



learn from others



Tell Us About Your Work

Learn from Others Guidance for Submitting Case Studies

Recommended Organisations

The following organisations have produced information and advice about end of life care:

- NHS Choices
- NICE
- Marie Curie Cancer Care
- Macmillan
- E-learning for Healthcare
- GOV.UK

To access good practice resources based around specialist areas of care, please select below:

Area of Interest: Dementia Care

Please include these:

- Case Studies
- Qualifications
- Events
- Learning Providers

Start Again

Click here to view results >

Sporting Memories Network

Where goals help achieve goals and sporting achievements have long lasting impact

A number of care homes in Leeds took part in a project involving residents in reminiscences about sport. This resulted in stimulating pleasure and wellbeing for many residents.

3 Latest Events

Skills for Care regularly runs national and area events across the country for employers and those helping to deliver adult social care. Click here see the full list of currently advertised events.

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Knowsley Social Care Partnership

New rooms open the door to skills for care staff and people who need care and supports

A new kitchen and sensory room have opened for care-workers' active-learning in cooking, nutrition, safety, and understanding of dementia and autism. The whole community benefits from access to the spaces – for fun, for learning and, for relaxation.

Background

Knowsley Social Care Partnership created a skills programme to add to its other learning and development provided for personal assistants and social care workers. They wanted a resource which would enable a wide range of informal learning to thrive, encourage innovation and a diverse local enterprise partnership between social care workers, personal assistants and the people they care for in the community.

The focus of the project was the creation of two rooms located at Torrington Drive Community Centre – a new training kitchen and a special sensory room.

- The kitchen is used to provide private sector, voluntary and third sector partner care workers with training in various cooking skills, including how to produce a well-balanced, affordable nutritious meal in a short time for people who need care and support. This overcomes the problem of people receiving inadequate or poor nutrition due both to the inexperience of many young care workers and the lack of time they often have to prepare a good meal.
- The sensory room was devised as a space for calm and relaxation and as a place where special interventions and equipment can be used beneficially by people with dementia or autism and all levels of learning disability. Before this room was developed there was no equivalent facility in the borough and the nearest one available was prohibitively expensive to hire.

What we wanted to achieve

The aim of this project was to increase the skills of the care workforce in the borough including a cross-section of roles such as personal assistants, care homes staff, domiciliary carers, learning disability services, day centres and respite services. Ultimately, this training would benefit the health, wellbeing and quality of life of people who need care and support. The basis of the training is active learning geared to enable the effective transfer of practical, emotional skills from the class room into the workplace.

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to help the continued development of care workers,

Common Core Principles for supporting people with Dementia

We have produced a guide which supports the social care and health workforce to care for people with dementia. Employers should use the principles as part of their development plans to improve the experience of those with dementia and their carers.

www.skillsforcare.org.uk/dementia

@skillsforcare
www.facebook.com/skillsforcare
www.youtube.com/skillsforcare
www.linkedin.com/company/skills-for-care

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Our Funding

Skills for Care funding currently can help adult social care employers to claim back some of the costs of QCF qualifications, whilst people who employ their own care and support can apply for other funding.

Learn more about funding opportunities available to > adult social care employers.

About Learn from Others

Learn from Others is a free online website that enables people to access good practice emerging from the adult social care sector in England.

Users of Learn from Others can select a number of social care areas of interest and view the good practice available. Over time, Skills for Care will revise each subject area and add new ones to reflect changing needs within the sector.

What is available?

➤ **Case Studies**

- Learn from Others includes a growing list of case studies produced by care organisations in response to new care needs within their sector. These case studies primarily focus on workforce development issues.
- Each case study provides an overview of the issues, what the employer wanted to achieve, the process followed and what the result were, as well as sharing learning for others considering similar approaches.

➤ **Learning Materials**

- Where care organisations have shared learning materials from their work, these can be downloaded directly from the website. These learning materials can help care organisations to address similar workforce development needs.
- Whilst many of the learning materials directly relate to adult social care qualifications, care organisations would need to commission with an accredited learning provider to formally achieve the qualification.

➤ **Skills for Care Related Resources**

- The website also promotes relevant Skills for Care resources that are directly related to each area of interest. These may include vocational qualifications, funding opportunities, upcoming events and resources to help you choose learning providers.

➤ **Recommended Organisations**

- Whilst the Learn from Others site includes links to Recommended Organisations around specialist social care areas, we have chosen to highlight public or not for profit organisations.
- Our promotion of these organisations is to enable other social care organisations to access free information and resources about the subject matter closely associated with the case studies available.

Learn from Others can be accessed from the following website address:
<http://learnfromothers.skillsforcare.org.uk/>

About this Guidance

This guidance has been produced for adult social care organisations considering submitting their own case studies to be available in the Learn from Others resource.

