, a stressful time, trying to ensure no one goes without care and support over the holiday period.

The short break allowed us to catch our breath here in bcda where there has been much activity with the merger of the organisation with Birmingham City Council Adults and Communities Workforce, Learning and Development Service. I am pleased to say that with the new structure we have been able to retain some members of staff of the bcda team while welcoming one or two new faces, sadly others have moved to other directorates. Patricia Daley continues to give her invaluable support in the capacity of Social Care Workforce Development Manager, with Jan Marr continuing her commitment and involvement in the success of bcda in her role as Head of the bcda Learning and Development Service.

The merger of the two organisations has led to the bcda Management Board recognising the need for new Governance arrangements and to reflect the range of audiences the organisation now reaches. It also opens up opportunities across health and social care for improved integration of services and people to provide a better informed and trained workforce to meet the new challenges of the personalised service. bcda will continue

to be the vehicle for the voices of those receiving and providing the services of Health and Social Care to be heard and supported to meet the challenges, and to improve and sustain the quality of social care to citizens of Birmingham

We have a lot to look forward to in 2010. As well as new location for bcda from January 2010, you will see the new contact details at the end of this newsletter. We also have key meetings of interest to you so please ensure your availability by putting the dates in your diary. Please see 'Dates for your Diary' on the back page.

It now leaves me to hope that 2010 brings you health and happiness and we look forward to seeing you at the future events and courses that will be provided during the year as well as keeping you informed of news and updates developing in Health and Social Care in Birmingham.

Anne Geddes - Chair,
bcda Learning and Development Service

Remembering Tricia Lander

It is with regret that I am writing to let you know that Tricia Lander died on 6th December 2009. Tricia, a former employee of the Learning and Skills Council was instrumental to the formation and development of bcda.

Tricia, a valued colleague, is remembered with fondness and appreciation for her dedication and support to the social care workforce in Birmingham.



Patricia Daley and the bcda team.

bcda Learning and Development Service Annual Conference 2010

"Putting People First – in Birmingham"

9th February 2010

Don't forget to book your place at the third annual conference. Personalisation, Dignity, Transformation, Independent Safeguarding Authority, General Social Care Council and much more will be addressed. For more details or contact the bcda Learning and Development team on **0121 303 0990**.

Dignity Champions

"A Dignity Champion is someone who believes passionately that being treated with dignity is a basic human right, not an optional extra. They believe that care services must be compassionate, person centred, as well as efficient, and are willing to try to do something to achieve this".

Wendy Averall, Dignity Champion Southern Cross Healthcare is featured on the Department of Health website for demonstrating good practice in relation to dignity in nursing homes in Birmingham.

To support the Dignity challenge, Learning and Development Service is working with Skills for Care to promote good practice. Dignity Champions can be at any level within the health and social care sector as well as include, councillors, MPs, Local Involvement Networks (LINKs), people who use services, carers, voluntary agencies as well as members of the public.

To register as a Dignity Champion there are a few simple actions to follow on the Department of Health website below.

http://www.dh.gov.uk/en/SocialCare/Socialcarereform/Dignityincare/DH_6600



Carer Awareness Training

Message from Department of Health Policy Team – West Midlands

Carers told us during the consultation for the Carers Strategy that they often cannot access the services that they need or that they do not receive the support they need from the range of agencies that should be concerned with providing services related to health, social care, benefits, housing, leisure and employment.

The national Carers Strategy promised to invest in training a range of professionals in local authorities and the NHS to support carers more effectively in their day-to-day dealings with them and when making commissioning decisions at a local level. Training opportunities can also bring professionals together in their local area, facilitating more joined-up service provision on macro and micro levels providing major benefits to carers.

We are already working with Skills for Health and Skills For Care to begin delivering this commitment. They are developing new training modules which will ultimately become embedded in pre-qualification training and continuing professional development programmes.

