Welcome to the second edition of our newsletter. After a great response to our first issue, we hope you enjoy this one just as much.

In this edition:
- Farai looks at how you can take charge of your workforce development and the introduction of the new care certificate.
- Music in Care in a hospice setting
- Our link to free theatre tickets acquired as part of our dementia friends action.
- Dementia Friendly Organisations.
- Our ‘Five Minutes With...’ interview is with Care Award winning Registered Manager, Lorraine Poundall and
- Meet our Head of Information and Systems, Kate Williams.

Best Wishes,

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**TAKE CONTROL OF CARE CERTIFICATE INDUCTION**

The upcoming care certificate remains a topical issue in health and social care training circles. During a conversation with a trainer and friend recently, she asked an interesting question: “The Care Certificate has 15 standards. How do I fit it all into our existing 5 day induction training for new staff?”. My short answer to this question is of course “You don’t”. In this article we try to give the full length answer to THAT question.

Any induction program for employees should be designed to run over a relatively long period of time. 6-12 weeks seems the norm. Induction is a workplace process which assists new employees to adjust and acclimatise to their new working environment. Other terms used are ‘onboarding’, ‘socialisation’ or ‘orientation’. Whatever the terminology, the outcome is the same. Induction ensures the new employee builds up good working relationships with Service Users and colleagues at the beginning of their employment. It should take place with every employee whatever their role but can often be overlooked or misunderstood to the detriment of both your organisation and the employee.

Now the idea of having 15 standards to cover should not overwhelm. Designing an effective induction program to support knowledge, skill and competence requires some creative and flexible learning and development activities within your service or organisation.

Here is a list of our top 5 tips you can consider:

1. **Look more widely at your existing employee skill mix and take advantage of them!**
   
   There are skilled employees with a great record of performance who could act as mentors for new care staff. Nursing or management may not be an appealing career progression for some care employees but they would feel rewarded to be appointed “mentor”.

2. **Make supervision a part of learning and development.** Supervision meetings are a great opportunity to have a recordable professional discussion covering the induction standards. As a manager you can impart the culture you desire and teach at the same time.

3. **Have a workforce development plan.** If you have a vision for the type of service you want to run then it should be written down so you can turn it into reality. In the last edition of the newsletter we discussed the upcoming Care Certificate and offered managers a little insight into early planning which could help to keep everything in check.

4. **Invest in blended learning.** This simply means mix a variety of learning methods. Formal classroom training can be expensive and time consuming but at the same time an over reliance on one type of learning such as e-learning can disadvantage employees who lack access to a computer or confidence with technology.

5. **Pay for the training you want and NOT the training you’re offered.** As a training provider we know that even mandatory training courses can and should be bespoke. If you’re paying for training don’t be afraid to ask your training provider to incorporate your employee’s specific learning needs and organisation’s objectives into the content. If they cannot do this there are other training providers out there who will.

Although these are hopefully useful tips; remember that the key to a successful induction is not just providing information and training. It is primarily communicating enthusiasm for your culture and vision, using a wide choice of content. Some of this can be done through training and some by good old fashioned face-to-face contact with positive and enthusiastic work colleagues. The trainer is only one of the contributors to meeting Care Certificate Induction Standards.

Follow this link to see Skills for Care's useful free resources to help you prepare and succeed in your delivery of the Care Certificate induction standards


Our free training matrix comes with this issue of the newsletter to those who subscribe.
MY STORY IN MUSIC TRAINING

JoCo was commissioned, by the charity musicworks, to design bespoke training for their first toolkit “Soundtrack to My Life” and now we have been inspired to give their second toolkit “My Story in Music” a similar treatment.

“My Story in Music” is the second toolkit in the musicworks ‘Music in care’ series. It is designed for people living with life-limiting conditions or at end of life. This toolkit enables individuals to draw together the pieces of music that are significant to them into what becomes an extensive compilation of personalised music that can be used as part of a person centred and integrated approach to care. In addition the toolkit has two pages where the individual can select music to gift to particular people as part of their legacy.

