

DEVELOPING SKILLS IN HEALTH AND SOCIAL CARE

Part funded by the European Social Fund,
led by Suffolk & Norfolk County Councils

The Developing Skills project can support you with your chosen career in adult health and social care. We offer fully-funded courses across functional skills, and Levels 1 – 4 where learners gain accredited units to support you as you move forward with your educational pathway.

We want you to feel valued and supported, you will be given a Career Progression Mentor to work closely with you and give you all the skills and confidence you need to move forward in the health and social care sector.

Contact Us

E-mail:

developingskills@suffolk.gov.uk
developingskills@norfolk.gov.uk

Website:

www.norfolk.gov.uk/developingskills

Facebook:

Developing Skills in Health and Social Care | Facebook

Twitter:

[@DevelopingCare](https://twitter.com/DevelopingCare)

LinkedIn:

[Developing Skills in Health and Social Care | LinkedIn](#)

Facebook Community Page:

DSHSC Suffolk and Norfolk Community group | Facebook

EXTRA TRAINING

We have an exciting opportunity to offer to anyone employed within the adult health and social care sector, numerous additional units within the project at levels 1, 2 and 3 that will meet the needs of differing care providers with topics such as:

- Stroke Awareness
- Diabetes Awareness
- Understanding Mental Capacity and Restrictive Practice.

If you have an additional training need, come and talk to one of our Employer Engagement Officers to see if we are able to support and fund this for you.

Lynn: lynn.thorington@suffolk.gov.uk

Carley: carley.grant@suffolk.gov.uk

Ella: ella.sistern@norfolk.gov.uk

Nicky: nicola.alford@suffolk.gov.uk

UPDATES AND INFORMATION SHARING

HEALTHWATCH SUFFOLK PROJECT EVALUATIONS

We have commissioned Healthwatch Suffolk to complete evaluations throughout the life of the project on the impact this project is having on individuals and the adult health and social care sector. We have received our initial evaluation, if you would like to read a copy of this report, please e-mail us at developingskills@norfolk.gov.uk

Moving forwards this has allowed us to re-evaluate the project and processes to ensure we continually meet the sector and individual needs.

DEVELOPING SKILLS MENTORING (DSM)

From October 2022 we are now able to offer standalone mentoring to those working in all areas of adult health and social care.

We will be offering three sessions to support with:

- Career progression
- Confidence building and
- Support with funding routes.

Take a look at our poster for ways to sign up. This opportunity is running until September 2023, apply now so you don't miss out.

If you would like a copy of this poster to display in your workplace, please contact us at developingskills@suffolk.gov.uk

DEVELOPING SKILLS MENTORING

Do you work in adult health or social care in Norfolk or Suffolk?

Take advantage of fully-funded mentoring sessions from the Developing Skills project

Explore topics such as:

- Building confidence and skills
- Career options
- Your training and development needs
- Fully-funded training opportunities

Register your interest at developingskills@norfolk.gov.uk or developingskills@suffolk.gov.uk



PODCASTS

Our podcasts are up and running and we have just produced our fifth one! The latest is a conversation between one of our mentors and a participant discussing their overall learning experience.

Click [here](#) to check it out.
<https://spotifyanchor-web.app.link/e/TwvnHki7fub>

While you are there why not take a look at our previous podcasts.

Contact us: developingskills@norfolk.gov.uk

MEET THE TEAM

Continuing with getting to know the Developing Skills Team, this week we would like you to meet...

Deb



Job role: Programme Co-Ordinator

Date joined the project: May 2020

Previous job role: Careers and Progression Manager

In two words describe the project: Impactful, Inspirational

Favourite Film: Star Wars

Dream Holiday Destination: New Zealand - happy to settle for anywhere!

Dislikes: Bananas, rude people and reality programmes.

Gary



Job role: Career Progression Mentor

Date joined the project: April 2021

Previous job role: Tutor

In two words describe the project: Brilliant Opportunity

Favourite Film: Gladiator

Dream Holiday Destination: 'Buenos Aires', Argentina

Dislikes: Rudeness

WELCOME TO OUR TEAM

We are also pleased to welcome some more members to our expanding team:

Mentors - Georgina Westaway, Nicky Cameron, and Hayley Simmons

Employer Engagement Officers - Nicola Alford and Ella Sintern

Finance & Monitoring Officer - Sally Little.

We are looking forward to you sharing your knowledge and skills with the team.

Contact us: developingskills@norfolk.gov.uk

PARTICIPANT CASE STUDIES

West Suffolk College has shared with us some feedback from Lindsay - Pharmacy Technician who tells us how much the Developing Skills project has helped her.

My key outcome has been to learn more about Leadership and Management – the course was aimed for adult care but in my varied role as a pharmacy technician with the Norfolk and Waveney ICB (CCG) this has been paramount as I feel within my work this qualification and course has covered the essential knowledge to help me in the future.

I have a greater understanding and feel more confident in how I approach all aspects of my role from care homes, to service users such as GP Surgeries, care home residents to also dealing with CQC which I have been doing more recently as I am often supporting failing care homes and surgeries.

Within my care homework I am now confident as I understand the systems and requirements for the regulation of adult services – again with my role I have supported care homes with their medicine management but now moving into more of the inspection side so having knowledge and skills around legislations etc really is key. Plus knowing the inspection process helps so I can inform and educate both care homes and surgeries before an impending inspection!

