

Going for Gold! Care Through The Millennium celebrate Investors in People standard

One of the UK's leading social care and rehabilitation service providers earlier this year (2014) celebrated achieving the Investors in People Gold Standard for its dedication and long standing commitment to staff development, training and client care.

Care Through the Millennium (CTTM) is in the top 2% of UK organisations who have fulfilled the stringent and exacting requirements to receive this prestigious accolade.

Chris Higgins, Chief Executive and founder of Care Through The Millennium, said: "We strive to deliver a service which is of the highest standard for our clients. Although working in social care means that a plethora of processes and regulations must be adhered to, we never forget what is important - the people!

With this accolade under our belt, we will be looking even further into how we can better our services for the benefit of our clients."

To celebrate this fantastic achievement, earlier this month CTTM hosted an exclusive reception

for stakeholders, staff and service users, thanking them for their hard work, dedication and determination. Dignitaries at the event included the Lord Mayor of Birmingham, Councillor Mike Leddy and Leader of Birmingham City Council, Sir Albert Bore.

CTTM has been working in partnership with bcda Learning and Development Service for a number of years and Jane Nash (Head of Human

Resources) stated that "The support that CTTM have received from bcda has been really valuable in assisting us with our staff development and training. We have been fortunate enough to secure funding via bcda from the Workforce Development Fund during the last three years and this has supported the organisation to ensure that all of our employees are offered the opportunity to gain work based qualifications and ongoing development".



Health Care Support for Care Homes Project

Between October 2013 – September 2014, bcda Learning and Development Service has been working in partnership with Sarah Rutter, Commissioning Project Manager for Birmingham Cross City Clinical Commissioning Group (part of NHS) to provide Dementia Awareness and Falls Prevention training to 35 residential care homes across Birmingham.

This pilot project, aimed at reducing the number of hospital admissions from care homes as part of the national 'Prevent Agenda', has involved multi-agency collaborative working to

offer an innovative package of learning and development opportunities such as: End of Life Care; Tissue Viability; Dementia Awareness and Falls Prevention.

The NHS has confirmed that a significant fall in hospital admissions has been recorded as a result of this initiative, culminating in additional funding being secured and extending bcda's involvement until March 2015. bcda would like to thank Principal Training Services Ltd, Quality Care Training Consultancy Ltd and Denise Westwood Training and Consultancy for their support in this initiative.

Are You Ready to Get in on the Care Act 2014?

On the 23rd October 2014 the Department of Health published its guidance relating to the Care Act **"Care and Support Statutory Guidance"** to set how parts of the care and support reforms that come into effect in April 2015 will work in practice.

How ready are your workforce?

Skills for Care have produced a workforce capacity planning model and a workforce readiness tool to help you to work out whether or not you have the right mix and numbers of workers with the right skills and knowledge to implement care and support reform.

Skills for Care and the **National Skills Academy for Social Care**, in partnership with **The College of Social Work**, have produced free learning and development materials to ensure that the adult social care workforce is ready and capable to

deliver the changes required by the Care Act 2014.

This includes a personal action plan template available to download that can be used in learning and development sessions to record your next steps and changes in practice you need to make to implement the Care Act 2014.

Care Act 2014 modernises the framework of care and support law. It sets out new duties for local authorities and partners and new rights for service users and carers.

The act aims to achieve:

- Clearer, fairer care & support
- Wellbeing – physical, mental and emotional – both of the person needing care and their carer
- Prevention and delay of the need for care and support
- People in control of their care

The principle of individual wellbeing underpins the Act. Local authorities will be required to collaborate, co-operate and integrate with other public authorities e.g. health and housing.

Local authorities will also need to ensure that information and advice on care and support is available to all and when they need it. Independent advocacy must also be arranged if a person would otherwise be unable to participate in, or understand, the care and support system.

Taken from Skills for Care, Care Act learning and development materials (2014)

For more information about the resources visit www.skillsforcare.org.uk/careact

Birmingham Business Charter for Social Responsibility

This Charter is a set of guiding principles to which Birmingham City Council (BCC) will adhere to and to which it will invite its contracted suppliers, the wider business community, other public sector bodies (including schools), and third sector organisations (including grant recipients), to adopt.