In the meantime, we want to invest in existing training/ awareness-raising opportunities for professionals in health, social care and beyond in their regions. This is a one-off opportunity to provide an immediate boost to the capacity of training/ awareness-raising in each region in the current financial year.

Simon Foster
Programme Lead, Carers and LINKs
Department of Health West Midlands

Dates for the half day bcda Carer Awareness Training are :

19th January 2010	10.00am – 1.00pm
26th January 2010	10.00am – 1.00pm
25th February 2010	10.00am – 1.00pm
9th March 2010	9:30am – 12:30pm or 1:30pm – 4:30pm

For details please contact the bcda Learning and Development Service on **0121 303 0990**.

Update - Swine Flu



Health and frontline direct care workers are more likely to be exposed to this new H1N1 swine flu virus and whilst most cases are mild, it can be serious. The vaccine will protect your service users, your family and yourself.

An 'Authorising letter' informing of eligibility for the swine flu vaccination has been sent to all direct frontline care workers of Birmingham City Council, private, independent or voluntary care providers and direct payment recipients.

The letter needs to be taken by the front line carer when they attend the participating GP practices for an appointment.

Out of City employees or patients of a non-participating GP or employees not registered with a GP are still eligible to have the vaccination.

For further information please contact Mo Phillips – Adults and Communities Directorate Emergency & Business Continuity Planning Manager on **0121 303 3623**.



Partnership working - bcda Learning and Development Training Provider Network

bcda Learning and Development hosted the newly formed Training Provider Network meeting during November 2009. The network is open to all training providers and care providers who deliver services to the adult social care workforce of Birmingham. The network aims to promote good practice through enabling training providers to meet, exchange information and develop practices that will enhance the quality of the learning experience of staffing in order to improve social care.

Opportunities to work collaboratively with employers, people who use services and carers will also be available to training providers who are members of this network.

The next Training Provider meeting will take place on Wednesday 24th February 2009 at 10.00am. If you would like to attend or know someone who may be interested in joining the Network please contact the bcda Learning and Development team on **0121 303 0990**.

Partnership Working with West Midlands Fire Service

bcda learning and development service recognises that Fire Safety training is important to employers and arranged a meeting on 15th January 2010 with the West Midlands Fire Service and Birmingham City Council Health and Safety team, to enable participants to inform us of how best to develop this type of training. The meeting was well attended and generated interesting points for bcda Learning and Development Service to take forward.



Greg Ward, Birmingham City Council Principal Safety Adviser and Simon Barry, Watch Commander and Ben Brook, Business Safety Officer from West Midlands Fire Service

bcda Leadership and Management programme – social care

In September 2009 we were thrilled to be able to celebrate the success of the second group of ten social care managers who achieved the bcda Award in Leadership and Management- Social Care. They also walked away with academic credits towards a Foundation Degree and an Endorsed Award from the Institute of Leadership and Management (ILM).

The second programme integrated care managers from across the whole care sector with representatives from private, independent, voluntary and statutory organisations. This provided valuable cross-fertilisation of ideas and the opportunity of learning from a range of different perspectives. The course is designed specifically for this sector and has been very successful in equipping developing managers to step up in their roles, gain confidence and begin to take responsibility at a more strategic level.

Councillor Sue Anderson, who presented the Awards, was fulsome in her support of this programme. She emphasised how this was providing exactly what aspiring leaders and developing managers needed to prepare them for the changes and challenges of the personalisation agenda. She also stated that there must be more of this!

Here are some of the comments from this year's group:

"As I began the programme I was excited and eager about the individual modules. My organisation had a clear training and development path for me and the course was something that I personally thought would underpin my NVQ4 and other courses.

It was clear almost immediately that the programme would take my understanding and practice to another level. The benefits to me personally and to the organisation have been fantastic. The programme did not underpin my development; it directed my development path and became the catalyst for changing the development structure of the organisational programme.

Now after completing the course it has rejuvenated my desire to undertake formal learning, to keep updating my practice and rekindled my academic reading. I believe that I am a professionally more rounded, more knowledgeable and better 'tooled' leader and manager for completing this programme".

