

Newsletter

Spring 2010

Issue 15



A Note from the Chair, Anne Geddes

Dear Members

It does not seem that long since I last wrote to you all in this winter edition where we were looking forward to the New Year's events. However already we have held another successful Conference and

our Spring Care Provider meeting has already taken place which focused on the user and carer perspectives.

bcda Learning and Development team have settled into their new home in Lifford House, Stirchley following their hard work bringing the conference together so well. The Conference programme attracted over 270 visitors from varied backgrounds within Social Care, providing a mix of different perspectives to the questions following the interesting presentations. I would like to take this opportunity to thank all the speakers for their support and contribution in making the event result with very positive feedback and welcome new members to our newsletter, many of whom visited our Conference, being their first experience of bcda.

The Dignity Challenge presented at the Conference continues to gather momentum and we are hearing of organisations instigating some innovative activities and we are proud to present and share good ideas within this and future newsletters, so please let us hear of the good work that is happening out there. The greater the awareness within the sector, can only benefit service users in receiving quality services now and in the future whilst helping to attract and retain more individuals to work in social care by

improving the image and working environment for a rewarding and satisfying job and career. bcda Learning and Development were also involved in the Department of Health Dignity conference that was held on 14th April at the International Convention Centre, Birmingham.

Recruitment remains high on bcda agenda and we continue to work with our partners Skills for Care and Job Centre Plus and share success stories from initiatives elsewhere in the region to get the positive image of our sector across to attract potential candidates. See inside for more details about our newly developed recruitment initiatives.

The integration of bcda Learning and Development Service and Workforce Development of Birmingham Adults and Communities continues with regular meetings with Board Members to discuss how expectations of current members can be met and how the future of the organisation can continue to work towards the improvement of standards of social care and outcomes for people who use services in our region.

We look forward to hearing from you and seeing you at our events and courses in the near future. Do let us know if you would like additional news included in your newsletters, our contact details are on the back page.

Anne Geddes - Chair, bcda Learning and Development Service

Celebrating Dignity



bcda Learning & Development Service joined forces with dignity champions in the West Midlands at the Celebrating Dignity event on the 14th April. The event was attended by over 1,000 delegates and gave bcda the chance to showcase a dignity champion case study poster demonstrating how carers can make a difference.

If you would like to find out more about the Dignity agenda or to become a Dignity Champion, visit www.dignityincare.org.uk



bcda Promoting Dignity Champions campaign



Supporting World Elder Abuse Awareness Day June 15th 2010



The Birmingham Safeguarding Adults Board will be supporting World Elder Abuse Awareness Day 2010 by launching a safeguarding poster advertising the campaign on Birmingham buses.

World Elder Abuse Awareness Day, to be held on June 15, will be raising awareness of the

mistreatment and neglect of adults, in particular older adults.

Currently, it is estimated that more than 5,500 older adults are abused in Birmingham every year.

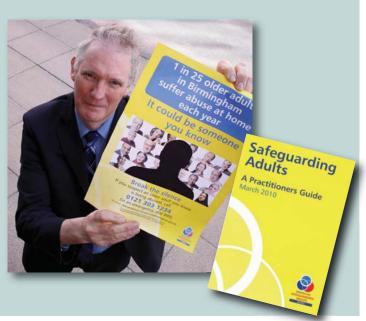
This figure does not include those who live in a care home or have a mental health problem. There are also adults under 65 with physical, sensory and learning disabilities or a mental health problem who are at risk of abuse.

Pete Morgan, Birmingham City Council, Adults and Communities Head of Service for Safeguarding Adults explains: "Last year (2009), 560 older people living in their own home were referred to the Birmingham Safeguarding Adults Procedures, approximately one in ten of the estimated total being abused.

"This is an increase on the previous year and, according to surveys, is greater than the average for local authorities across England. "The Birmingham Safeguarding Adults Board brings together the city council, the local health organisations and the police to work to ensure that all vulnerable adults are effectively protected from violence and neglect."

The Birmingham Safeguarding Adults Board has a policy and procedure document to enable staff from different sectors to work together to safeguard vulnerable adults. This document is available, along with further information, from the safeguarding adults pages on the city council website (www.birmingham.gov.uk/safeguardingadults).

For more information about safeguarding adults in Birmingham please contact Pete Morgan on 0121 675 2632.



Results from Safeguarding Questionnaire

Thank you to all agencies that took part in the recent Adults and Communities Safeguarding questionnaire distributed by bcda Learning and Development Service in February and March this year. From the exercise, we were able to obtain valuable information, with a total of 47 organisations responding to the questionnaire. Of the responses:

73.5% of **all staff**, within organisations, had received safeguarding training 61.3% of all **Care** staff had received safeguarding training 16.49% of all **Non Care** staff had received safeguarding training

The Directorate is currently working with agencies to provide much more robust data about safeguarding training for the Care Quality Commission (CQC).