Charter signatories will consider and describe how they can improve the economic, social and environmental well-being of Birmingham that result from their activities. These will be outlined in an Action Plan developed by the charter applicant and agreed by bcda Learning and Development.

The Charter Principles are:

- Local Employment
- Buy Birmingham First
- Partners in Communities
- Good Employer
- Green and Sustainable
- Ethical Procurement

We would like to invite you to join with Birmingham City Council in our efforts to improve the economic, social & environmental well-being of our citizens by also signing up to the Charter.

Whether you are a Birmingham City Council contracted supplier or not – you can join the companies and organisations that have already adopted the Birmingham Business Charter for Social Responsibility by downloading and completing the Action Plan and returning it to the Charter Team at bbc4sr@birmingham.gov.uk.



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responsibility

Further information and full list of signatories to the charter can be found on <http://www.finditinbirmingham.com/feature/charter>

The 3Ds on tour

bcda supports the learning and development of the adult social care workforce in Birmingham. This includes unpaid carers too. In order to reach carers, direct payment recipients and personal assistants in their own communities, bcda has worked in partnership with local organisations to deliver community awareness raising events. In June and October 2014, the 3Ds, Dementia, Diabetes and Depression sessions were delivered in Erdington, Castle Vale, Shard End and Balsall Heath.

A thought provoking and powerful play, **'Grandma, remember me'**, was performed by the AZtoB theatre company and specialist Diabetes and Mental Health trainers delivered taster workshops, to raise awareness of the issues and to signpost people to the relevant services for more information and advice. Representatives from the Alzheimer's Society, Carers Hub, and Admiral Nurses were present and offered advice and information about their services. The response of those who participated has been fabulous and bcda has been asked to deliver similar sessions in other areas of the city. This is being scheduled for February/March 2015, so look out for the advertisements nearer the time.



Rev. Goshawk alongside colleagues from the Alzheimers Society, AZ2B theatre actors and bcda colleagues Phillip Bailey and Martin Gilbert

bcda would like to thank the Reverend Gerard Goshawk, Erdington Baptist Church, Tracey Barrington, Castle Vale Community Housing Association, Anne Sankey, The Welcome Change and Community Centre, Shard End and the Reverend Catherine Grylls, Balsall Heath Church Centre. Their vision and support to this way of working has been instrumental to bcda's positive engagement with carers and residents in the respective local areas. We hope that this collaborative approach to

bringing learning and development to carers in their communities is adopted more widely. bcda is already working with partners in Health to take this type of initiative forward.

"The 3D's events, a valuable resource highlighting the hot topics of diabetes, dementia and depression. It was an interactive and emotive programme which raised much needed awareness of these conditions. Through highlighting the key signs and symptoms of diabetes, the 3 D's programme I'm sure has helped towards finding the missing 650,000 people with diabetes that are yet to be diagnosed."

Beverly Cunningham
Diabetes Specialist Nurse
Capability Diabetes Training



Attendees at the first 3Ds event in Erdington Baptist Church June 2014

Promoting Safeguarding Awareness at the Birmingham Chinese Community Centre (BCCC)

bcda Learning and Development Service has engaged with the Birmingham Chinese Community Centre to provide support and sign-posting to services, that will enhance the roles of the volunteers and unpaid carers in the centre.

The workshop that was set up, was very well attended and provided an opportunity to explore the signs and symptoms of abuse and aspects of how communication barriers are supported when an individual wishes to report abuse.

The request for Safeguarding Awareness was welcomed and a series of dates have been set up for future workshops to be delivered. bcda were

pleased to work with Amy Cui who is the Health and Social Care Manager, and a Training Provider who delivered the workshops.



A sample of the slides that were used to get the key messages across regarding Adult Safeguarding with the Chinese Community Centre.



Care Quality Commission publishes its fifth annual report on the state of health and care services in England

In 2013/14 the Care Quality Commission (CQC) introduced a new, tougher approach to inspecting care services.

There are five key questions that CQC now ask of all the services they inspect:

- Are they safe?
- Are they effective?
- Are they caring?
- Are they responsive to people's needs?
- Are they well-led?

