

Proud to Care Newsletter

November 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 ptc@gloucestershire.gov.uk.

Events



Please see our [Proud to Care events page](#) which details all upcoming provider events, including information on venues and timings and how you can get involved.

Recruitment and Retention Network - 26 November 2024



The Proud to Care Team were pleased to hold their in-person Recruitment and Retention event on Tuesday 26th November. It was lovely to see some returning faces and meet new members. The session included some exciting speakers from Flourish, GCPA and the Proud to Care Team, giving updates on local free resources available to those in the Adult Care Sector. The Locality Manager of the Skills for Care Team South West also attended and led an interactive session, updating on the national workforce strategy and how this will impact Gloucestershire. It was great to hear from the providers in the

room sharing best practice, as well as understanding what support may be required moving forward. The Wellbeing Line had a stall at the event and spoke to providers about the support they offer to the sector. We were really pleased to hear that 100% of attendees found the session useful.



Our next Recruitment and Retention Network event will take place on **Tuesday 25th February 2025 and will be online**. If you are interested in attending please get in touch with the team at ptc@gloucestershire.gov.uk.

Electronic Call Monitoring (ECM) Workshop



Important update – to all Care Providers

Further to a recent discussion at a Care Provider Forum held in October 2024, GCC are pleased to inform you they will be holding a workshop to discuss concerns raised regarding the ECM (Electronic Call Monitoring) system.

This will be an opportunity for you to meet with Access UK and County Council representatives to discuss concerns and how they can support you to get the best from the system. They will also use the time for any other updates relating to ECM and to highlight risks in not using it appropriately.

GCC hopes the workshop will provide the support you need, and will be seeking feedback after the event.

The workshop will take place on:

Thursday 13 February 2025, 09:30 – 12:30

At:

Main Hall, Churchdown Community Centre, Parton Road, Churchdown, Gloucester, GL3 2JH

[Please click here to register with eventbrite](#)

January 2025 Domiciliary / Care Home Forums



Provider Forums – Have your say!

GCC are continuing to hold Provider Forums throughout 2025 with County Council Commissioners providing the opportunity to share commissioning updates and information with you.

The next Forums will be held as follows:

**Domiciliary Care Home Forum - Tuesday 14th January 2025,
10:00 - 12:30, The Farmers Club, Agriculture House, Greville Close, Sandhurst Road,
Longford, Gloucester, GL2 9RG**

[To register please click here](#)

Care Home Forum - Wednesday 22nd January 2025, 10:00 - 12:30, The Farmers Club, Agriculture House, Greville Close, Sandhurst Road, Longford, Gloucester, GL2 9RG

[To register please click here](#)

GCC would like to continue to make sure they cover topics that are relevant and that they hear what is important to you. Please **have your say** and continue to send any suggestions you may have with regard to discussion points to GCC, who may not be able to cover them this time, but all will be noted and added to future agendas.

Please note, in addition, GCPA (Gloucestershire Care Providers Association) are hosting a members meeting, which will follow on from the Provider Forums and which will run from 12:30 – 13:30.

Wellbeing



[Care Gloucestershire](#)

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.

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

We would like to highlight our newly developed **digital wellbeing support page** - please see link below:

[Digital Wellbeing \(including eyes, posture etc\) | Proud to](#)

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.

Proud to Care were pleased to give an update on the phase 2 developments of the A-Z training directory at the Recruitment and Retention Network, which took place on 26 November. If, however, you missed the update and would like to hear more, please do contact the Team - ptc@gloucestershire.gov.uk

Survey Request - Flourish (formerly Grey Matter Learning)



PTC would like to seek feedback from users regarding their experience of using Flourish (formerly Grey Matter Learning) including any areas of development.

We would be grateful if users could complete a short, anonymous survey to provide feedback. Please note, the survey is open to accept multiple responses over time and responses will be reviewed on a regular basis.

[Please complete the survey here.](#)

If you have any urgent feedback or queries to raise, please email ptc@gloucestershire.gov.uk for a response in the first instance.

