

TRAINING: HOME CARE AWARD

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1. Purpose

1.1 The purpose of this news item is to inform the Personnel Committee of the arrangements for recognising and celebrating the success of Home Carers who have completed the in-house Home Care Award in Service Delivery.

2. Summary

2.1 Following a comprehensive fifteen month programme of observation and mentoring by Senior Home Carers, backed up by a comprehensive training programme, it is anticipated that all Home Carers will have completed an in-house competence based award by July 1999. This internal Award is modelled on the units of National Vocational Qualification (NVQ) Level 2 in Care.

2.2 The Home Carers' success will be recognised and celebrated at a presentation on 24 August at 2.00pm in the Council Chamber at the Civic Offices. This will be preceded by light refreshments in the Members' Lounge at 1.30pm. All members of the Personnel Committee will be invited to attend along with Home Carers, their line managers and Employee Development staff involved in the delivery of the programme. The main contact in Employee Development for further information is Joy Hallas.

3. Background

3.1 Focusing on the national numbers of unqualified, and largely untrained staff, involved in the delivery of all front line services, The Department of Health is placing emphasis on the training of these groups of workers. The internal award in Home Care Service Delivery for Council staff has been designed to:

- (a) raise service standards;
- (b) harmonise standards and performance;
- (c) provide a quality control tool in the form of performance measurement criteria;
- (d) introduce a systematic development strategy for the Service's front line workforce;
- (e) provide supervisors with the tools for supervising and developing Home Carers;

- (f) formalise what was already being done informally through training and supervision;
- (g) affirm and recognise good practice; and
- (h) ensure that workers are continually trained and equipped to meet the changing demands on the Service.

4. **The next phase**

- 4.1 In response to the increasing demands on the Service, and following completion of the Award, work will continue to further equip Home Carers to provide more individual care to specific client groups.