

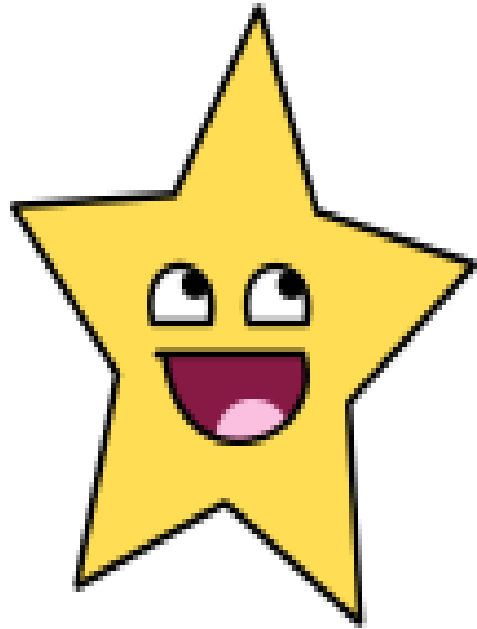
Workforce Development within the Technology Enabled Care Sector

Dawn Thornber

**Training, Development and
Operations Manager**



Workforce development ?



Why develop our workforce?

- How many of us take TEC for Granted
- Smart phones
- Microwaves
- Digital cameras
- Aps for shopping, counting steps, finding your lost phone
- The next Generation





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In 1977 Ken Olsen said “There is no reason why anyone would want a computer in their own home”



Why have others invested in Workforce development

“Training and development of our workforce is the keystone to running a successful TEC service, without this investment it is impossible to deliver the quality, customer service and assurance required”

“Identifying training developments and requirements, planning delivery and monitoring its effectiveness are business critical functions for us, and is a key part of our management team’s duties”

“Our comprehensive approach includes an annual training matrix and delivery programme to ensure the needs of the service and our customers are being met and outcomes achieved; this is supplemented by a proactive quality management system that identifies training needs and improvement plans.”

Without training and developing our workforce we wouldn’t be in a position to develop our services and ensure a quality service”



What do we need to know

- How do you ensure your workforce knows what is available
- How to access TEC and services
- How to assess for TEC
- How to use TEC

- Or do they get left behind





Why do we need training

- That's just how we have always done it
- Janice showed me how so it must be right
- Its what our service users want
- Its just our friendly manner

So how

- So as the saying goes different strokes for different folks.
- TSA have a range of one day awareness CPD accredited training
- Assessing for TEC
- Call handling for TEC
- Supporting people living with Dementia - (introductory and advanced levels)
- Recognised Qualification
- Train the trainer
- L2 Certificate in introduction to Technology Enabled Care



As demand increases on our Health and Care System, digital technology plays a huge role in the transformation of care.

TSA are delighted to work with NCFE, CACHE to launch the first level 2 Qualification in Understanding Technology Enabled Care and how it can improve the quality outcomes for People.

This powerful resource will empower our Care workforce to think differently about how CARE is delivered and putting people at the heart and centre of everything we do.