The first training program is now underway at LOROS Hospice for Leicestershire & Rutland where a mixed group of staff are learning how to use the toolkit so that their patients can get the benefits of personalised music as part of their care and treatment.

Training aims to help support staff to understand how music has the power to calm, soothe and relax patients particularly when they have a complex range of symptoms such as pain, fear and anxiety. Training is also about supporting staff to use music to gain insight into who their patients are. Identity is at the core of person centred care. Staff are supported to increase their confidence and courage to explore difficult conversations with patients who at end of life are faced with a need to focus on life review and their life legacy. Using the toolkit patients supported by staff can look back on their lives and gain a sense of meaning and value in the process. They are enabled to plan for the future as well.

LOROS are using this training for their nursing, day activities, counselling and training teams who do not necessarily have a music background but share a passion for continuous improvement and staff development using creative and innovative techniques.

DISTANCE LEARNING

We have a wide range of distance learning courses. Whether you want to improve your knowledge for your job, your personal life or just want to learn something completely new, JoCo’s courses are a simple, flexible and affordable way to develop your skills.

You will receive a study guide and worksheet and you can study at your own pace. Once you have completed your worksheet simply return it to us in the prepaid envelope for assessment. If you have achieved the required standard you will receive a certificate of achievement to confirm you have completed the course.

Distance Learning Courses are available in the following subjects.

- Dementia Awareness
- Diabetes Awareness
- Huntington’s Disease Awareness
- Infection Prevention & Control
- Stroke Awareness
- Parkinson’s Disease Awareness
- Person Centred Approach
- Privacy & Dignity
- Tissue Viability

Each course costs just £9.95 or to arrange taught courses for your team, email info@joco.gb.net or call 0115 9145879 to order your distance learning training

We have ‘Soundtrack to My Life’ training beginning soon in Warwickshire. If you would like to register your interest in this or any other ‘Music in Care’ training please email info@joco.gb.net

Don’t forget to join us on social media

Subscribe to our newsletter for FREE workforce development tools
**Five minutes with...Lorraine Poundall, Hazelgrove Care Home**

Lorraine won the Registered Manager Award at the Great East Midlands Care Awards 2014 and five of her staff were also finalists.

The judges said “Her vision is clearly inspiring her team to deliver excellent care” and so we wanted to ask her about how her approach to training and development is part of her vision.

**What is your Job Title?**
Registered Manager - Older Persons

**What is your professional background?**
27 years of working in the care environment, commenced as a care assistant and worked hard to become a manager through personal training and development. I am very passionate about delivering quality person centred care, always putting the residents at the centre of everything that I strive for.

**How are you preparing for workforce development for 2015?**
We have signed up to the Aged Care Channel (ACC) training for the year. We are committed to the training and development of our staff and will continue to adapt the training to meet the requirements of the residents, the home and individual staff members.

**How do you motivate your staff to learn and develop?**
By being a role model, encouraging individual staff to explore their strengths and take on any development opportunities which will enhance their personal development and job satisfaction. Here at Hazelgrove we have an excellent team who all are willing to learn and apply their learnings to provide the best for our residents.

**If you could wave a magic wand what support/resource would you have to support staff training?**
If I had such a magic wand I would share it with our residents and ask how they would like it to be used with our to staff to further enhance their living experience at Hazelgrove.

