

E-Learning Guidance for Care Providers in Hertfordshire



It has been recognised by monitoring teams that because of the advances of technology there has been an increase in the use of e-learning. We understand that this is a tempting offer, however, the concerns are that it could lead to an over-reliance on e-learning as an effective training tool. Our view is, that the impact is minimal on practice and could be viewed as a tick box exercise. This has become an increasing issue of concern to monitoring officers and quality inspectors and is causing some companies to fall below expectations on inspections.

Below you will find some guidance which supports providers to recognise when e-learning could be appropriate.

- E-Learning is **not a replacement for face to face training provided by an approved company**
- E-Learning is **not ever** satisfactory for mandatory induction training
- E-Learning is useful when you have identified a gap (perhaps through supervision) and **there is not a suitable face to face training session coming up** and the E-Learning is therefore used as a stop gap. If you are to do this, then **you will need to show a training plan of when the person is booked on the face to face training**
- E-Learning is useful for **research** into more specialist subject areas although if it is something that the care practitioner requires to meet the needs of a service user then face to face training should be arranged for the team
- E-Learning can be used to **prepare** someone for training (to give them a general awareness level of a subject which they are **taking at a higher level or they are less confident** because they feel they might be out of their depth in the training session e.g. if English is not their first language)
- E-Learning can be used as an **assessment of learning** once someone has been on a face to face training course, if there is a test attached to the E-learning then it will provide you with a written assessment
- E-Learning can be used for some **refreshers** but never for any subjects which require a practical element

See Skills for Care Guidance on Frequency of training certain subjects. Also be aware of CQC Regulations Outcome 13:

Staffing

Regulation 22 - In order to safeguard the health, safety and welfare of service users, the registered person must take appropriate steps to ensure that, at all times, there are sufficient numbers of suitably qualified, skilled and experienced persons employed for the purposes of carrying on the regulated activity

Regulation 22 of the Health and Social Care Act 2008 (Regulated Activities) | Regulations 2010

We believe that the use of e-learning will **not** adequately support a care provider to meet this outcome

The above is also applicable to booklets and DVD's

Note: If you are using E-Learning you will need to be able to explain **why** and **how** you have used this. E-Learning forms a small part of training interventions and should always be followed up by supervision by a person who is competent in the subject area and can ask appropriate questions to determine the learning is applied in practice. It should absolutely be linked to competences and any supervisor should always observe practice. A qualification in Assessing Competence is advisable as a further piece of evidence for inspection monitoring. In all supervisions, it is good practice to always talk about any training the staff member has received and to record this.

Some care companies are choosing to use E-Learning as an answer to ticking off the training matrix. Training staff should never be a tick box exercise.

This is a multi-agency agreement and the guidance has been agreed by HCPA, HCC Learning & Development, HCC Monitoring and CCG Monitoring.