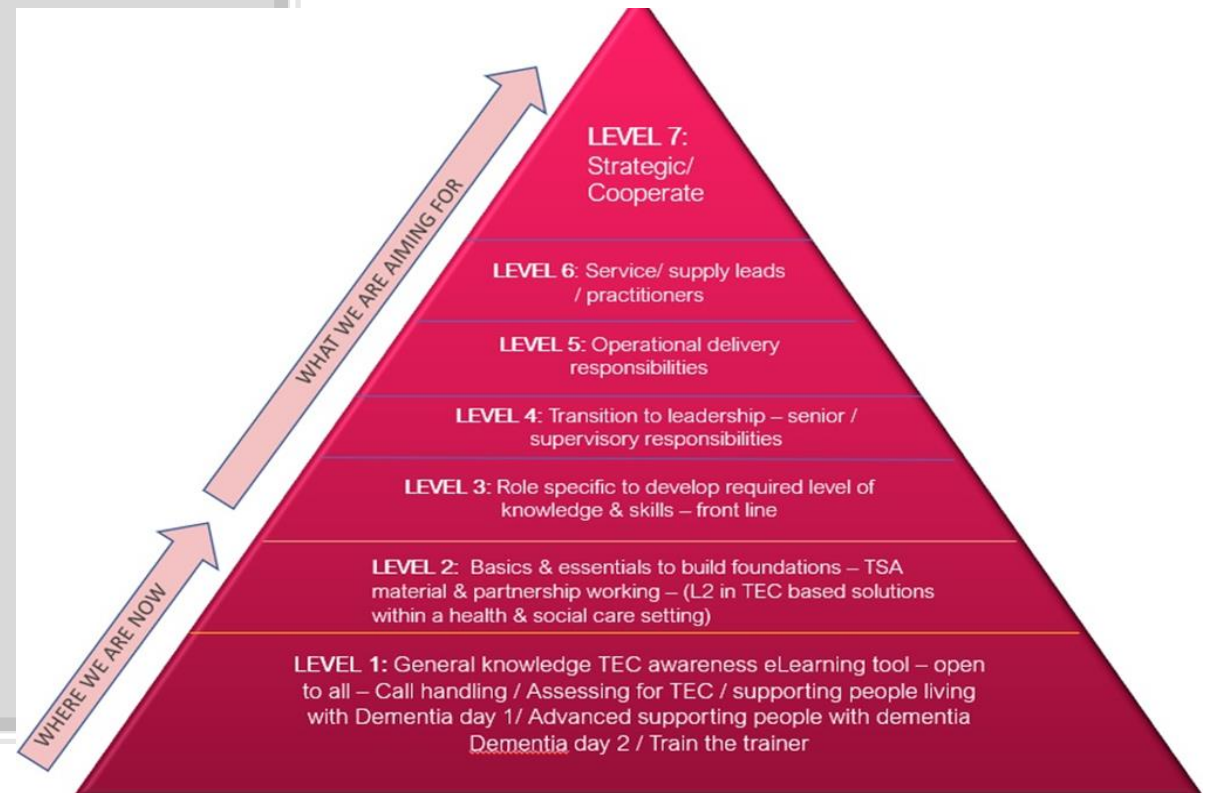


TSA vision

- Delivering training solutions for the TEC Shift
- Supporting and guiding throughout the industry
- Working in Partnership to expand our portfolio



*Albert's
story*





- Virtual reality
- GPS systems
- App for everything
- Wearable devices
- Digital transition
- Social Media
- Power of Attorney

Next Generation

What do you
need ?
How can we help
you create the
dynamic team
your business
needs ?



Don't miss the
Digital Buzz

Live polling ?





Thank you for Listening

Dawn.Thornber@TSA-Voice.org.uk

“THIS IS
MANCHESTER
WE DO THINGS DIFFERENTLY HERE”.

ANTHONY H. **WILSON**



Developing a TEC enabled workforce

Jill Thompson, Strategic Lead,
Transformation, MCC



Manchester Local Care Organisation

Leading local care, improving
lives in Manchester, with you

Manchester Context

Number of residents

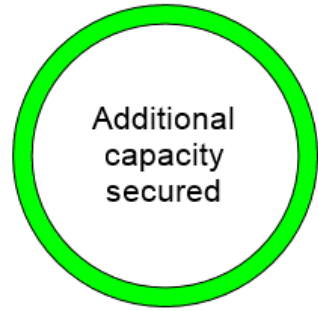
Demand on ASC

Size of workforce

Vision

Investment

Our Workforce Strategy Roadmap - A Confident and Accountable ASC Workforce



Additional capacity secured

PM: Adele Mitchell



Staff access L&D to deliver safe, effective & efficient services

PM: Roz Atkinson



Strategy to enable retention, development & progression

PM: tbc



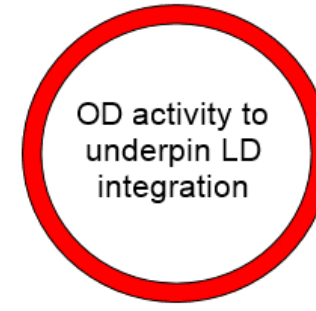
Staff work in an OM strengths based way (system lead)

PM: Caroline Kidson



Leadership & management development to achieve distributed OM SB leadership of

PM: Sarah Lammiman



OD activity to underpin LD integration

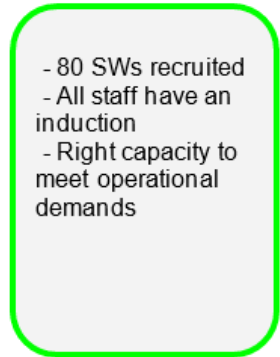
PM: Adele Mitchell tbc



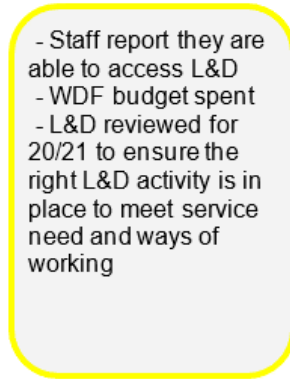
Workforce Strategy: Development of learning culture

PM: Sarah Lammiman

How will we know if we've achieved our objectives?



