

# Welcome

## Adult Disability Provider Forum

28/09/2023

**Session will begin shortly**

The 'Care To Step Up' programme is part-funded by:



**European Union**  
European Structural  
and Investment Funds

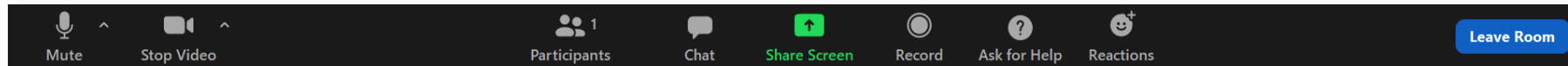


# House Keeping

- If you are in the wrong break out room, please click leave and select Leave Breakout room and you will be taken back to main event to be reassigned
- Microphones off unless asked to speak or speaking
- For questions, please add these to the chat box, we will come to these at the end, you may be asked to elaborate over the microphone

## In-Meeting Controls

The attendee controls appear at the bottom of your screen. To access the meeting controls, just move your mouse in the Zoom window.



Attendees have access to these features:

### Mute or Unmute:



To mute or unmute your microphone, click the ^ arrow next to the picture of the microphone.

**Please keep your microphone on mute during the presentation**

### Start Video or Stop Video:

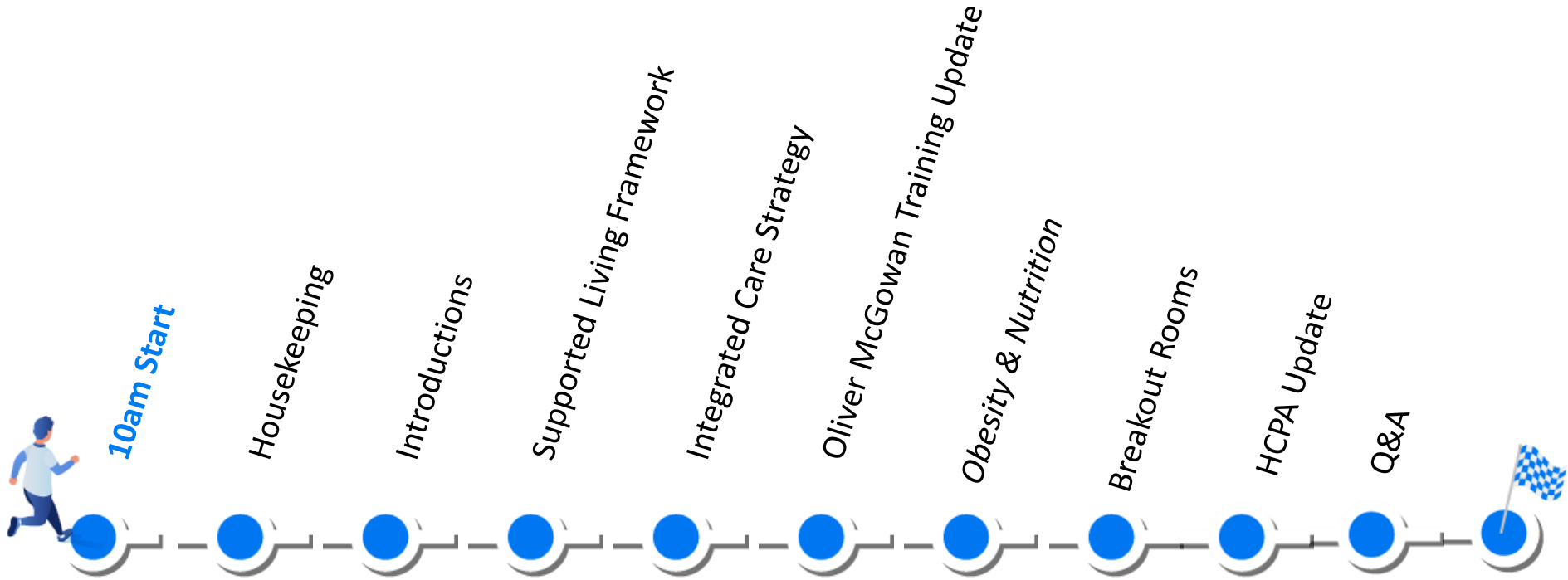


To turn your camera on or off, click the ^ arrow next to the picture of the video camera.

