

Proud to Care Newsletter

September 2024

Proud to Care Network Opportunities



Do not delay, contact Proud to Care today!

Please do not miss an opportunity for Proud to Care to share updates on all current support available.

Maximum 30 mins over Teams

Please contact the team on ptc@gloucestershire.gov.uk.

Events



Please see our [NEW Proud to Care events page](#) which details all upcoming provider events, including information on agendas, venues and timings.

In particular, please note the agendas for the forthcoming

Domiciliary Care Provider Forum - scheduled for: 10

October 2024 - 10:00 - 12:30. [Please click here for agenda content.](#)

The Care Home Provider Forum - scheduled for: 16 October 2024 - 10:00 - 12:00. [Please click here for agenda content.](#)

Please contact Ann at Proud to Care should you have any queries or wish to attend – ptc@gloucestershire.gov.uk

Wellbeing



Proud to Care know the importance of a strong wellbeing offer in retaining staff. Please check out our wellbeing and pastoral support pages which outline local and national sources of help, support and guidance. These include The Wellbeing Line, support for international workers and more:

[Wellbeing and Pastoral Support A-Z](#)

Did you know...?

The Wellbeing Line is here to support your organisation to deliver on its health & wellbeing strategy.

Contact us if you have any ideas related to staff mental health and wellbeing that you would like us to support you with.

Email: hello@thewellbeingline.co.uk

Call: 0300 421 7500



Training and Development



Training Directory

Did you know that Proud to Care Gloucestershire have scoped out various sources of training, so you don't have to? Find out about local and national training opportunities accessible for adult social care

staff in one place by checking out our [A-Z training directory](#). Subjects include Care Certificate, Dementia, Digital Skills, Neurodiversity and many more.

New Training Directory User Feedback Survey – Your Opinion Matters

The Proud to Care team would like to seek your feedback on your experience of using the training directory and any areas of improvement. This short survey will take 5 minutes to complete and your response will be anonymous. This survey will close at midnight on **Friday 11th October**. Please see a link to the **feedback survey** [here](#). If you have any questions or issues accessing the survey, or would like to discuss your response in more detail, please email the team at ptc@gloucestershire.gov.uk

CPD and Professional Development Conversations

Calling all managers - Effective supervision supports good working relationships and provides an opportunity to discuss learning and development requirements, but do staff know what options are out there? Proud to Care have worked with care providers to develop [care career pathways](#) outlining the breadth of roles and opportunities in the sector. They are a useful resource to discuss with staff to understand the skills, values and behaviours required to progress within the sector. We know that having clear career progression helps bolster the retention of our valued and skilled workforce, so we hope you find this page useful, if however you have any feedback please fill in [this form](#).

The ASC Learning and Development fund is now live!



The new ASC Learning and Development fund is now live, including funding for the new care certificate qualification.

Please click on the below link for further information:

[Adult Social Care Learning and Development Support Scheme - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/adult-social-care-learning-and-development-support-scheme)

Wound Training



Free Wound Training this October and November!

Wound Bed Preparation: Tuesday 8th October, 1-2pm

- Provides an understanding of the principles of wound bed preparation in creating an optimal wound healing environment.

Immediate and Necessary Care for a Wound to the

Lower Limb: Thursday 24th October,

1-2pm

- Explains the National Wound Care Strategy Programme recommendations, for Immediate and Necessary Care of people with one or more wounds below the knee.

Wound Bed Preparation: Thursday 21st November, 1-2pm

- Provides an understanding of the principles of wound bed preparation in creating an optimal wound healing environment.

To register for these free educational sessions, please email karis.ramsay1@nhs.net.

Diabetes Training



Diabetes Essentials for HCAs

Available dates 2024:

Tuesday 5th November

Wednesday 20th November

Should you be interested in booking a place -

[Please click here for further information](#)

The Care Sector Support Team offer fully funded CPD days on Nutrition and Hydration and Meaningful Activity



Due to popular demand, the Care Sector Support Team are pleased to offer, **fully funded** CPD days on Nutrition & Hydration and Meaningful Activity.

Both events will provide a free lunch and refreshments. For more details and to book your ticket, click the link below:

Nutrition & Hydration Tue 5 Nov 9:30 AM - 2:30 PM at

Saintbridge Sports Centre.

[To book your place, please click here](#)

Meaningful Activity Tue 19 Nov 9:30 AM - 2:30 PM at Downtons Sports & Social Club

[To book your place, please click here](#)

For further information or if you have any difficulties with booking, please email GLICG.caresectorsupportteam@nhs.net

Adult Education update



Level 2 Certificate in Digital Marketing

Digital Marketing Qualification (FREE)

This exciting course will take you through the essentials of a marketing strategy, from harnessing the power of social media to crafting cool email campaigns, and mastering the art of SEO (Search Engine Optimisation). Whether you're looking to boost

business growth or launch your career, this course has got you covered. If you want more information please click [this link](#)

Online, distance learning is available all year round and classroom courses will begin again in January 2025.