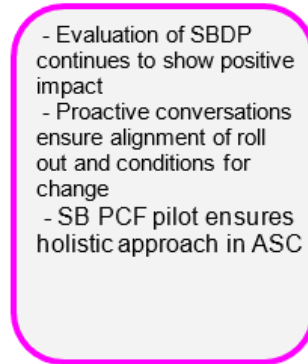
- 80 SWs recruited
- All staff have an induction
- Right capacity to meet operational demands



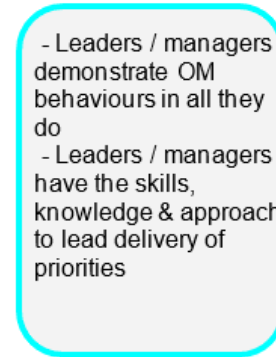
- Staff report they are able to access L&D
- WDF budget spent
- L&D reviewed for 20/21 to ensure the right L&D activity is in place to meet service need and ways of working



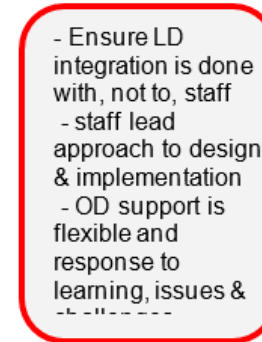
- SWs enabled to develop & progress through new career pathway
- Comprehensive CPD programme for SW
- Right infrastructure in place to underpin new career pathway



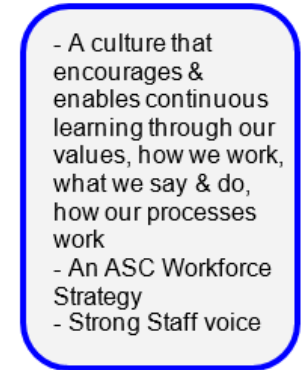
- Evaluation of SBDP continues to show positive impact
- Proactive conversations ensure alignment of roll out and conditions for change
- SB PCF pilot ensures holistic approach in ASC



- Leaders / managers demonstrate OM behaviours in all they do
- Leaders / managers have the skills, knowledge & approach to lead delivery of priorities



- Ensure LD integration is done with, not to, staff
- staff lead approach to design & implementation
- OD support is flexible and response to learning, issues & ...



- A culture that encourages & enables continuous learning through our values, how we work, what we say & do, how our processes work
- An ASC Workforce Strategy
- Strong Staff voice

What do we need to do to get there? Priorities:

Approach to Embedding TEC with the workforce

**Phase 1:
Start of
journey**

**Strategic
business
readiness**

**Phase 2:
Organisational
journey of
change**

**Conditions for
change**

**Phase 3: Make
it real**

**Bespoke
engagement &
development**

**Phase 4:
Embed into
BAU**

**Visible in
everything**

Our Services

Our Pathways

Our Assessments

Our Behaviours

Approach to Embedding TEC with the workforce

Phase 1: Start of journey

Macro Change

- * Drivers for change
- * Senior leadership buy in
- * Senior leadership messaging,
- * Our Manchester Strategy & Behaviours,
- * Investment

= Readiness to start

Phase 2: Organisational journey of change

* Bottom Up

- * Co-design with residents & staff
 - * Practical changes – LL IT system, assessment approach & process,
 - * Co-design training TSA
 - * Test & amend training with staff & TSA
 - * Senior leader
 - * Improvement & transformation plans
- = Right conditions for change