**Please keep your video off during the presentation.**



# Agenda



# Commissioning Update

## Supported Living Framework

Gemma Brace



Hertfordshire and  
West Essex Integrated  
Care System



Hertfordshire and  
West Essex  
Integrated Care Board

# Hertfordshire and West Essex Integrated Care Strategy



Working together  
for a healthier future



## Our vision

A healthy Hertfordshire and West Essex, enabling everyone to live their best lives, with the greatest possible independence. We are striving for a healthy Hertfordshire and west Essex where we can increase the years that our residents live in good health and lead their best possible lives with the greatest amount of independence. This includes ensuring our residents have a place they can call home in supportive communities with the people and things that they love and opportunities to succeed.

## Our core principles

### 1. Integration of health, care, and wellbeing services

We will prioritise **opportunities for integrated planning, commissioning and delivery of health, care, and wellbeing services** so that people's experience of support and services is more joined up. We recognise that it is routine for health and care staff to work together across teams and between organisations. This strategy is about the big strategic swings where a more joined-up approach will bring local authority, NHS, and voluntary sector services much closer together to maximise the chances for health gain at every opportunity.

### 2. Priority towards prevention and early intervention

We will prioritise **prevention and early intervention**, reflecting the evidence that it is better to identify and deal with needs earlier rather than to respond when difficulties have become complex, which will then require intensive action by services. Preventative services are particularly effective in improving the longer-term life chances of children, young people, and their families. We will do more than just talk about prevention. We will act and make use of local good practice that supports personalised care such as the Connected Lives model for social care in Hertfordshire. We will look at how we can shift investment across our system so that we can support the priorities we have set ourselves for early intervention and prevention, at the same time still striving to improve services for those who need our help now.



Hertfordshire and  
West Essex Integrated  
Care System



### 3. Targeted work to reduce health inequalities

We will prioritise targeted work to **reduce health inequalities** across our population and across all services and settings, reducing avoidable and unfair differences in health between different groups in society. We will utilise local intelligence including population health management systems to enable health and care staff to identify people most at risk of ill health and identify areas where health inequalities are greatest to ensure that resources can be targeted at people with the greatest need. We will also work in an integrated way to reduce the factors that contribute towards health inequalities.

### 4. Involving our residents and our workforce

We will **involve our residents** who use our services, their carers, and communities, along with our staff that deliver our services. We will engage with them at the earliest stages of service design, development, and evaluation. We recognise that those with ‘lived experience’ of a particular issue or condition, their families and carers, and the staff that support them are often best placed to advise on what support and services will make a positive difference to their lives. We are committed to working with our residents to improve our services and will listen to what our residents tell us and respond to their needs.



Hertfordshire and  
West Essex Integrated  
Care System



**Priority 1: give every child the best start in life**

We will ensure that children in Hertfordshire and West Essex have the best opportunity to be safe and well and to reach their potential at school and beyond.

**Priority 2: support our communities and places to be healthy and sustainable**

We will work with our communities to improve our residents' health and wellbeing by reducing health inequalities and taking action on the wider determinants of health including housing, employment and the environment.

**Priority 3: support our residents to maintain healthy lifestyles**

We will support people to be physically active, eat healthily and maintain a healthy weight, and we will provide support and advice to prevent tobacco, alcohol and substance misuse.

**Priority 4: enable our residents to age well and support people living with dementia**

We will ensure our residents are supported to age healthily, with access to advice and services that enable them to live well and independently for as long as possible.

**Priority 5: improve support to people living with life-long conditions, long term health conditions, physical disabilities, and their families**

We will support people living with lifelong conditions, long term health conditions, physical disabilities and their families assisting them to take more control of their health and live a good quality of life.

**Priority 6: improve our residents' mental health and outcomes for those with learning disabilities and autism**

We will provide early help to our residents to prevent mental illness and support the health and wellbeing of those with a Severe Mental Illness (SMI), learning disabilities or autism.