We have identified that there is a gap between the Induction Pack PowerPoint presentation that bcda produced with Birmingham Safeguarding Adults Board (BSAB) and the first module of the multi agency rolling programme of staff development. In the future, we are going to produce a training module to fill this gap. This will be made available to provider agencies free of charge.

The new module will also be designed to be delivered by in-house staff or to be used as a benchmarking tool when commissioning training from independent trainers. This will enable providers to demonstrate to the BSAB and CQC that they are proving appropriate safeguarding training to their staff that is consistent across Birmingham.

For further information or any queries, please contract: Pete Morgan, Head of Service Safeguarding Adults - 0121 675 2632

New Dementia Care Training Programme

The bcda Learning and Development Service is proud to announce that through collaboration with employers and partners in Birmingham City University as well as Health, the 'Advanced Dementia Care' training programmes are now available.

The programmes are open to anyone who provides or delivers social care and has an interest in dementia. The level 4 programme is aimed at senior care workers and supervisors delivering services "enabling them to identify and reflect on challenges and issues in caring for individuals with dementia and/or their carers". The Level 5 programme is aimed at leaders and managers of services "providing an opportunity to identify a particular, challenging area of care to explore further, with a view to implementing their finding in practice".

Candidates for level 4 and level 5 will attend the same sessions and their coursework will be assessed in accordance with the module they have chosen.

The sessions will be held between 10:00am - 2:00pm on the following dates:

9th June 2010 16th June 2010 23rd June 2010

soon as possible to avoid disappointment.

Cost £225 per person Voluntary organisations

21st July 2010 Cost £450 per person Private, Independent organisations

7th July 2010

Applicants may be eligible for funding to support this programme. For more information about this or other bcda learning and development opportunities please contact 0121 303 0990. There is already a demand for places so please secure your place as

A Dedicated Specialist Recruitment Service Focused on Meeting the Employer's Needs

bcda Learning and Development Service are now offering a targeted approach to recruitment. The West Midlands Partnership is a regional body dedicated to assisting employers in the public, health, social care, community and voluntary sectors to recruit and develop quality employees and enhance the regions' well being. bcda Learning and Development Service joined the WM Partnership and launched the "bcda Learning and Development Service employment support into Social Health and Care" at the Care Provider meeting on 20th April 2010.

The project will provide employers with:

- Targeted recruitment to identify local candidates with relevant skills and abilities.
- Pre-employment support for organisation and candidate to ensure each opportunity has a tailored
- Highly experienced professionals offering specialised advice and guidance regarding specific sector skills





- Post employment support for organisations to ensure a smooth transition into sustained employment.
- Information and links to employment based incentives, such as apprenticeships, learning and development opportunities and funding

This project will provide employers with a valuable resource, tailored to meet their needs at no cost to the organisation. If you would like to find out more about the bcda Learning and Development Recruitment Service contact Annette Dunkley or Ambrin Chauhan on Tel 0121 303 0990 or e-mail bcda@birmingham.gov.uk.

skillsforcare News from Skills for

The Skills for Care Accolades 2010, in partnership with the Department of Health, are NOW OPEN and taking nominations in 14 categories. Achieving an Accolade proves you are improving the lives of people using social care services through workforce development. If this sounds like your organisation, more details can be found at http://www.skillsforcare.org.uk/accolades/accolades.aspx

Skills for Care in the West Midlands has commissioned an analysis of the National Minimum Dataset for Social Care (NMDS-SC); the report presents an overview of the adult social care workforce in the region including an analysis of pay, turnover and vacancy rates. In addition the report provides an assessment of the recession on the adult social care sector and some regional workforce projections based on national scenarios. There are some recommendations for maximising the potential of the dataset including expanding the coverage of the voluntary sector which will be key in future service design and delivery.

http://westmidlands.skillsforcare.org.uk/national minimum data set social care/NMDS-SC.aspx

NMDS-SC Update

As of 1st April 2010 employers were required to fully complete individual NMDS-SC worker records for 90% of their workers, and fully update their NMDS-SC organisational return within the NMDS-SC online at: www.nmds-sc-online.org.uk. Once completed, the organisation will then meet the criteria for funded training from Skills for Care which changed the rules at the beginning of April 2010.



For further information please contact bcda Learning and Development on 0121 464 1326 or by email bcda@birmingham.gov.uk.

West Midlands Alliance of Assessors, Verifiers and Trainers in Health and Social Care

The 6th extremely successful and well attended Alliance events took place at the Village hotel on the February 10th 2010. Trainers and assessors from around the region were given important regional and national updates about the skills agenda and able to take part in a wide range of workshops. **The next Alliance event will take place May 19th at the Village Hotel, Walsall.**

For more details on this event please contact Krista Bonfield on 0121 250 3800 or email: Krista.bonfield@skillsforcare.org.uk

bcda Learning & Development Service Outstanding Learner Award 2010



At the bcda Learning & Development Service Annual Conference 2010, day care officer Raymond Matthews from St Peters Community Project, Tile Cross, was awarded with bcda Outstanding Learner Award 2010.

