



Joint Training

for Adult Community and Health



End of Year Report March 2021

Mission Statement

To:

- ⇒ Develop and deliver learning and development opportunities for all organisations involved in health and social care, including family carers and people who use services.
- ⇒ Focus on training to support best practice, mutual understanding and effective co-operation. Together working towards the common goal of improving the care experience for people with health or care needs by the provision of high quality services.

COVID 19 Priority responses external to Joint Training

We have:

- ◆ Made telephone calls to 1500+ of the 4000+ people on the NHS shielded list.
- ◆ Made weekly telephone calls to 33 domiciliary and 30 residential care providers up until March 31st 2021.
- ◆ Kept up to date with new national directives and guidelines in order to advise others.
- ◆ Supported Public Health in setting up their new Bereavement helpline .
- ◆ Loaned an RMN to support the mental health social work team with discharges from Redwoods.
- ◆ Kept in touch with our lived experience experts, providing support where needed.
- ◆ Developed and delivered webinar training for staff redeployed into different roles to support the C19 responses.

COVID 19 Responses internal to Joint Training

We have:

- ◆ Taught ourselves how to develop and deliver live learning webinars. Requiring self-directed study, independent learning and peer support on how to do this new teaching method for us. We then created a range of live learning webinars to offer continued learning and development support to the sector.
- ◆ Continued to support to our MAPA® customers with blended learning. On-line, then face-to-face for physical skills where risk was identified as high. Also telephone support.
- ◆ Developed a U tube video re Mental Capacity and Deprivation of Liberty Safeguards.
- ◆ Developed and delivered 'live' distance learning to enable our End of Life Care, C&G level 3 learners, to complete their certificate in the planned time frame.
- ◆ Negotiated with Mental Health First Aid England to agree an on-line option which we are now providing.
- ◆ Sourced alternative options for Council Adult Services staff for mandatory training e.g. Care Certificate, Moving & Handling, First Aid.

National Recognition from Skills for Care

We have maintained our Centre of Excellence status, awarded until September 2021

Joint Training has “demonstrated exemplary practice going above and beyond, constantly evolving to meet the needs of adult social care and being innovative in the delivery to ensure the needs of the learners are met.”



Our new approach

2019 -> 20 we had **NO** remote learning options available.

2020 -> 21 we quickly put in place a range of learning options. On-line, blended and live learning webinars were developed and delivered, evidenced by attendance.

Total attendance April 2020 -> March end 2021 = 4181

We are providing mandatory skills based, face-to-face training and an expanding live-learning webinar programme. Our top 10 most accessed topics are:

MAPA® on-line 926 face to face learners 150	Suicide Prevention 252	Adult Safeguarding 241	Mental Health First Aid Eng- land @ Aware level 206	MCA @ Awareness level 204
Moving & Han- dling on-line (Shropshire Council only) 164	DoLS Awareness 141	Autism Awareness 110	Diverse Shropshire 109	Positive Behaviour Support 100

Joint Training team staff have also:

Completed;

- ♦ MAPA® CPD / refresher training in line with ATC agreement with Crisis Prevention Institute Europe, x 4 staff
- ♦ CDP for MHFA England x 2 staff
- ♦ Practice Educators programme, x 1 staff
- ♦ TRIM Trauma Resilience in Management programme, achieved the Certificate of Accreditation, x 1 staff
- ♦ Adult Social Care Workforce Data Set – return completed and accepted by Skills for Care on first submission
- ♦ Migration to Share Point
- ♦ Completed an office move

Said goodbye to Claire Leenhouders. Hello to Nicola Davies, our new Mental Health lead.