The State of Care 2013/14 report found that there is much excellent care but the variation in the quality and safety of care in England is too wide and is unacceptable.

CQC Key findings for Adult Social Care Sector

Positive findings

We see many examples of excellent care being delivered up and down the country. Providers need to look at those who are doing it well and learn from them.

Good leadership is central to people receiving high-quality care. We found that the care provided by care homes with a registered manager in place was substantially better than by those homes that had not had a registered manager in place for six months or more.

We found examples of high-quality, where care staff were supported, valued and trained well.

Areas for improvement

There is significant variation in the quality of adult social care. In particular, people living in nursing homes tend to receive much poorer care than those living in residential care homes.

Encouraging more nurses to work in the care home sector should be a higher priority. In 2013/14, one in five nursing homes did not have enough staff on duty to ensure residents received good, safe care.

We have concerns about 15-minute home care appointments, and whether they can truly deliver care and support that is safe, caring,

effective and responsive to people's needs.

(<http://www.cqc.org.uk/content/care-quality-commission-publishes-its-fifth-annual-report-state-health-and-care-services>)

bcda continues to work with employers to support the learning and development needs of the staff they employ as part of their workforce. This has included an increase of learning opportunities around diabetes, one of the CQC's care pathways under review, and looking at new and innovative ways to offer training. For more information see our article on the 3Ds (diabetes, dementia and depression) community events.

To find out about the learning and development opportunities offered by bcda visit the website at bcda.learningpool.com

For more information about the State of Care or to download the full report visit

<http://www.cqc.org.uk/content/state-care-201314>

Information taken from CQC website (2014)



Precious Homes on the rise

Precious Homes are a well-established, expanding organisation that provides care and support to people with learning difficulties who may possess challenging behaviour.

Their dedicated teams are its most important asset and investment in their continued professional development and training is essential. As well as a thorough induction, staff members receive ongoing training throughout their employment.

A representative from Precious Homes stated, "We owe our strength to the quality of our staff. Our staff members are highly skilled in delivering personalised and responsive support that enables each person to successfully reside in the community."

With the opening of "Arthur House", a new residential service in King's Heath, bcda Learning and Development Service has been instrumental in assisting with bespoke staffing and development needs within the residential and supported living services.



Precious Homes Ltd members of staff: Alex Florey; Michael Scott; Leigh Pedlow; Andrew Ebanks; Jonique Burke

bcda has worked closely with Precious Homes and they have said, "The benefits of working with bcda are clear and we have recently gained our

"Investors in People" award, showing that bcda's assistance is continuously helping Precious Homes staff teams to flourish".

bcda's Assessment Centre imparts knowledge & skills through delivering new qualifications

bcda's Qualifications Credit Framework (QCF) Assessment Centre conducted a pilot delivering a range of Level 2 Certificates (as listed below) accredited by the National Centre for Excellence (NCFE) to 27 learners, predominantly Birmingham City Council staff.

The qualification consists of knowledge based modules which are embedded within each certificate area that each learner completes. Our qualified bcda staff moderate and assess them.

The pilot was a huge success with learners stating that they gained informative knowledge in their subject

area which they can implement in the workplace. Both Julie-Ann Bromley and Talvinder Mangat completed the Principles in Dementia Care certificate said (respectively), "It was invaluable and fantastic and I'm recommending it to management and colleagues". Talvinder went on to say, "I found it very interesting and it has helped me a lot as I work with lots of clients with dementia".

These certificates are an excellent opportunity to upskill staff in their subject area and the great news is that they are fully funded. With external audit visits, the bcda QCF Assessment Centre became an NCFE Approved Centre, which allows these

qualifications to be delivered continuously.

The level 2 certificates we currently offer are as follows:-

- Team Leading
- Nutrition and Health
- Principles of Dementia Care
- Infection Control
- Equality and Diversity
- Diabetes Awareness
- End of Life Care

For more information about the above or other Health and Social Care qualifications, you can contact Yvonne Mills or Michell O'Driscoll on **0121 464 1649 or 0121 675 6957**

National Minimum Data Set for Social Care (NMDS-SC) update – April 2014

Are you getting the most from The National Minimum Data Set for Social Care (NMDS-SC)? Latest figures confirm that over 214 bcda Learning and Development Service members, who are registered for the NMDS-SC, are benefitting from sharing their basic non confidential NMDS-SC summary data with bcda.