The bcda Learning & Development Service Contracts Officer went along to St Peters to have a chat with Raymond with regards to his duties as a day care officer and what led him to receiving the award.

He began his career in social care at St Peters as a volunteer working 1 day a week, some 10 years ago. Before joining the social care workforce he did a variety of different jobs ranging from factory work to working in a benefits office.

Raymond appreciated the care and dedication taken to look after his mother and wanted to be part of a workforce who specialised in that type of work.

As a male day care officer, Raymond experiences few barriers. He would like to see more male workers in care despite the typical stereotypes and the fact that notoriously care work does not pay very well. He relies on his inner strengths to work in care which he believes is essential. Care work is not for the

faint hearted and as service users pass away, you need to be able to overcome this and continue your work.

As a day care officer, the varied duties he carries out contribute to why he enjoys his work so much. As well as being responsible for the safety and well being of the service users, Raymond plans and carries out duties for them, which include snooker, crafts, quizzes, and bingo. On average, 16 service users a day come to this charitable organisation from both Birmingham and Solihull communities.

8 years after joining St Peters Raymond agreed to do the NVQ Level 3 in Social Care & Health at Solihull College. Prior to this he had completed a variety of short courses but felt the NVQ would allow him gain further knowledge and strengthen what he was already doing. Completion of the NVQ has made him more confident.



aymond with service users

Raymond would recommend studying for a qualification to colleagues but when asked if he would do another, he joked and said he is still getting over this one! The funding could cease for St Peters at any stage. If this were to happen, the job satisfaction and confidence gained leaves him optimistic about his future within Social Care.

bcda Learning & Development Service would like to thank all the staff and service users at St Peters Community Project for enabling them to print this article.

TSI Funding 09/10

The bcda Learning and Development Service enjoyed yet another successful financial year with regards to distributing TSI Funding from Skills for Care (SFC) for completion of qualifications. The target set by SFC was actually surpassed by over 20%. bcda funded in excess of 1600 units for staff within the social care workforce across Birmingham during 2009/10 financial year.

As well as the usual qualifications funded for those organisations who were put forward to training providers contracted to bcda, £5,400 was also used to fund Common Induction Standards for employees. Some organisations took advantage of the new way in which bcda now fund NVQs, by sourcing their own training provider, paying for the funding of the qualifications and on completion of the awards submitting the evidence to bcda who forwarded this to SFC to draw down the funding. In this way those organisations successfully claimed for and collectively received £22,320 in way as a contribution towards the cost of completed units.

Some organisations also successfully claimed for funding towards the costs of the learning programmes that SFC now support. Such programmes include First Aid, Manual Handling, ESOL and Food Hygiene. Funding for these learning programmes will also be available in 2010/11 financial year.

bcda have also submitted a bid to secure funding for the next financial year from our main funding source, Skills For Care, based on the results of completed TSI Funding Requirement Forms received from you. We will endeavour to keep you updated as and when we receive notification as to how much funding we have secured.

For more details on any funding matter, please contact the Funding & Contracts Team on 0121 303 0990

Annual Conference 2010

The bcda Learning and Development Service held it's third annual conference 'Putting People First – in Birmingham' on 9th February 2010. Delegates heard from a range of speakers including Nadra Ahmed, OBE about the personalisation agenda, registration and regulation of the social care workforce and shared examples of good practice in relation to enhancing the dignity of people who use services. Updates were also given on the outcomes of issues that were discussed at last year's conference.



Speakers Chris Davis-bcda Learning and Development service, Wendy Averill-Southern Cross, Councillor Sue Anderson, Nadra Ahmed Chair-



A group discussion at the bcda Learning and Development Conference



Speaker Veronica Monks, Department of Health



Speaker Pete Morgan, Birmingham City Council Head of Service for



Speaker Andy Davey, Care Quality Commission

Care Provider Meeting – 20th April

Continuing the theme of 'Putting People First – in Birmingham', the bcda Learning and Development Service quarterly care provider meeting was focussed on the experience of people who use services, carers, direct payment employers and personal assistants. Presentations were also made regarding Data Protection issues and social care recruitment. For further information please refer to the article on the specialist recruitment service on the previous page.







Carer and Users Involvement Group members

Robin Surgeoner, trainer and Direct Payment employer

CONGRATULATIONS TO SOUTH BIRMINGHAM COLLEGE ON ITS DUAL SUCCESS

The Department of Health & Social Care at South Birmingham College is delighted to have maintained its Grade 1 standard during the College's recent Ofsted inspection.



Moira Mees, Assistant Director of the College's Health & Social Care Division, said: "Achieving both the Training Quality Standard award and Grade 1 at Ofsted confirms that we are an excellent training provider which puts the needs of employers and their staff at the heart of everything we do".

Employers who would like to find out more about our training courses, and the funding available, should simply call Moira Mees on 0121 694 5092 or email moira.mees@sbc.ac.uk

Dates for your Diary

Care Provider meetings

13th July 2010 5th October 2010 11th January 2011



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





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