Hertfordshire and  
West Essex Integrated  
Care System







Find out more  
about our new  
**Integrated  
Care Strategy**



Hertfordshire and  
West Essex Integrated  
Care System



# Re-commissioning advocacy services for adults in Hertfordshire

Hertfordshire County Council funds independent advocacy services to ensure that our most vulnerable citizens can have their voices heard in conversations about their care and support and to promote individual choice and control in decisions that will affect their future. Advocacy services in Hertfordshire are provided by a range of organisations, working together in partnership, with each other and the Council. You may recognise:

- **People Of here Want Equal Rights (POhWER)** – Adult Disability advocacy for individuals between the ages of 18 – 65 years
- **Hertfordshire Independent Living Service (HILS)** – Older People advocacy for individuals aged 65 years +
- **VoiceAbility** – Mental Health advocacy

# Surveys:

The link to the anonymous survey for Hertfordshire residents is: <https://surveys.hertfordshire.gov.uk/s/A3HO6C/>

If you would like to be involved in a working group set up to help shape the future of advocacy services in Hertfordshire, then please give us your details at the end of this survey.

There is a separate survey for Hertfordshire professionals which can be found here: <https://surveys.hertfordshire.gov.uk/s/5LYN53/>

# Workshops for Hertfordshire residents:

Date and Time	Joining instructions
<b>Tuesday 3<sup>rd</sup> October at 5.30pm</b>	Microsoft Teams meeting <b>Join on your computer, mobile app or room device</b> <a href="#">Click here to join the meeting</a> Meeting ID: 369 069 843 874 Passcode: h6qEFk <a href="#">Download Teams</a>   <a href="#">Join on the web</a> <b>Or call in (audio only)</b> <a href="#">+44 20 3321 5200,,703535708#</a> United Kingdom, London Phone Conference ID: 703 535 708# <a href="#">Find a local number</a>   <a href="#">Reset PIN</a> <a href="#">Learn More</a>   <a href="#">Meeting options</a>
<b>Thursday 5<sup>th</sup> October at 10.30am</b>	Microsoft Teams meeting <b>Join on your computer, mobile app or room device</b> <a href="#">Click here to join the meeting</a> Meeting ID: 349 877 583 362 Passcode: ntwetR <a href="#">Download Teams</a>   <a href="#">Join on the web</a> <b>Or call in (audio only)</b> <a href="#">+44 20 3321 5200,,440351136#</a> United Kingdom, London Phone Conference ID: 440 351 136# <a href="#">Find a local number</a>   <a href="#">Reset PIN</a> <a href="#">Learn More</a>   <a href="#">Meeting options</a>

# Workshops for Hertfordshire professionals:

If you have any questions on the re-commissioning of advocacy services in Hertfordshire or opportunities to be involved please contact [tara.mullaney@hertfordshire.gov.uk](mailto:tara.mullaney@hertfordshire.gov.uk) or [anne.fergus@hertfordshire.gov.uk](mailto:anne.fergus@hertfordshire.gov.uk)

Date and Time	Joining instructions
<b>Thursday 5<sup>th</sup> October at 2pm</b>	Microsoft Teams meeting <b>Join on your computer, mobile app or room device</b> <a href="#">Click here to join the meeting</a> Meeting ID: 311 444 433 026 Passcode: XMppXg <a href="#">Download Teams</a>   <a href="#">Join on the web</a> <b>Or call in (audio only)</b> <a href="#">+44 20 3321 5200,,424656056#</a> United Kingdom, London Phone Conference ID: 424 656 056# <a href="#">Find a local number</a>   <a href="#">Reset PIN</a> <a href="#">Learn More</a>   <a href="#">Meeting options</a>

# A Managers Guide to The Oliver McGowan Mandatory Training on Learning Disability & Autism



# Oliver McGowan Mandatory Training

**Requirement under CQC Regulation** - The Oliver McGowan mandatory training has been designed based on the **Core Capabilities** Framework for Supporting People with a Learning Disability and Supporting Autistic People. It includes relevant learning outcomes and competencies from each core capabilities framework.

**Other training** - Oliver's training is intended to provide a **minimum requirement** and does not include training everything each member of staff will require.

**Health and Care Act 2022** -The Government has now introduced a **requirement** for CQC registered service providers to ensure their employees receive learning disability and autism training appropriate to their role.