"I have improved my performance as a manager, and this course has assisted me to be reflective of my practice as a leader. I believe that the award will enhance new opportunities for me personally"

"Overall, it has meant that as an organisation we have looked seriously at our service and its delivery and have changed practices to provide better outcomes for our residents."

"I found the course very interesting, stimulating and knowledgeable. I found the tutors very approachable, and I have gained a lot from the course. I am looking at my skills differently, and matching them up to different job roles, giving me more scope in securing a job."

With Councillor Anderson's endorsement and a growing demand from care providers, a third programme has been commissioned and starts in February 2010. There may still be places by the time you receive this Newsletter - get in touch with bcda Learning and Development Service as soon as you can if you would like to know more.



Presentation of Leadership and Management awards 2009

SHAKTI DAY CENTRE

Shakti Day Centre caters for Asian elders and is run by Birmingham City Council staff. As part of the Council's Belief, Excellence, Success and Trust (BEST) initiative, Shakti identified that it would be useful for staff and service users to learn and gain skills in IT.

Service Birmingham who support IT systems for Birmingham City Council approached Shakti Day Centre and donated 6 computing packages for staff and service users to gain valuable skills in IT as well as being connected to the Internet.

The computer room has been buzzing since the installation. The service users have never used a computer and they found it very fascinating. Most of the service users are learning to use the keyboard and the mouse and gaining skills in this area. Some are exploring what is available and reserving goods for collection, some are playing various games and quizzes on the system. There are a few who are listening to the very old Bollywood music and learning more about the celebrities of their time. The staff are also very interested and have gained further skills in this area. They are now writing reports and recording other information on the system, adhering to the Data Protection Act, of which they had little knowledge of before. Service Birmingham has also provided a volunteer for 1.5hrs per week to support the staff and service users.

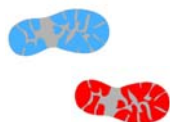
The project was launched by Councillor Sue Anderson during November 2009, who mentioned that it was great to see B.E.S.T. at its best. Fred Shaw, BEST Leader for Service Birmingham brought along a photographer who took pictures to mark the occasion. The cook at Shakti prepared lovely food and refreshments. This was truly a project that involved all the staff members of Shakti.

Effective teamwork and partnership working made this activity possible. Congratulations to the staff involved, and to those who contributed in raising extra funding to support the computer initiative.



Shakti Day Centre launch

Rehana Khan, Manager



Personalisation - a huge programme of change - let's bring it alive!

Engage with the people who are most affected: service users and carers, staff, managers, commissioners and service providers

The popular Whose Shoes? learning and development tool will be demonstrated at the bcda conference, 9th February 2010.

Whose Shoes? - Putting People First – is an imaginative learning and development tool helping people understand the opportunities and challenges of the social care transformation agenda. It stimulates constructive and in-depth discussions in a non-threatening environment and encourages people to better understand the perspectives of others.

Informative, enjoyable and full of real scenarios, this board game is now an established and highly regarded tool, being used by many forward-thinking local authorities, universities/Higher Education colleges and care providers nationally, helping people to work together to deliver personalised services.

The game was featured in Community Care magazine as an example of good practice and is also recommended by BILD (British Institute of Learning Disabilities).

Please see the website: www.nutshellcomms.co.uk which includes a list of current customers and many customer testimonials.



New from the Social Care Institute for Excellence

Visit the Social Care Institute for Excellence (SCIE) website to access Social Care TV which provides a range of films and links to resources on issues in adults' and children's care services, such as dementia, safeguarding and young care leavers. For information about the above and much more please visit www.scie.org.uk.

Funding for IT

The Department of Health has asked SCIE to administer funds to help care services to use digital technology. To register your interest please visit **Get connected** or email getconnected@scie.org.uk to register your interest in getting access to funding for technological support.