Also managed to fit in **one new baby** and **2 weddings!**

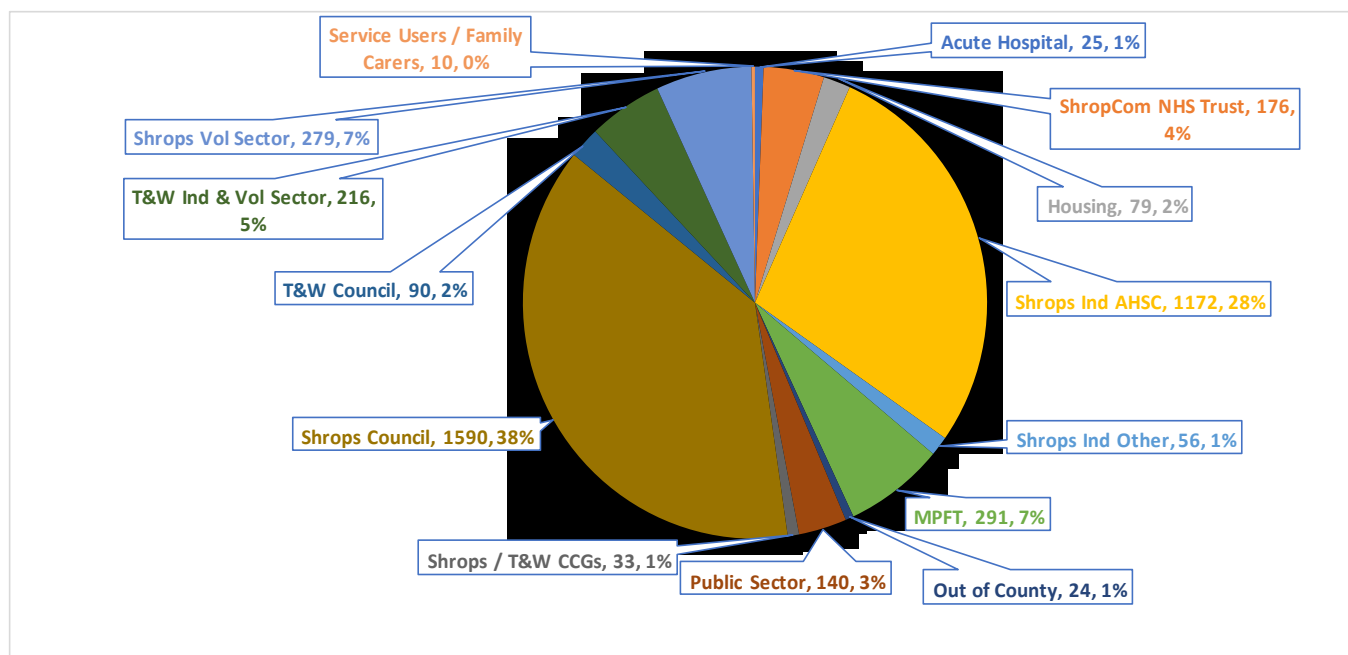
Who accessed from where? Attendance details 2020 -> 21

(on-line, blended and live learning webinars from 1.5 hrs to 2 days)