The government is also required to **publish a code of practice** to provide guidance about how to meet this new legal requirement for training on learning disability and autism. This code of practice is still being developed and will need to be consulted on before it is available

---

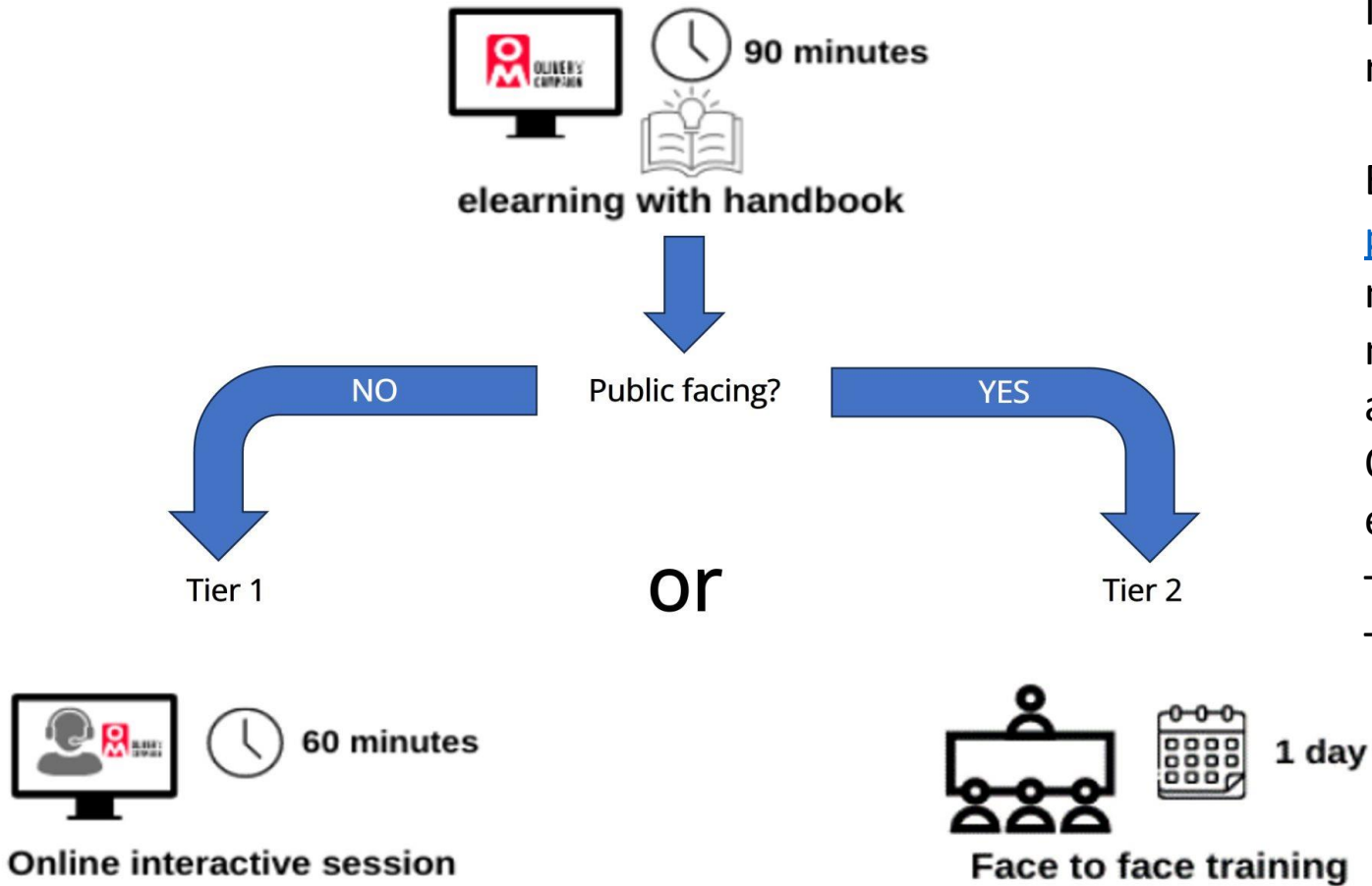
Each of the 42 Integrated Care Systems (ICSs) across England are co-ordinating the roll out within their locality.





# What the Oliver McGowan Mandatory Training on Learning Disability & Autism entails

# What are the tiers of training?



There are two routes to completing the Oliver McGowan training, dependent on job role and responsibility.