Here is the online enrolment form. Distance learners can sign up at any time - [please click here for the enrolment form](#)

Mpox: General actions to support health and infection control



Adult social care providers are advised to follow or, where appropriate, to support clients and staff to follow existing routes to obtain medical advice if they have any concerns about the health and wellbeing of those in their care or their staff. The usual precautions are set out in existing guidance. [Infection prevention and control: resource for adult social care - GOV.UK \(www.gov.uk\)](#) & [High consequence infectious diseases \(HCID\) - GOV.UK \(www.gov.uk\)](#)

Gloucestershire's Hate Crime Event



In part response to Theme 6 of Gloucestershire's Autism Strategy, and in partnership with the South West Crown Prosecution Service (CPS) and Gloucestershire Police, Gloucestershire County Council (GCC) are holding an event

on Hate Crime, with a focus on disability (including neurodivergence), intersectionality and race, particularly in light of the August violent disorder.

The event, which will take place during Hate Crime Awareness Week and Black History Month, has the following aims:

- To raise awareness of the current Hate Crime picture, with a particular focus on disability, intersectionality, and race in light of the August violent disorder.
- To understand the impact of hate crime on individuals and wider communities.
- To clarify roles of agencies and partners in supporting victims and preventing hate crime including sharing the lessons learnt from the August violent disorder.
- To educate and empower upstanders to not be bystanders.

The Event will take place on **14 October 2024, 09:45 - 13:30 and will be hybrid** with speakers from the County Council, Gloucestershire Police, Crown Prosecution Service and Voluntary Community Sector.

If you would like to join the conversation, you will need to register your place - using the following link: <https://www.ticketsource.co.uk/gcc/gloucestershires-hate-crime-event/e-mbjrdx>

A Microsoft Teams link will be sent nearer the time, as well as an agenda for the day.

One Gloucestershire Leadership Conference Series Event Two - Turning Uncertainty into Opportunity



One Gloucestershire Leadership Conference Series Event Two – Turning Uncertainty into Opportunity

Wednesday 23 October, 9am-1.30pm (includes lunch), Kingsholm Stadium, Gloucester, GL1 3AX

Following the success of the first "One Gloucestershire Leadership Conference" in June 2024 (video highlights available [here](#)) registrations for our next event in October are now open.

The theme for this event is "Turning Uncertainty into Opportunity" and will be a unique personal development and networking opportunity.

The conference keynote session will be facilitated by [Sam Conniff](#) who will be delivering a highly interactive and evidence-backed workshop using an entertainment-based approach.

We also have our system CEO's lined-up for a panel Q&A session.

This invite is being shared with senior leadership teams, however, if you have people in your wider team undertaking a leadership development course, please feel free to forward this invite to them as professional development opportunity.

Scan the QR code below or click this link to register: [Click here for booking form](#)



Note early registration is advised, for our first event over half of the available spaces were taken within a few days of the registration portal opening and the event was oversubscribed.

Please note, to ensure a full range of partners are able to attend, we may need to restrict the number of people registered per organisation, however, we will operate a waiting list.

For further details contact the ICB People team at glicb.peopleprogrammes@nhs.net

GCPA update



Adult Social Care in Gloucestershire App for Employees

GCPA would like to invite all adult social care staff members in Gloucestershire to download the Social Care app for Gloucestershire's domestic and international workforce. Please share this around to ensure all of your staff receive the details.

The app allows our workforce to view all information regarding the sector directly and view the latest updates about education and training. To download the app, type in 'Healthzone UK' on your google or apple store on your device. Once downloaded, enter the app and type in 'Adult Social Care in Gloucestershire'. This will bring you to the ASC app for Gloucestershire.

This app is designed to support employers and each individual staff member. If you have content you'd like to be included, or any queries about the content, please email info@gcpa.co.uk

Head Injury Support Tool



The South Western Ambulance Service NHS Foundation Trust would like to share with you a Head Injury Support Tool for care providers to use when a resident, patient or service user sustains a head injury following a fall. This has been produced in conjunction with guidance already in use within Cornwall and has been verified internally.

The tool aims to support care providers to make the right decision by considering the patient's symptoms, their wishes and care plans and finally determine the most suitable next steps. For many patients who sustain a minor head injury, conveyance to hospital is not required or indeed suitable. The tool aims to provide a more holistic approach to patient care, putting the patient at the centre.

It would be great to see this used around the region, in care and nursing homes, and by domiciliary carers, where appropriate. For it to be most successful, colleagues working in each PCN should embrace the same pragmatic approach so that should a care provider call for advice, the best decision is made for the patient.

[Please read here for further information](#)

Providing impactful feedback in your CQC assessment

Tuesday 24 September | 14:00 – 15:00 | Zoom

Providing impactful feedback in your CQC assessment has never been more important as this now directly impacts your CQC rating. Join us for a conversation with Louie Werth, Director of Care Research, who will share practical advice on how to enhance your current feedback approaches, how to gather good feedback from the people you support, family, staff and partners and how to prepare your staff for interviews with CQC inspectors, plus much more.