Some of the benefits of NMDS-SC include:

- Manage and track staff training
- Set pay rates with confidence using local market intelligence
- Extract powerful marketing statistics to win business
- View your organisation's profile compared to other similar organisations, or the sector as a whole
- Inform service planning
- Access a valuable range of e-learning, including Dementia Care and End of Life Care modules
- Being part of the NMDS-SC ensures your services and workers are counted, which is vital for planning sector funding and support

By sharing your non confidential data with the Local Authority, it allows bcda to support employers to achieve eligibility to claim the Workforce Development Fund. To avoid missing out on the support available, **please ensure that within the organisation section of your NMDS-SC On-line record, you un-tick the box to share your data with the Local Authority.**

All NMDS-SC registered employers are encouraged to review their NMDS-SC as soon as possible and update both the organisation and workers sections to retain or achieve Workforce Development Fund eligibility for 2014/15.

NMDS-SC registration allows you to claim funding towards your staff development (QCFs) via The Workforce Development Fund.

Workforce Development Fund 2014/15

bcda has successfully secured Workforce Development Funding to support employers during 2014/15. Employers will be able to claim **up to 60 QCF credits for each member of staff** who has completed any eligible QCF units during the period 1st January 2014 – 31st March 2015. If you have any claims which have been signed off by the Internal Verifier during this period, then please submit them as soon as possible to avoid missing out.

The remaining wdf claim submission milestone deadlines for financial year 2014/15 are:

- a. 17th November 2014
- b. 19th January 2015
- c. 6th March 2015

Claiming backfill

Have you provided or will you need to provide cover for staff completing any fully funded QCF Units between 1 January 2014 and 31 March 2015?

You might be eligible to claim if you need to provide cover for staff whilst they are undertaking their studies. If you want to find out how, then please contact bcda Learning and Development Service on 0121 303 0990.

Eligibility criteria for claiming the Workforce Development Fund 2012/13

- a) Complete a Member's declaration form

Do we have your correct contact details?

bcda Learning and Development Service is undertaking an exercise to update our member database to ensure that it is accurate and you are not missing out on important bcda updates.

It would be appreciated if you could kindly confirm by 30th November 2014, the following information by sending an email to the bcda email box at bcda@birmingham.gov.uk with

- b) Complete a QCF summary claim form
- c) NMDS-SC - Register and update your organisation and worker records for at least 90% of your staff after 1st April 2014

Once eligible you can claim up to the following funding for units completed since 1st January 2014:

- QCF level 2: up to £690 (46 QCF credits)
- QCF level 3: up to £870 (58 QCF Credits)
- QCF level 5: up to £1200 (80 QCF Credits)

If you would like to claim please contact bcda Learning and Development Service or to find out more about the units eligible for the funding, please visit the Skills for Care website at www.skillsforcare.org.uk/funding/workforce_development_fund/workforce_development_fund.aspx

Help and Support

For support with NMDS-SC queries please contact the NMDS-SC Helpdesk on 0845 873 0129 or visit the NMDS-SC website at

www.nmds-sc-online.org.uk/

You can also access support with NMDS-SC queries and accessing the Workforce Development Fund from bcda Learning and Development Service on 0121 464 1326 or by email at safdar.zaman@birmingham.gov.uk

Contact details update in the subject line:

1. Contact Name
2. Name of Organisation/ Home
3. Full address including post code
4. Telephone number
5. Email address

Please also update your computer settings to avoid bcda emails from being treated as SPAM and rejected. If you would like guidance on this then contact bcda.

Dehydration Awareness

Have you had enough to drink today?
Has the person you are looking after?

Are you sure?

After being approached by Nancy and Pearl from the Community Links team at the Norman Power centre, on Wednesday 22nd September 2014, bcda Learning and Development Service arranged for an informative, practical and above all FUN

'Dehydration Awareness' event for residents, staff and carers.