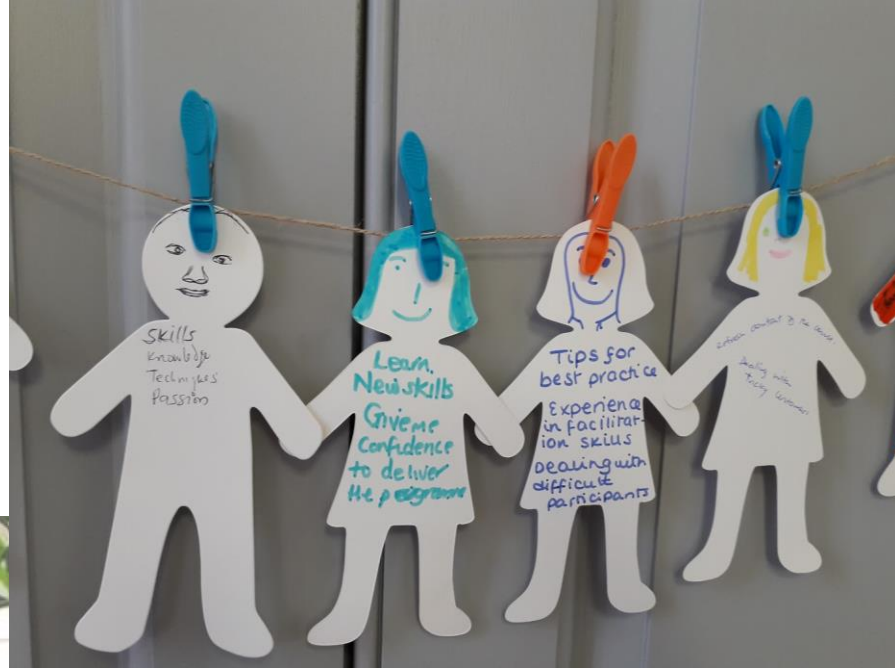
Approach to Embedding TEC with the workforce

Phase 3: Make it real and tangible –

- *Transition plans
- *Role at front door
- *Partnership approach
- *financial modelling
- *Bespoke engagement and development

Phase 4: Embed into BAU,

- *Mainstreaming TEC Board
- *Communities of practice
- *places to unblock blockages
- * Universal & targeted offer
- *New Expectations
- *savings & outcomes monitored
- *L2 TEC qualification



Quiz Questions

Q1 Who in your workforce is affected by the use of TEC?

1 social care staff

2 health staff

3 corporate colleagues

4 Partners

5 None of the above

6 All of the above

Question 2

Where are you upto in your workforce transformation journey?

1 not started

2 got going

3 developed programme

4 embedded



Rupert Lawrence, Head of amica24

Workforce Development at amica24

A diverse service



Service Focus

Over 25,000 service users

55 staff delivering a wide range of services

Monitoring, maintenance, TECS, Aids & Equipment, Call Handling, Lone Worker

Specialised services and diverse range of digital & mobile products/systems

Proactive outbound focus - re-evaluation and data rich environment

Eden Alternative - combatting loneliness, helplessness and worthlessness



Quality



Evidencing Quality

Quality is the cornerstone for our service

Customer Satisfaction 99.7% overall, 100% satisfaction with Installation & Maintenance service (2019 survey)

Over 200 compliments received since April 2019

98.5% calls handled within 60secs (internal target)

TSA Quality Standards Framework – Green status in all areas (2018 and 2019 audits)



Getting it right



Recruitment

Workforce development includes getting the right people in the first place!

What type of person are you looking for?

What practical skills are they going to need to deliver their role?

What can you test?

What transferrable skills can they bring?

Who is going to recruit?

Practical recruitment tests and Quick-Apply



Starting off



Induction

Absolutely critical to success or failure

How can you onboard employees?

Readiness and understanding of company & role

Who's delivering your induction training?

How do you help them to settle in?

Competency linked induction plans – multiple service interactions

Welcome process and TEC immersion!

Charter and organisational culture



Can they *really* do the job?



Competency

This is vital and it'll be crucial for QSF going forwards

Can they do the job they're employed to do?

How do you know they can do it? How have they evidenced this?

Are you doing this for all role types?

Competency Frameworks, Management & Leadership Behaviours

Management development programme

Training



Continuous Improvement

Making sure training is not just covering requirements, but is linked to where you need your business and service to go

Linked to SIPs and business plans

Comprehensive training matrix to understand all roles and what is required

All levels assessed for requirements and 'nice to haves' too!

Rolling programme with continuous review to help identify trends and meet performance issues

TSA Competency Training – delivered September 2019

Externally verified training – performance visibility



Customer Service



Empowerment of colleagues

Creation of buy-in, a commitment to go further and engage with service users

Sharing of customer feedback and examples of brilliant performance!

Encourage colleagues to highlight performance

Capture and share with organisational customers

Case studies and re-evaluation approach

Eden Alternative organisational culture



Involve your people



Customers and Colleagues

Feedback is the gift that keeps on giving!

Colleagues being involved in performance reflection will be more inclined to improve

Formally review what you do often; take a step back!

Highlight all of the brilliant things your service does and how it helps people

Bring your customers to you and go to your customers





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Thank you for listening