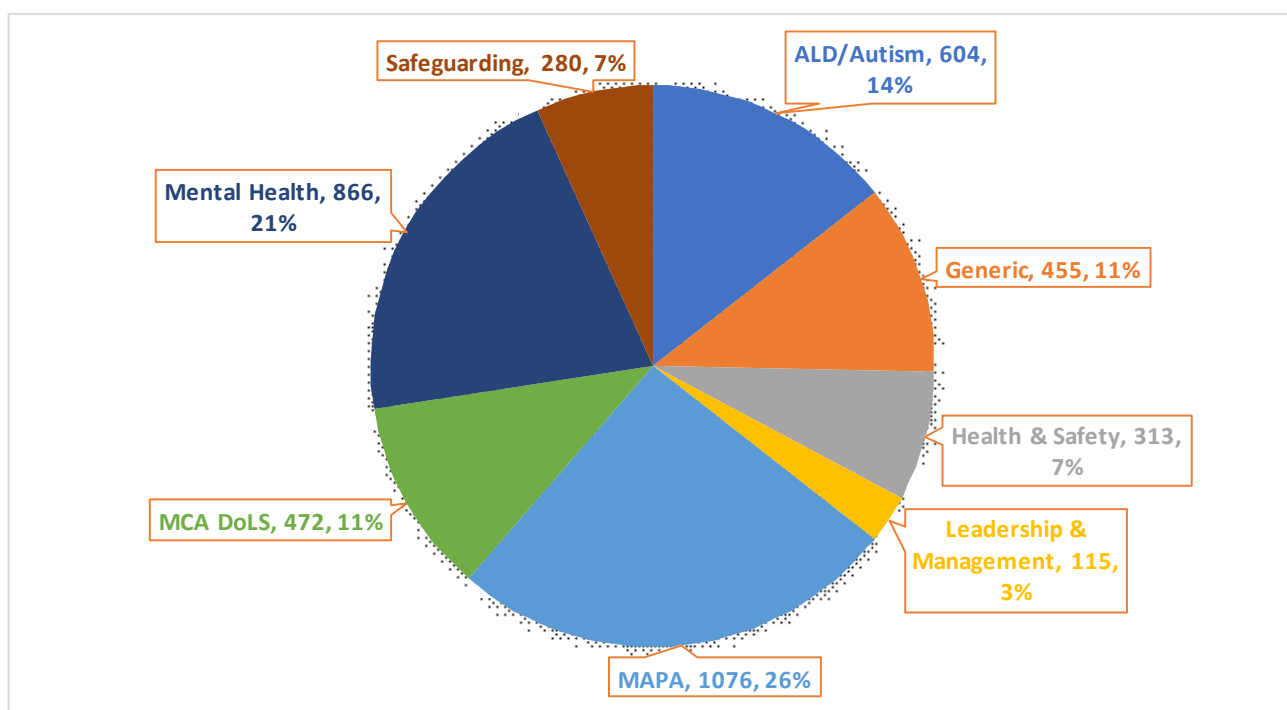
Total attendances 2020 -21 = 4181

Lower than last year due to C19. Joint Training staff were deployment to support C19 responses and moved to deliver training in new formats. We continued to support a good mix of learners from many different organisations and across a wide range of subjects.

Uptake from across the sector. April 2020 -> March 31st 2021



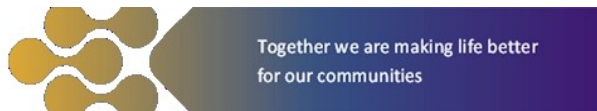
Uptake of training in different subject areas. April 1st 2020 -> March 31st 2021



Funding Information

We receive funding from:

- ♦ Shropshire Council Adult Services
- ♦ Shropshire Clinical Commissioning Group (via Better Care Fund)
- ♦ Midlands Partnership Foundation Trust (MPFT)
- ♦ Telford & Wrekin Council (MAPA® specific for the independent sector)
- ♦ Shropshire Safeguarding Community Partnership (Domestic Abuse)



Shropshire Safeguarding
Community Partnership

We also generate income through:

- Marketing our courses
- Specific project funding



Current projects / external funding:

- ⇒ **Public Health**, Shropshire and Telford & Wrekin.
Suicide Prevention Awareness for learners additional to our usual target audience e.g. Fire & Rescue, Police, Armed Forces, Colleges, Rural Support Networks, Vets, Pharmacists etc.
- ⇒ **T&W CCG, HEE funding**. Available Shropshire and Telford & Wrekin.
Autism Training programme: Awareness and using Person Centred tools, Pathological Demand Avoidance Awareness. To include learners not our usual Audience e.g. Counselling, Samaritans, Housing, Probation etc.
- ⇒ **SaTH, Post Graduate Education Programme / FY1-2 doctors**.
 - **'My Enquiry' Cards, Safeguarding** Training, to be rescheduled as this will work better face to face.
 - **Autism Awareness** webinars undertaken as an alternative for this year
- ⇒ **Bespoke / In-house live learning webinars commissioned**
59 Live learning webinars delivered
15 Different organisations commissioning this service

Live learning webinars delivered; Along with the 'top ten' others we provide include;

Different titles = **47** Total delivered = **255** Average learners per course **16**

Dementia Training	Domestic Abuse	Epilepsy	Social Care Law
Medicines Management	Acquired Brain Injury	Leadership & Management	Anxiety and Depression
Working through Paranoia & Unusual Beliefs	Understanding Learning Disability	Resilience – A Reflective Workshop	Self Harm – Introduction
LD – Supporting Individuals with a Learning Disability to have a Safe Online Presence	PACE Police and Criminal Evidence Act (Appropriate Adult)	Maastricht Interview for Voices	MCA – Using Supported Decision Making during Changing Times

Our MAPA® Approach to training during COVID 19

A blended learning approach was introduced April 2020. Staff complete 8 theory units online and attend follow up face to face session to practise physical interventions relevant to their role.

This reduces f2f time required to deliver to those learners needing this level of skills as identified via Training Needs Analysis. Telephone support to providers around specific support for individuals has also been provided e.g. support to engage with a resident to access their COVID vaccination when fearful of needles. Engagement from the sector has been excellent.



Coming later this year; Crisis Prevention Institution have revised their MAPA® training offer. The new name will be **Safety Intervention and Verbal Intervention**. The focus is on the same values and principles with a fresh approach to include new content with a focus on trauma informed care and person centredness. We will tell you more about this later in the year.

Keeping in touch with our lived experience experts

We maintained active involvement with our lived experience experts who have developed video's with us to use during live learning webinars. We have also provided peer support.