Skills for Care is always interested in learning about the different approaches to workforce development. We know many of these approaches are being developed for the first time and the experiences of care organisations can be very useful to other organisations considering similar activities.

In recent years we have been helping to support employers to introduce new approaches through initiatives such as our [Workforce Development Innovation Fund](#). Many of the case studies already available from our Learn from Others website originally resulted from this and other initiatives.

We know that each and every day care organisations are responding to workforce development in new and innovative ways. Some of these activities will help drive forward better standards across the sector, whilst others prove more challenging and provide learning that will help other organisations avoid similar issues. Either way, such learning can be very valuable to care organisations making best use of often limited resources.

In addition to providing further clarity about the Learn from Other resource, this guidance provides more detail to those considering submitting their own case study and learning through the “Tell Us About Your Work Section”.

Who are we looking for case studies from?

Adult social care providers in England. This may include nursing homes, residential care homes, homecare agencies, local authorities, day care centres, hospices, direct payment support organisations, user-led organisations, individual employers, personal assistants. We are also interested to learn from healthcare organisations transition into adult social care.

Please note that we are not looking for case studies directly from learning providers or further / higher education organisations. Where such organisations believe the sector will benefit from learning more about their work, we ask them to contact an adult social care organisation that has used the service to provide an associated case study.

What to do if you want to submit a Case Study?

The Learn from Others website includes a Tell Us About Your Work Section which can be accessed from the following link;

<http://learnfromothers.skillsforcare.org.uk/tellus>

Within this section of Learn from Others, you will find this Guidance and a Case Study Template for completion. Whilst the template provides a brief summary of what to include, this guidance provides more explanation to help you complete it.

Case Study Template

<p>Company Name</p>	<ul style="list-style-type: none"> • Include above the name of your adult social care company (or companies if more than one organisation delivered the workforce development activity). If you are an individual employer or personal assistant, simply state your name. • Please note that we are not looking for case studies directly from learning providers.
<p>Project Name</p>	<ul style="list-style-type: none"> • Include a short (one sentence) summary of the workforce development activity or project name.
<p>Quotes</p>	<ul style="list-style-type: none"> • Including quotes from people involved in delivering the workforce development, those undertaking the learning or in receipt of the care itself can be beneficial. Please try to include a minimum of 2 quotes. • If including quotes, please include full name and job description. Ensure you have their approval to include the quote. • If you wish to include quotes from training participants of users of service but cannot provide their name, please highlight anonymous (e.g. Anonymous, Training Course Participant, Homecare Worker)
<p>Photos</p>	<ul style="list-style-type: none"> • If possible, please provide one or more photos from activities related to this case study. • Any photos should be no less than 1MB, free to use and please ensure you have permission from everyone included. • Skills for Care is only able to include professionally produced photos. If these are not available, we can produce the case study without photos.

Background	<ul style="list-style-type: none"> • Please include 2 to 3 paragraphs providing some brief background history of your organisation. Consider mentioning when it was established, what type of care does it specialise in, how many people you employ, where are you located. • Please also highlight the care need that led you to undertaking the workforce development activity.
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What we wanted to achieve	<ul style="list-style-type: none"> • Please include below 2 to 3 paragraphs to explain what you wanted to achieve from undertaking this workforce development activity. • Please state the original aims that resulted in you in commencing this work and what benefits did you expect it to deliver to your staff and people who use the service.
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What we did	<ul style="list-style-type: none"> • Please include below 3 to 4 paragraphs to explain what was undertaken as part of this work • Remember that those reading the case study will not know the steps you took unless they are included. Clearly explaining the process will greatly help others attempting the same.
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What we achieved	<ul style="list-style-type: none"> • Please include in the box below 2 to 3 paragraphs to explain the outputs and outcomes from this work, including what changed. • Please explain the difference that was made to staff, people who use your service, other organisations in your community etc.
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What we learnt	<ul style="list-style-type: none"> • Please include below 3 to 4 paragraphs to explain what you learnt from undertaking this work that you think would be useful for other care organisations to know. • This may include some of the challenges you experienced, how they were overcome and what you would do differently next time. • It will equally be useful to highlight what was the most effective approach and why.
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Project Lead Name and Job Title	<ul style="list-style-type: none"> • Please include the name and job title of the person within the organisation who was responsible for the project.
Project Lead e-mail Address (optional)	<ul style="list-style-type: none"> • If possible, please include the e-mail address – this can be helpful to other care organisations wishing to know more about the work and what it achieved.
Company Website Address	<ul style="list-style-type: none"> • Please include a website address so those reading the case study can find out more about your organisation.