After an engaging and enthusiastic round-the-room quiz testing people's knowledge, attendees were told how to spot the signs and symptoms of dehydration, such as dizziness and poor concentration. Good old fashioned water versus things like beer, tea, coffee and high sugar

drinks were discussed.

After the session a variety of deliciously flavoured waters were shared out while people discussed what they had learnt and how they were going to spread the message about the importance of proper hydration to their friends and family – **we'll drink to that – Cheers!**

Enriching the Lives of older people

Calling all employers! Do you have any innovative ways of enriching the lives of the people in your care?

bcda would like to hear from employers and carers who have found creative ways in which to enhance the lives of the people in their care.

You may have found ways in which to include young people in caring for and

supporting older people. You may have found ways to introduce or expand the use of the internet or other technologies.

You may be a person who is receiving care who has benefited from something your carer has done to make your life feel more meaningful or satisfying. It doesn't matter how big or how small this action has been,

bcda is looking to promote good practice and to explore how your examples and ideas can be developed so as to be of benefit to the wider adult social care sector.

If you would like to share your positive experiences or to contribute to this discussion, please contact bcda at bcda@birmingham.gov.uk

Social media makes good social interaction!

Lisa Jones – Project Officer within bcda Learning and Development Service has assisted former colleague and Birmingham resident, Noreen Wright with social media and computers, which would give founders Mark Zuckerberg and Bill Gates a run for their money!

When Noreen worked alongside Lisa, she was introduced to computers and new ways of working. Noreen went on to say, 'I enjoyed my job as a receptionist at bcda Training Section and Lisa was very helpful to me when it came to teaching me how to use computers to assist me in my day to day work. I have to admit that I was really reluctant to use any technology, but Lisa's approach really helped to make sense of some of the training I had to do'.

As a result of Lisa's close relationship with Noreen, this developed into them

becoming good friends and the use of social technology kicked in and became a firm favourite with Noreen. This led to Noreen exploring a whole new world and took the saying 'the world at your fingertips' to new heights!

"Since retiring, I am now a fan of things like Facebook, reading books on my kindle and using my smart phone. Lisa tells me social media enables me to keep in touch with my family and friends. An example was when I recently went on a street reunion, this was organised via Facebook, for people that lived on my street where I grew up. It started off with photo sharing and then turned into an event.

Lisa has become more than a work colleague; she often refers to me as her "other mom"! I go to her for advice whenever I get a new gadget. I am proud to say that I have enough



Lisa Jones and Noreen Wright

knowledge now to be able to pass on my learning to my sister and our friends" – Thanks Lisa!

Lisa responded to Noreen's letter with this retort, "This is one of the many reasons I think social media is such a great way of keeping in touch with people and it makes me so happy to know that Noreen is using Facebook to keep in touch with her family and friends. When I see her online posting comments, I feel proud that I helped her use it... I did get a rather nice dinner in return though"! - Thanks Noreen!"

Achieving Excellence Through Effective Partnership

The Perry Tree Centre continues to achieve excellence through effective partnerships with everyone who comes into contact with us. One of the most rewarding of our partnerships has been with local secondary schools and universities.

Students have gained an immense wealth of knowledge and experience following their time with us at Perry Tree Centre. Our service users have a large range of needs and underlying conditions. This provides our students the chance to observe practice based knowledge in action. Dementia can produce symptoms and behaviours that can be unusual and challenging. Staff use a variety of techniques, suited to each individual, often as a matter of course and so students can see person centred care in action.

Delroy Bonnitto (Manager at Perry Tree Centre) welcomes everyone to Perry Tree and introduces visitors to service users, staff and visitors. This allows a swift and effective way to observe without becoming “a watcher”. Very often our visitors will make suggestions or ask questions that spark a fresh line of thought or development for the whole team. This is particularly the case with students who bring bright enthusiasm and a willingness to learn.



Blood, sweat & tears...literally!

It's in her blood, she makes people sweat (a lot!) and has succumbed strangers to tears but she loves it! Lisa Jones, a tour-de-force in bcda's Learning & Development service, is a Health and Wellbeing champion as well as a BEST leader.