News from Skills For Care

Integrated Local Area Workforce Strategy (InLAWS)



The Integrated Local Area Workforce Strategy (InLAWS) project is a joint initiative between Skills for Care and the Association of Directors of Adult Social Services (ADASS). The project aims to develop effective ways to support Directors of Adult Social Services (DASS) with workforce commissioning across their local area. The vision is to have the right workforce doing the right things at an achievable cost. This will involve bringing service commissioning, financial and workforce strategies into balance, in order to secure greater choice, dignity and safety for service users.

NVQs for Personal Assistants

bcda Learning and Development Service is leading Birmingham City Council's involvement as one of the InLAWS pilot projects. The focus of our project is service user employers and the development of the Personal Assistant workforce.

Get Hooked on Fishing

Get Hooked on Fishing Midlands (GHOF) have achieved great success over the past six years, which has seen GHOF grow from being a pilot scheme for young people into a Charity, which uses angling as a 'tool' to cater for the many varied needs of young people.

Our 'Totally Hooked' scheme enables the elderly and adults to go on fishing trips so they can regain self-confidence, aiding physical and mental recovery by supporting their cognitive ability and by providing stimulus, which helps to assist in them staying active and promoting 'well being'.

This is achieved by providing angling session/trips in the countryside, which includes transport, equipment, bait, licenses and tuition by Professional angling coaches. During the winter season, we also run the totally hooked scheme indoors. Indoor fishing has proved to be extremely popular with young people in schools.

GHOF have 1st for Sport level 2 qualified angling coaches who are trained in a variety of ways, ranging from First Aid to Bereavement Counselling, which assists us in meeting the needs of and experienced by the elderly and adults. We are also members of the bcda Learning and Development Service who assist in our training and development of our coaches.

Andrew Walker,
Angling Unlimited
andrew.walker@anglingunlimited.org.uk



News from Department of Health

Policy and Guidance

The Health and Social Care Act 2008: Code of Practice for health and adult social care on the prevention and control of infections and related guidance.

The Code of Practice, which comes into force on 1 April 2010 for the NHS and October 2010 for all other registered providers, sets out the criteria against which a registered provider will be assessed by the Care Quality Commission. It also provides guidance on how the provider can meet the registration requirement relating to healthcare associated infections set out in the regulations. For further information visit the Department of Health website http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_110288

Personal Care at Home

Consultation on proposals for regulation and guidance is open until 23rd February 2010. For more information visit the Department of Health website at www.dh.gov.uk



NVQs for Personal Assistants - Update



The bcda Learning and Development Service is about to begin a pilot NVQ programme for Personal Assistants. We will continue to keep you informed of these developments.

Care Provider Meeting September 2009

Record attendance of over 200 delegates was achieved at the last Care Provider meeting. Topics covered included Learning more about the Care Quality Commission, Swine Flu - Latest News, Personalisation - Community Mental Health Services and Integration of bcda with the Learning and Development Service.



Andy Davey, Area Manager Care Quality Commission



Jan Marr, Head of bcda Learning and Development Service



Dr. Jim McManus, Joint Director of Public Health for Birmingham



Group discussion at the Care Provider meeting



Matthew Bick, Birmingham City Council Senior Practitioner Direct Payments



Mo Phillips, Birmingham City Council Business Continuity Emergency Planning Officer



Jane Thakoordin, Birmingham City Council Project Manager Day Services Modernisation

Dates for your Diary

bcda Learning and Development Service

Annual Conference –

Tuesday 9th February 2010

Care Provider meetings

20th April 2010

13th July 2010

5th October 2010

11th January 2011

Training Provider Network meeting

24th February 2010



If you would like to contribute to future editions of the bcda newsletter, please contact bcda Learning and Development team

Email: bcda@birmingham.gov.uk or

Telephone: 0121 303 0990 or **Fax:** 0121 303 0880

www.birmingham.gov.uk/bcda



bcda

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Electronic versions of the newsletter and copies in large print are available on request.