[⇒ Register now](#)

Workforce intelligence

Flagship workforce data report launch event

Thursday 10 October 2024 | 09:30 - 11:30 | Zoom Join us as we mark the launch of our 'The state of the adult social care sector and workforce in England, 2024' report. We'll share this year's headline findings and an update on the progress of the [Workforce Strategy for adult social care](#) that we launched in July. You'll also hear from a range of voices from across the sector.

[⇒ Register for the launch event](#)

Update on how CQC is improving the way we work



Read the latest message from Kate Terroni our Interim Chief Executive as she updates you on the steps we have taken to rebuilding your trust in CQC.

This is the first of a series of regular updates on the progress we're making in delivering [these priorities](#).

[Read more here](#)

Further guidance and links:

[Find the latest information and guidance from CQC](#)

Webinars regarding the Single Assessment Framework, CQC will be utilising for Care Providers



Quality Statement documentation you must have ready for your CQC Inspection

Find out about the CQC's new framework, what they want to see regarding 'I' Statements, business planning documents, audits and your A-Z of processes. **Please note there is a cost when booking the webinar.**

Wednesday 16 October 2024 at 12.00 noon – [book here](#)

Wednesday 6 November 2024 at 12.00 noon – [book here](#)

CQC Single Assessment Framework – Evidence Collecting

Understand what evidence you need to collect against each of the Quality Statements under: Safe / Effective / Caring / Responsive / Well Led.

Wednesday 23 October 2024 at 12.00 noon – [book here](#)

Wednesday 13 November 2024 at 12.00 noon – [book here](#)

CQC Single Assessment Framework – setting up your Evidence Folders

Find out about the Quality Statement evidence folders – receive a copy of the folders to set up on your laptop/PC.

Wednesday 30 October 2024 at 12.00 noon – [book here](#)

Wednesday 20 November 2024 at 12.00 noon – [book here](#)

Have your say! Carers Survey and Carers Professionals Survey 2024



Gloucestershire County Council and NHS Gloucestershire invite unpaid carers and staff members/professionals to share their views on services to support adult carers aged 18+.

Your feedback will help to shape future services and support for carers across the county.

Carer definition: "Someone, of any age, who provides support to or who looks after a family member, partner or friend who needs help/assistance due to frailty, physical or mental illness, addiction or disability and who cannot cope without this support" - This also includes those who receives a Carer's Allowance and/or cares for someone who receives an Attendance Allowance. However, it does not include someone who is paid to provide care or who is a volunteer.

- **Carers:** have your say by visiting [Carers Survey 2024 | Have Your Say Gloucestershire \(engagementhq.com\)](#)
- **Staff members / Professionals:** do you support/come into contact with unpaid carers at work? We want your feedback. Have your say by visiting [Carers Professionals Survey 2024 | Have Your Say Gloucestershire \(engagementhq.com\)](#)

The carers survey closes at 12PM on Monday 30th of September 2024

If you would like further information or support to complete the survey, please email the Carers Commissioning Team at: CommissioningHubAdults@gloucestershire.gov.uk

They also welcome individual, meeting, or group discussions in September 2024 to gather detailed carer feedback. Please do get in contact to arrange.

Gloucestershire County Council CQC Inspection



A message from Sarah Scott, Executive Director of Adult Social Care, Wellbeing and Communities, Gloucestershire County Council

Thank you once again for your involvement in our CQC inspection over the past few weeks. We are so pleased to have had so many colleagues and partners contribute with their passion and constructive feedback, and CQC complimented us on how well run the process was.

We received our informal feedback from CQC on Wednesday 11th September. CQC did not give us any indication of our rating at this stage. We will receive a draft report in November after which it will go through a factual accuracy and calibration process, with publication afterwards.

The feedback in summary was:

Strengths:

- They spoke to talented and passionate staff, who gave multiple examples of good outcomes
- It was clear that performance and quality is core to what we do
- They saw many examples of strong social work practice focused on the strengths of people with lived experience of care and support
- They heard many examples of positive partnership working

Areas for improvement:

- We are part way through our transformation strategy, and it was clear we are at a time of significant change
- They saw examples of inconsistency and disconnection across services and service areas
- We are on a journey with our data and performance and have not yet achieved our goals
- The voice of people with lived experience is not yet fully embedded into how we deliver social care

We said this in our self-assessment which was published on our website earlier in the year. The CQC feedback shows how well we know ourselves and means we will continue with our transformation plans to address our areas for improvement, as well as celebrating our strengths. We will further review our plans when we receive the full report. Thank you again for your help and support during this process.

If you have any questions or would like to reach out to the Proud to Care team, you can do so by:

- emailing us at ptc@gloucestershire.gov.uk
- calling us on 01452 426 452.

Visit the Proud to Care website [here](#)

Visit all past Proud to Care newsletters [here](#)

View all Integrated Commissioning Provider bulletins [here](#)