By day, she strives to get unemployed people into social care jobs and by night, she is fighting fit. All sorts of activities are on Lisa's agenda and she welcomes everyone from all walks of life.

"I love my job and I've always loved fitness ever since a young age and I go to the gym a lot! I decided to be involved in the Health and Wellbeing programme and I roll out fitness activities across Lifford House to get everyone involved.

I've had feedback that has brought me and others to tears, from people who have been lonely, but now feel included through these fitness initiatives. There's all sorts that go on such as tennis, circuit training, meditation sessions and much more! I

feel so lucky and happy to get to do this on top of my own job, which I also love."

To find out more, please give Lisa Jones a call on 303 0996 or 07769 163 771



Health and Well-being – How one person's journey of weight loss has inspired others to fitness

Carol Baldock, Peripatetic QCF Assessor, bcda Assessment Centre

At the end of July 2013, after a visit to my local GP I was referred to a health adviser for a company called Gateway. On the first visit, I didn't know what to expect and felt a little apprehensive more than anything else. I met the advisor, Wayne and within the first few moments he put me at ease. He weighed me and took some basic measurements, he also asked me what I hoped to achieve and what my goals were.

At the end of this session he asked me to go away and record everything I ate and drank for the next month and to include walking just 30 mins a day, having a banana between 10am and 11am every day and also to drink a glass of water before every meal. I went away feeling that I could do as he has suggested and after a month went back and was amazed to have lost 8 whole pounds. This pushed me on to carry on following his simple advice.

At every visit I was always amazed by the results. Throughout, Wayne put me in charge of my own health & wellbeing, which took me a while to understand at first; however, I would not have achieved this without him. As my weight reduced I have found that my confidence and own self-worth had gone through the roof. From the person I was when I started this journey to the person I am now, I'm not the same person that is going to continue through the rest of my life. In the 9 months since starting this journey, I have lost 5 stone in weight and also reduced my dress size from almost a size 22 down to a size 12. Also, my fitness level has gone up and I am enjoying jogging and taking part in a cardio class.

Also while going through this journey, people have asked me how I have achieved this and I have gladly passed on the advice given to me.



Carol pictured (left) with Joanna Middleton, Home Carer Northfield Edgbaston Team

When assessing candidates for their QCF Health and Social Care qualification, some of the candidates have commented on my success and have asked for advice. I have been able to refer them to Wayne or given them the confidence to go on. I am pleased to say that one candidate, Joanna Middleton, since November 2013, has reduced her weight by 4 stone and she is feeling the benefit. She has thanked me for giving her the support and encouragement to do this and I feel proud to have been an inspiration to her.

My interest in health and fitness has made many interesting conversations with colleagues who look to me for advice on such matters. Earlier this year

I was a team leader of the 'Bunny Hoppers', one of the many groups that were formed across the Council involved in a walking challenge which included counting our daily steps and competing to see which team scored the highest. This activity encouraged me to extend my daily walking and jogging sessions. My goal was to learn how to maintain my weight loss and I am pleased to say that this has been the case for over 12 months now and I now have the confidence to continue on this journey.

My final message would be to say to anyone who is wondering if they could make this journey too, if I can do it, so can you.

Loan Sharks are on the attack!

Broken homes, ruined relationships and depression amongst individuals are just some of the terrible and dreadful things that can occur when loan sharks are involved.

There are many instances where loan sharks have ruined innocent and needy lives. For the sake of £250, £500, or £900, lives have been deteriorated in an instant and have lasted for decades.

There are signs to spot a loan shark:

- offer you a cash loan but do not

- give you any paperwork
- take your benefit or bank card as security on the loan
- loan sharks don't tell you when you will finish paying
- increase the amount you owe even if you are making regular payments
- threaten or use violence to get money from you.

To report loan sharks in confidence:

- call 0300 555 222
- text 'loan shark' and details to 60003 (local call rate, including mobile tariff)
- email reportaloanshark@stoploansharks.gov.uk

For further information visit

www.direct.gov.uk/stoploansharks



For advice call the hotline 0300 555 222

Are you signed up to the Social Care Commitment? It's not too late...