Before Submitting

Before submitting your Case Study, please read through it again and revise if any of the following apply

1. Please ensure that the case study could be clearly understood from those of your organisation
2. Please remove any acronyms, abbreviations or internal terminology that others would not understand
3. If you have Marketing / Communications staff in the organisation, please ask them to revise the document before submitting

Once you are happy with the case study, please e-mail to following address:

info@skillsforcare.org.uk

Frequently Asked Questions

Q. Why is Skills for Care only interested in sharing good practice relating to adult social care in England?

Skills for Care is a charity whose remit is on adult social care in England. Our products, services, qualifications, funding, events and other resources are specifically aimed at employers operating within the sector.

Where visitors to the Learn from Others website wish to apply the learning and resources available to other sectors / countries, this is fine. Skills for Care would recommend those doing so to check with associated regulatory bodies whether these comply with other sector or country requirements.

Q. Why is the good practice limited to a small number of areas of interest?

Skills for Care produces hundreds of resources across a wide range of specialist areas of care. Many of these resources are available from our main website www.skillsforcare.org.uk

In contrast, Learn from Others includes information and resources to some areas of care that have grown in importance in recent years. Feedback from employers have highlighted that the areas of interest available from the Learn from Others are some key areas that remaining challenging for many. The learning is intended to help employers put into practice similar approaches and make best use of resources available.

Q. Will new areas of interest be added?

Yes. Skills for Care will periodically refresh the good practice and resources promoted through the Learn from Other website. This is likely to include the adding of new areas of interest to focus on new innovation and learning emerging from adult social care.

Q. How can we be kept informed of new additions to the Learn from Others website?

Skills for Care will promote major revisions to Learn from Others via our fortnightly e-news publication. If you do not receive our e-news, you can sign up [here](#).

When signing up to Skills for Care website, you can also choose areas of interests you wish to be kept informed about. Skills for Care will periodically e-mail those signing up to these alerts when new resources are available.

Q. Does Skills for Care directly endorse the organisations who have produced case studies?

No. Skills for Care is grateful to the organisations that have chosen to share the leaning form their workforce development to inform other care organisations.

Skills for Care does not directly endorse care organisations or learning providers. The information provided on the Learn from Others resource is provided in good faith and may reflect similar activities being undertaken by many other organisations.

Q. If I use the learning materials, can I automatically claim a qualification from Skills for Care?

No. The learning materials have been produced by care organisations who have used their understanding of the subject and experience to produce resources to benefit their own employees or wider users of their service.

The learning materials have been shared to benefit others, though their usage and application may differ across different care organisations. Users of the resources may wish to customise the resource and apply to your care needs, though some have been specifically designed to meet the learning outcomes of formal qualifications.

Whilst the learning materials can be useful to individuals working towards Adult Social Care Qualifications, they cannot be formally achieved without using an accredited learning provider. Without using accredited learning providers to deliver and assess qualifications, associated funding would not be eligible.

Q. If we submit a Case Study, what will happen next?

Skills for Care will confirm receipt of newly submitted case studies within 5 working days. Following this original confirmation, we will begin the process of reviewing the information that has been provided.

Our specialist teams within Skills for Care will consider the current needs within the sector and how the learning may benefit others. We will aim to consider inclusion of new case studies within 3-months of receipt and will notify employers should we choose to use them.

We will accept the information provided in the case study in good faith. On occasions we may wish to revise the content to make it more accessible and also request additional points of clarity. We would not publish to revised content without permission from the organisation that has submitted it.

If a case study onto the Learn from Others website, Skills for Care reserves the right to remove this content at any time.

Where a case study is not deemed appropriate for the Learn from Others website, Skills for Care may notify the organisation that has submitted it. However, we are not obliged to provide further feedback regards this decision.

Q. Why would Skills for Care not want to share learning from the sector?

Please note that Skills for Care does not expect that every case study submitted will be appropriate for the Learn from Others resource.

We will review all on a case by case basis but reserve the right to not promote learning where it is not in line with what we consider good practice.

Likewise, the Learn from Others website is not intended to be used to explicitly promote care organisations and learning providers for the simply commercial benefit.

Q. We want to submit a case study but in a different format. Is that possible?

No. Skills for Care have developed a template for case studies to be submitted to help ensure greater consistency of information available from the Learn from Others website. Where the case study template is not used, Skills for Care reserve the right not to use the information.

Who are Skills for Care?

Skills for Care is an organisation that wants to make sure that people who work in adult social care, and those that employ them, have the skills and qualifications to deliver high quality care and support.

Skills for Care listens to and works closely with thousands of social care employers, people who need care and support, carers and other key stakeholders to develop tools and resources that build and enhance the skills of employees.

E: info@skillsforcare.org.uk

W: www.skillsforcare.org.uk

T: 0113 241 1275 (Information Team)

Skills for Care

West Gate

6 Grace Street

Leeds

LS1 2RP

T: 0113 241 1715

F: 0113 243 6417