Flourish update - 'Click Shifts'

Under our new name Flourish, we've collaborated with our customers to introduce Click Shifts — a **free-to-join temporary staffing platform** designed to ease the high costs of recruitment and retention.

After a successful pilot in the North West, we're expanding across the UK and are excited to invite you to register your interest in joining the platform [here](#).

How It Works for Care Providers Seeking Staff

- **Easy Access:** Register your organisation for free, specify your location, and start offering shifts to local, vetted care workers.
- **Reduce Agency Dependence:** Click Shifts can help minimise your reliance on agencies, potentially saving thousands annually. You'll only pay a nominal, one-time booking fee per shift—no contracts, no hidden fees.
- **Quality Assurance:** All workers undergo DBS checks, verification of mandatory training certificates, and reference validation. Plus, our review system ensures peace of mind, knowing your service users are in capable hands.

For Care Workers Seeking Extra Hours

- **Flexible:** Click Shifts lets you find additional hours that fit around your existing commitments. Set your own rate and availability, keep 100% of your pay.
- **Quick Start:** Create a free profile and start accepting shifts from local care providers or individuals seeking support.

Register your interest [here](#) and get your first shift booking at no cost.

Recruitment support

Values-based recruitment toolkit

Values-based recruitment is an evidence-based approach that enables employers to understand a candidate's values, behaviours and attitudes, and assess whether they align with the values, culture and expectations of the workplace. This toolkit maps out a step-by-step approach to developing and implementing effective values-based recruitment and retention within your organisation.

[Access the toolkit](#)



Developing your workforce

Do you know about the Level 2 Adult Social Care Certificate qualification?

Currently 54% of direct care workers do not have a level 2 or above qualification. The new Level 2 Adult Social Care Certificate qualification will provide people in care roles with the most up to date knowledge and baseline skills required to support people well and succeed in their roles. The qualification also offers greater reassurance and portability of knowledge and skills picked up through induction or completion of the Care Certificate standards.

Eligible employers can claim funding through the [Learning and Development Support Scheme](#) for the Level 2 Adult Social Care Certificate on behalf of eligible care staff for up to £1,500 per qualification.

[Find out more](#)

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



The Proud to Care Team were pleased to support the Ageing Well Care Sector Support Team, Nutrition and Hydration CPD event, which was held on Tuesday 5 November and were pleased to engage with providers.

[Please click here to view video](#)

Circle to Succeed Event



The Proud to Care Team attended the Circle to Succeed event, held on Wednesday 27th of November at Cheltenham Racecourse. The event was a great opportunity to bring together Gloucestershire secondary school students to meet businesses, and higher education organisations all under one roof!

Proud to Care teamed up with GCPA and others from One Gloucestershire to represent the health and social care sector and highlight the amazing opportunities within the independent sector.

Carer Aware - Provider Feedback



The Carers team have been engaging with Unpaid Carers and Professionals to gain vital feedback to help in shaping the future support offer for Unpaid Carers in Gloucestershire.

The team attended the most recent provider forums to gain feedback from care providers. This was to gain a better understanding what forms of support professional's need to enable them to be Carer Aware and know how to best support Unpaid Carers they may come across professionally.

The Carers Team would like to thank all providers who participated in sharing their feedback and would like to share some key themes that shone through during the sessions:

- *The majority of responders stated that they felt supporting unpaid carers was a part of their role.*
- *Most responders felt that Carer Aware information sessions for professionals would be the most useful to them.*
- *Responders felt that Unpaid Carers most valued effective communication, to feel heard and to feel recognised by professionals.*
- *A need for more easily accessible and digestible information in terms of support offers for Unpaid Carers.*

The Carers Team are continuing to analyse the wealth of feedback received from Unpaid Carers and professionals that will help them to shape the future offer of support for Unpaid Carers in Gloucestershire.

Find out more about what current professional support is available on the [Carer's Hub Website](#).