Entry onto both involves completing an [e-learning package](#). Please note the e-learning is managed on the national platform e-learning for healthcare and is **not** managed by HCPA. Participants will need to have an account or register for one.

Once the e-learning is completed, the next step is then either:

- a one-hour interactive live online session (Tier 1), or;
- a one-day face to face training session (Tier 2)

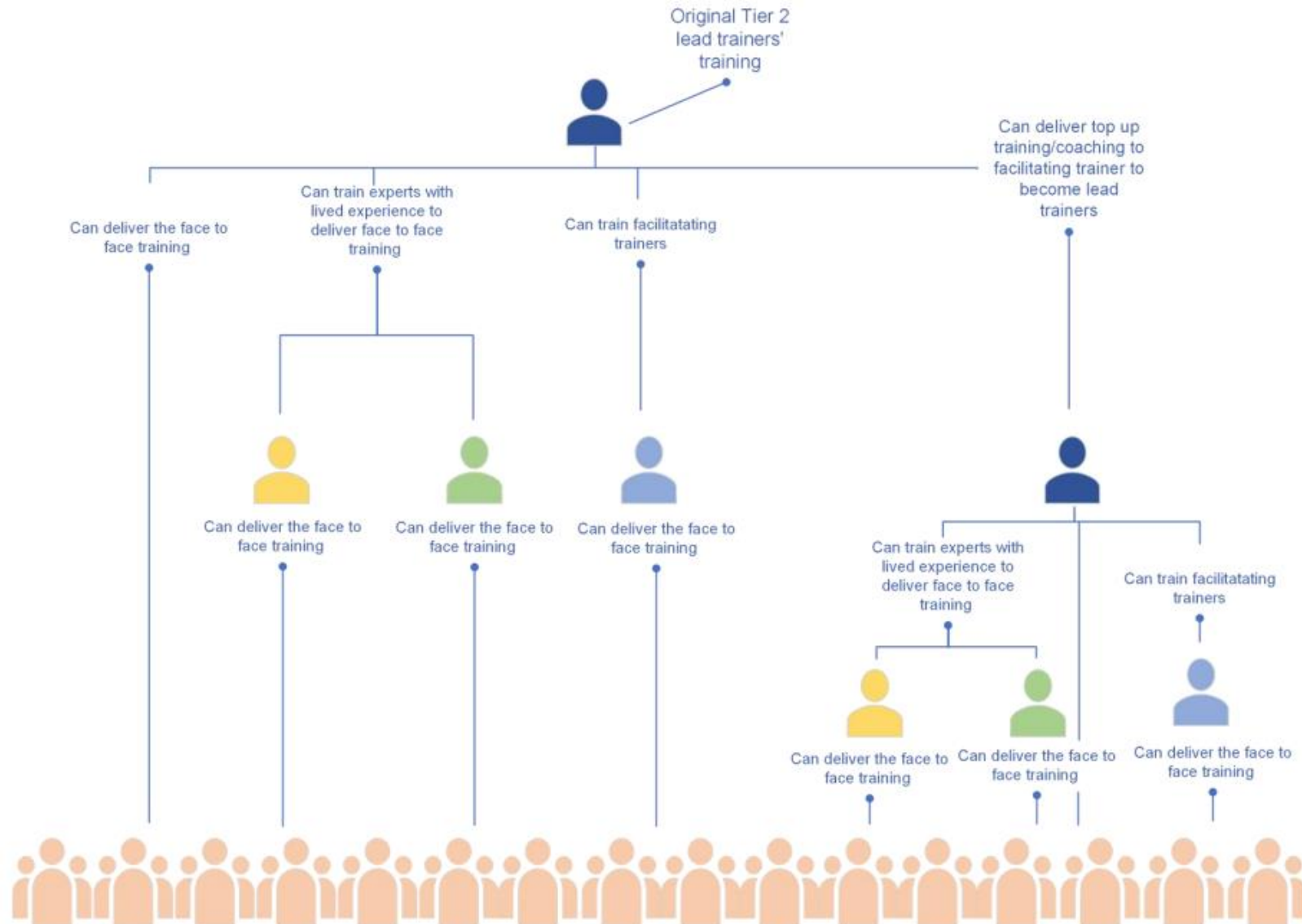
The required e-learning  
prior to undertaking  
either of the "tiers"

# Requirement

- Please make sure that each staff member booked to attend Tier 2 at HCPA brings proof of e-learning completed prior to their face-to-face session.