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**DEMENTIA FRIENDS UPDATE**

JoCo has been delivering Dementia Friends Sessions at Derby theatre. This is not only part of our commitment to volunteering for Alzheimer’s society as Dementia Friends Champions, but our desire to see mainstream services become Dementia Friendly Organisations. Leading up to the opening of the play “Inside Out of Mind” on Wednesday 18th February 2015 - Saturday 21st February 2015 *(for more information about ‘Inside Out of Mind’, see overleaf).*

The Derby theatre staff were fantastically keen to understand a little more about dementia and to learn ways that they could do more to serve and support their audience members. A few staff shared that they had indeed served members of the public who had some difficulties with memory, finding their way around and with handling money. Until the session they had not been sure if they were handling the situation correctly. There was a sense of growing confidence amongst the team which we know will only enhance audience experiences. JoCo are now looking forward to continuing to work with the theatre to promote and embed a dementia friendly culture.

We will be hosting a public Dementia Friends session before the performance on *‘Inside Out of Mind’* at Derby Theatre on the 18th of February.

*John and Farai have made 102 Dementia Friends so far!*
Find out more about...
Name: Kate Williams
Job Title: Head of Information & Systems

What is your job?
Creating the documents and systems needed for courses, projects etc. as well as supporting our customers with their needs. I also run the social media and website for JoCo.

What is your professional background?
I’m an administrator by trade and have worked in a social care environment for 11 years. I started at a domiciliary care company in Nottingham which then grew to be part of a national company where I moved to the Corporate department, supporting the Directors, Training Department and the many branches around the country.

Why is training important?
It’s important that staff feel valued and supported by their employer. Training and development opportunities for staff not only gives them new skills but the knowledge that their employer wants to invest in them. That investment will ultimately reach your customers through the staff and create a positive image. Happy staff are the best sales people you can find!

What should excellence in dementia care look like?
Above all it should be personal to the individual. Everyone is different and the impact the condition has on them will be different too. What works for one may not work for another and so a ‘one size fits all’ approach will not give an excellent service. That’s why I love the ‘Music in Care’ projects - no two toolkit compilations look the same and even if they have the same song on their list, it will mean something entirely different to them than to the next person.

What do you do in your spare time?
I perform with Nottingham Operatic Society and I sing with a close-harmony trio I set up with some friends called ‘Tripliquette’. We perform as much as we can but it’s about the tea and friendship as much as the singing! I also have a son who is 12 so our spare time is also providing a taxi service to cricket practice, music lessons etc and nagging about homework!

FREE theatre tickets for NHS staff, residential and social care personnel and family carers in the East Midlands

Inside Out of Mind is a play that reflects and is inspired by the research project – ‘Challenging Care: The role and experience of Health Care Assistants in NHS Dementia Wards’ prepared by Prof. Justine Schneider, Kezia Scales, Simon Bailey and Joanne Lloyd. The project would not have been possible without an organisational interest in improving the experience of staff, nor without individual wards prepared to expose themselves to close and prolonged scrutiny.

Inside Out of Mind offers moving insight into the mysterious domain of dementia; a world of medical magical realism peopled with puppets and performers in pursuit of a lost man in pursuit of lost love. A darkly comic and empathic tale. We cross inside out and outside in, the bridges between worlds where “time and it’s contents are drifting apart” – Nabakov.

Performances:
DERBY THEATRE - 18th to 21st February
NOTTINGHAM LAKESIDE ARTS - 24th to 28th February
THE GULBENKIAN, CANTERBURY - 3rd to 6th March
WARWICK ARTS CENTRE - 10th to 13th March
EXETER NORTHCOTT THEATRE - 17th to 20th March
CURVE, LEICESTER - 24th to 27th March

NHS staff, residential and social care personnel and family carers in the East Midlands can apply for fully-funded seats by emailing: Vishal.Gorecha@nhs.net

You can find more information about the cast and creative team at the new website: www.meetinggroundtheatrecompany.co.uk

In addition there is the workbook called ‘Self-Care for Direct Care Workers’ to accompany the show – this is free to download from the IDEA website once you have registered: www.idea.nottingham.ac.uk/courses

NEXT ISSUE: April 2015!
Information and registration details for the FREE June 2015 Dementia Conference hosted by our partners Nottingham University Institute of Mental Health

SUBSCRIBE TODAY!