Adult Education - Multiply Programme Offer



Adult Education in Gloucestershire deliver the Skills for Life 'Multiply' numeracy programme, which is available until the end of February 2025. [Please see flyer.](#)

Multiply is designed to help adults unlock their potential by providing access to [free courses](#) on essential number skills needed in daily life.

The Multiply team offer a '**Medicine Maths**' course, a 4-hour workshop to help boost numeracy confidence, which may be of particular interest to your care staff. This workshop covers:

- Calculations relating to administering medication
- Assessing time frame for medication
- Converting weights and measures
- Correct storage temperatures in Fahrenheit and Centigrade

Please email Multiply@gloucestershire.gov.uk to book a place or for any queries.

GCPA update



GCPA are excited to confirm its collaboration with the Institute of Health & Social Care Management (IHSCM) and offer GCPA members and every staff member within their organisation free, unlimited access to the courses available on the IHSCM.

You can register for an account on the [IHSCM website](#). GCPA members can [download a free membership guide here to access your registration code](#).

All members will have full access to the following:

- In-person CPD day with GCPA - February 2025
- Bespoke courses, workshops, and resources created for you by the IHSCM based on the needs of your staff members
- Free access to IHSCM's High Performance Leadership Framework
- Free access to all IHSCM short courses, live online workshops and [events](#).
- Free tickets to IHSCM's conferences
- Collaboration in sector wide consultations and reports
- Free 1 hour HR Support from social care specialists

To find out more about membership, [visit the GCPA website](#) or contact info@gcpa.co.uk

Gloucestershire Equipment Loan Service 'Hand it Back' campaign



Gloucestershire County Council in partnership with the NHS, provides a county wide loan equipment service, previously known as GIS Healthcare.

To support their ongoing efforts, they kindly request your assistance with their 'Hand it Back' campaign. Help them to raise awareness by displaying the enclosed posters on your **staff notice boards**:

[GCC_4318 GELS Hand It Back Campaign A4 poster_AW.pdf](#)

Gloucestershire residents return around £500,000 worth of equipment each month, freeing up council funding to help more people get back on their feet. However, there could be even more equipment and daily living aids in people's homes that are not being used.

Your cooperation is essential in encouraging the return for equipment to be reused for the benefit of others. This is particularly vital as we head into winter pressures, as we need to be able to support hospital discharge pathways as well as ensuring that individuals remain independent in their own home.

Residents can return equipment at multiple locations around the county or arrange a free collection from their home. They can contact 01452 520438 or find all the information they need on the website www.gloucestershire.gov.uk/return-equipment.

If you would like to request more hard copies or a digital version of this poster, please contact GELSCustomerServices@gloucestershire.gov.uk.

Thriving in Residential Care - My Home Life England



My Home Life England (part of City St George's, University of London) has conducted one of the largest ever qualitative research studies on older people's experiences of living in residential care.

They spoke to older people living in care homes, as well as families and care teams across the UK.

Their research identifies some challenges, but reveals proportionally **many more benefits of living in a care home.**

It shines a light on **six key ways that older people can thrive in a care home**, if the conditions are right.

Please click link below for further information:

<https://myhomelife.org.uk/thriving-in-residential-care-research-older-people-care-homes/>

Exploring Quality of Life for Older Adults in Gloucestershire



Healthwatch Gloucestershire want to hear from people aged 65+ living in Gloucestershire to understand what's important for their quality of life, health, and independence as they age. This project aims to gather experiences and insights from older adults across the county to inform how local health and social care services can better meet their needs. They have a survey that can be completed and a member of their team will also be visiting various community centres, groups and organisations across Gloucestershire to listen to people's

experiences.

Survey - <https://www.smartsurvey.co.uk/s/AgeingWellInGlos/>

If you would like to speak to Healthwatch Gloucestershire, or if any of your clients would like to be involved, or need help with completing the survey, please feel free to contact the project team at:

- Email: info@healthwatchgloucestershire.co.uk
- Phone: **0800 652 5193**

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.

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