At present I am a band 5 but if I get the chance to move to a band 6 I feel this is where my management skills would come in as I would then become a team leader – I now have this course and skills to undertake the role and have more skills in dealing with difficult situations and the potential to de-escalate problems and supporting them within their role by undertaking the role as their line manager. I have the skills to undertake 1-1s, appraisals and training with the help of the management tools I have learnt.

I feel my key outcomes and improvements are the following –

- More confident within my role
- Better understanding of the systems and requirements for the regulations of adult care services
- Better knowledge of key roles
- I understand the inspection process and feel this is a great skill to have with my current role
- Communication skills and taking a different approach dependant on who I am talking too or example active listening and empathy.
- Information governance
- Working with other agencies which I do on a daily basis but now feel I can work even more effective and positive.

This just showcases you don't need to be a carer to access our training and mentoring. As long as you are employed within the adult health and social care sector and live in Suffolk or Norfolk you can apply, come and chat to us and see if you can access our courses and mentors developingskills@suffolk.gov.uk

DELIVERY PARTNER IN THE SPOTLIGHT

Contact

18 Colegate
Norwich
Norfolk
NR3 1BQ



Norfolk & Suffolk Care Support is dedicated to supporting the local adult social care sector. Established in 2002, they provide impartial advice, support, guidance and information to the sector.

They are an independent, not-for-profit company.



Christine Futter is the Chief Operating Officer of Norfolk and Suffolk Care Support and was involved in the writing of the bid, Developing Skills in Health and Social Care from the European Social Fund (ESF). Christine sits on the Steering Group and the Engagement Network that supports the delivery of the project. She advises on the messaging and identifying the learning and development needs of staff working within the sector.

christine@norfolkandsuffolkcaresupport.co.uk **Tel: 01603 629211**



Pete Alder is an Information and Communications Executive for N&SCS and supports the Developing Skills project by promoting it via our twice-weekly e-bulletins that go out to the care sector in Norfolk and Waveney. He also manages the content of the N&SCS website which hosts information about the project. Pete attends the Developing Skills engagement meetings to provide his insight into the communications aspects of the project.

pete@norfolkandsuffolkcaresupport.co.uk **Tel: 01603 629211**



Megan Durrant is a Communications and Administration Executive for N&SCS and supports the Developing Skills project by inviting speakers along to our engagement activities, such as the monthly Registered Managers meetings. She also is working on a project for European Social Fund on the use of social media to encourage uptake, specifically on the video platform, TikTok.

megan@norfolkandsuffolkcaresupport.co.uk **Tel: 07514 507304**



Phil Tilney is employed by N&SCS as the Social Care Careers Ambassador, to raise the profile of jobs and careers in social care and the uptake of the Trainee Nursing Associate Apprenticeship. From October 2022 Phil will be working with the Developing Skills in Health & Social Care Project, to engage with care providers and enhance the understanding of the offer.

phil@norfolkandsuffolkcaresupport.co.uk **Tel: 01603 629211**

PARTICIPANT FEEDBACK

Feedback is valuable in helping you to choose if this training is right for you.

Read below to find out how participants have benefitted from our training.

Karen - L2 End of Life

I have enjoyed every part of this course. I found enrolment was easy. The course being on line worked well I only had 1 week when the technology went a bit awkward but easily solved by swapping to my tablet from my laptop. The tutor was very knowledgeable about the subject.

I at first did not think I would need a mentor but when Ali contacted me about a month in, it was a good support to have. Ali's ideas for future courses to help my progression have all been taken on board and may be acted on in future.

Eleanor - F.Skills Maths

Ceri's mentoring has helped all the way through my maths course, from sending resources to help with revision to when I was panicking a couple of weeks before the exam and helping me set up a revision time table to allocate times and days to help with my revision and finding the particular subjects I needed to focus on.

Mentoring - JC

I have really enjoyed my mentoring sessions with Gary. Remote learning resulted in me second guessing myself and I was a bit reluctant to submit my work as I was worried it wouldn't be good enough but Gary's "Just submit it" gave me the encouragement I needed. It was also really useful to work with a mentor who had experience in Autism. Gary also helped me after I'd just lost my dog and kept me motivated.
I really appreciated that, thank you

Kate - L2 Dementia

I work in residential care so I already knew a bit about dementia, but I have learned a lot by doing this course. It gives you confidence on how to deal with issues as they arise and a better understanding of what people are going through.
I loved having a mentor too - it's like having a new support buddy to help you get through the learning and to deal with situations at work too

CARE AWARENESS DAY

We recently hosted our first Care Awareness Day at the Navigator and Lowestoft Library. This was a chance for us to come together with numerous care providers to speak to people employed within the adult health and social care sector about the training and mentoring support we offer while supporting those thinking about coming into the care sector to see what vacancies are available and look at career pathways in care.

Throughout the day we had lots of visitors and some great conversations, we signed up some participants and all networked together. Alpacas joined us for the day and went for a walk through town with our team promoting the project, the day, and the relaxing well-being walks available with Alpacas from unicorn Alpaca walks.

We asked for donations for the local foodbank and the response was great, we dropped off seven bags to Beven Street foodbank and these were gratefully received.

Here are some pictures from the day:



What's Next...

We are planning to visit Tesco's in Drayton on the 2 December. Why not pop along and say hello and see how our project could help you.

On the 9th November we are attending an Adult Learning Engagement event at Trinity Park, 10am - 2pm. Come and join us to see how we can support you.

Keep an eye out on our social media to see what other events we are attending.

Next Edition...

Look out for our 6 weekly flyer that will be heading your way in December.