Stuart Jones said;

"It has helped me by keeping in touch with the team and Mary to find out what's happening with Joint Training. I have had the time to talk and text about my concerns like my vaccination and what category I was in, when it was safe to use transport again, using sanitiser and using a mask"

"It was important to do the webinars to keep giving the right message to learners about what it is like to be autistic although I am now looking forward to training people in the room again"

Examples of what people said about Joint Training 2020—21

Dementia Awareness received some time after the training. Learner said “I usually talk to the carer as I didn’t have the confidence to speak to the person with dementia themselves. I am now using all the techniques that had been discussed in the webinar with Liz to communicate directly with the individual. *By e-mail*

Thanks Christine for the really useful information you sent through. I’m really impressed with how your team has transformed your service delivery in maintaining delivery of training in these challenging times. *By e-mail*

Care Certificate and Autism

I’ve been leading on the Care Cert. project this year to develop the additional resources you have recently tested and reviewed.

I wanted to express a huge thanks for your time, effort and input into looking at the resources for us.

The feedback received was very constructive and as a result we have been making some final amendments.

Sally, Project Manager in the Standards, Learning, Quals and Apprenticeship team here at Skills for Care (SLQA for short!). By e-mail

MAPA® Thank you, Lauren, for the training yesterday, both myself and my colleagues appreciate your efforts, in challenging COVID circumstances, to get across the subject matter as efficiently and engagingly as you did. We now can look forward to the challenges ahead appropriately armed with the tools to keep ourselves and client safe.

By e-mail

Joint Training is the only truly open door to support live access, non boundary, integrated learning in the County.

Health colleague

Mental Health First Aid Aware Thank you so much for allowing me to attend this course, it was very good and can I say Vicky Dudley presented some tough subjects very well, she has a lovely tone and I really enjoyed a good course.

I’d just like to say how impressed I was with the whole process from receiving the textbooks through the post to yesterday’s training webinar. Jade is a credit to the team.

Both by e-mail.

Just wanted to message you to say thank you for the training you ran on ‘**Best Interests Decision Making**’ and ‘**Assessing Mental Capacity**’ through Joint Training. I have recently been planning quite a complex BI meeting and capacity assessment and the information you shared really helped in both of these tasks.

I learnt things I didn’t previously know and feel more confident after the training so a big thank you for that!

By e-mail

The **Care Certificate** looked very daunting when I first started it but it was very interesting and satisfying to do as I learnt so much I didn’t know, i.e. Medication The ‘R’s, applying creams, medicated creams and gels.

Learning about how to spot signs of abuse including self-neglect & all the other different types of abuse.

Learning about how social interaction can help mentally and physically. *By e-mail from START worker*

Autism. It was all useful. Mary was excellent at studding the presentation with interesting examples. She drew us into the session using questions for discussion. Quotes, and information and video from the co-trainer were also good.

As a new volunteer at a riding centre, if I should come across a participant with autism, I will be aware of being clear and literal when I communicate with them. I’ll check out prior to the riding session, any changes in the environment (including riding a different horse) which may affect them.

Evaluation feedback

Influencing services through active participation in:

- Suicide Prevention Group
- Autism Partnership Board
- Shropshire Safeguarding Partnership and Training Pool
- Adult Learning Disabilities Partnership Board
- Hoarding Forum
- Shropshire Safeguarding Partnership
- Learning Improvement Training Sub group
- Supporting Deprivation of Liberty Safeguarding decisions in practice

What else have we done differently?

Mandatory Moving & Handling training, specific for Shropshire Adult Service's staff.

- A blended approach, developed with the Independent Living Partnership with initial on-line learning via Skills Academy then small, C19 compliant, learner groups enabling reduced face to face contact for practical skills element.
- On-line training accessed via Skills Academy. Cost for unlimited access met 50% each by Joint Training and START.
 - Care Certificate
 - Varied range of course titles have been accessed

Next steps:

- ⇒ Publicise new training offer with re introduction of face-to-face learning from June end in-house and September for the Joint Training scheduled programme. Reintroduce Team Meetings face-to-face. Plan return to office working in line with new ways of working.
- ⇒ Deliver revised Training Plan. Offer a range of learning options to include on-line, live learning webinars, face-to-face training and blended approaches. Provide accessible learning across the care and health sector and other identified learner audiences e.g. within scope of specific projects.
- ⇒ Celebrate 25 years of Joint Training!