The Commitment is the sector's promise to provide people who need care and support with high quality services. Employers and employees, across the whole of the adult social care sector, sign up to the commitment pledging to improve the quality of the workforce.

The Department of Health have endorsed and promoted this new initiative and see it as a key component in raising the public's confidence in care and support offered in the adult social care sector. The Minister for Care & Support, Norman Lamb has encouraged every "**employer and employee working in social care**" to sign up.

The social care commitment is made up by signing up to 7 'I will' statements and their supporting tasks. The tasks help workers and employers put the commitment into practice. It has been developed in consultation with those

working in the sector so it's easy to complete and has an effective impact on the workplace. The tasks that have to be done can also be used as evidence to complete the Common Induction Standards (soon to be replaced by the Care Certificate) and adult social care qualifications.

The 7 '**I Will**' statements/commitments are as follows:

The **employer** commitment is a promise to:

- Recruit staff who care.
- Provide thorough induction training.
- Help staff develop their skills.
- Make sure staff understand safety and quality standards.
- Take responsibility for how staff work.
- Supervise staff properly.
- Support staff to put their commitment into practice every day.

The **employee** commitment is a promise to:

- Work responsibly.
- Uphold dignity.
- Work co-operatively.
- Communicate effectively.
- Protect privacy.
- Continue to learn.
- Treat people fairly.

To make the commitment visit www.thesocialcarecommitment.org.uk.

Or, if you would like to find out more about the Social Care Commitment and access resources to assist you, visit the website on <http://www.skillsforcare.org.uk/Standards/The-Social-Care-Commitment/The-Social-Care-Commitment.aspx>

Mind the Gap! Assessed and Supported Year in Employment (ASYE) for Newly Qualified Social Workers

For the last four years, bcda Learning and Development Service has provided a scheme to help newly qualified social workers (NQSWS) to bridge the gap between qualifying and practice during their first year in work.

The programme includes monthly half day workshops and monthly half day action learning sets. The action learning consists of looking at issues within a smaller group and learning what actions and learning we can take from our work.

Action learning sets provide members of a small group to examine particular work related situations and through discussion, leads them to identify possible solutions and approaches.

Workers who have completed the scheme felt it helped them cope with the stresses and steep learning curve of their first year and enabled them to form a sound base on which to build their careers.

Dominique Hughes (who has experience of going through the ASYE scheme) had this to say, "The assessed year in employment programme has

really helped me to develop both my knowledge and skills in practice and has made me more confident in the work that I do. Overall I would recommend it to future graduates coming in to social work as it supports you in your transition from a student to becoming a qualified social worker".

In September 2014, bcda held the most well attended meeting since the scheme started in 2010, with 46 new workers getting on board. Activities will continue with the group until the end of the programme in October 2015.

bcda's Employability Route-way

bcda's **Employability Progression Route-way**, a programme which links local employers who have job vacancies to fill, with job ready candidates. Through bcda, Birmingham Adult Education Service and Birmingham City Council's Employment Access Team, the candidates develop their application

skills, gain an understanding of fundamental principles of working in social care and undertake taster e-learning modules on subjects such as dignity and respect, health and safety and dementia.

As a result, alumni Sarreia Lee had this to say about the route-way,

'I am shadowing at the moment and I absolutely love it so far, wished I had gone in to it when I was 16. If I won the lottery I would do this job for free. I cannot thank you and everyone else that were involved on the training course I was on, enough. Thank you all so much'.



Students with their respective certificates completed in time for Christmas!

If you would like to contribute to future editions of the bcda newsletter or for general enquiries, please contact the bcda Learning and Development Service:

Lifford House
Fordhouse Lane
Stirchley
Birmingham
B30 3BW

Email: bcda@birmingham.gov.uk

Telephone: **0121 303 0990**

Fax: **0121 303 0880**

Website :

www.birmingham.gov.uk/bcda

For specific enquiries please contact the named person at the end of each article.

Electronic and large print versions of this newsletter are available on request.

bcda
Birmingham Care Development Agency