The Train the Trainer  
cascade model

**Diagram 2: Trainers' training for 1 day face to face training**



Co-Trainers opportunities

# Someone you support interested in becoming an Expert with Lived Experience?



- HCPA have been funded to support the roll out of the Oliver McGowan Mandatory training for Hertfordshire and West Essex for CQC Registered Health and Social Care providers. A key part of the training is to include Experts with Lived Experience to co-train with HCPA's existing training team. Experts with Lived Experience must either have a learning disability and/or be autistic.
- Full details, and how to apply, can be found [here](#) , and in [Easy Read](#) here.
- Any queries please email [olivermcgowantraining@hcpa.co.uk](mailto:olivermcgowantraining@hcpa.co.uk)





## A Managers guide to the Oliver McGowan Mandatory Training on Learning Disability & Autism

---

Date & Time      Oct 6, 2023 13:30 in [London](#)

Description      All health and care staff need appropriate and meaningful training to help them to understand people who have a learning disability and autistic people.

The government has committed to developing a standardised training package which draws on existing best practice, and the expertise of people with a learning disability, autistic people, and subject matter experts.

The Oliver McGowan Mandatory Training on Learning Disability and Autism is the standardised training that was

[A Managers guide to the Oliver McGowan Mandatory Training on Learning Disability & Autism](#)

**Q&A**



- ▶ Hilary Gardener
- ▶ Strategic Liaison Nurse for Adults with Learning Disabilities - Primary Care
- ▶ And Lead nurse for Purple Star Strategy

# Obesity and Diabetes in People with a Learning Disability

**overweight** - 27% of people with learning disabilities compared to 31.8% of people without a learning disability.

**obese** 37% of people with learning disabilities compared to 30.1% of people without learning disabilities.

# What are the Risks of being Obese ?

cardiovascular disease

diabetes

some cancers

stigma and bullying in childhood

poor mental health in adulthood

People with learning disabilities have substantially higher rates of all these conditions associated with being overweight

The higher prevalence of obesity in people with intellectual disabilities is due to a complex mix of behavioural, environmental and biological factors.

# Biological

Predisposition due to certain conditions eg Prada Willi Syndrome and Downs Syndrome

Higher proportion of people with an LD are on psychotropic medications which weight gain can be a side effect of

Higher prevalence of conditions such as Hyperthyroidism

# Behavioural

Routines - snack times, tea and biscuit - Little Treat !

Standard meals - higher proportion of meat, milk, carbs and sugars and lower intake of fruit and veg

Exercise - even just everyday step count significantly less.

Organised Exercise - if part of exercise groups etc often staff shortages etc can restrict regular attendance and frequency [once a week is not enough]

Nobody responds well to being TOLD what to do when it comes to diet ...



# Environmental

Living independently - Purpose, boredom

Self Worth - How others treat and perceive you plays a huge part in how you value yourself

Aaaarh Bless - she loves her food and she hasn't got much else to look forward to

But we all love a takeaway I cant deprive her

We can't lock the cupboards - its his choice

## Links between Obesity and developing Diabetes;

- recent research suggests that obese people are up to **80 times more likely to develop type 2 diabetes** than those with a BMI of less than 22.
- Type 1 and type 2 diabetics are at greater risk of developing heart disease and Cancer.

(Taken from Diabetes UK website [Diabetes and Obesity](#))

- Type 2 diabetes affects people of South Asian, African-Caribbean, Chinese or black African descent up to a decade or more earlier than white Europeans.
- Recently a large scale study of Londoners revealed that **by age 80 years, 40-50% of British South Asian, African and African-Caribbean men and women had developed diabetes**, at least twice the proportion of white Europeans of the same age.

(Taken from Adult Obesity & Type 2 Diabetes report, [Adult obesity and type 2 diabetes - GOV.UK \(www.gov.uk\)](#))

▶ Gavins Story



▶ Jason's Story - The strength to tackle obesity when you have a learning disability - YouTube

# So what can be done to help people??

- ▶ Enabling people to understand as much as they possibly can the risks they are putting themselves at
- ▶ Annual Health Check - make sure they are accessing all the NHS help available and it is on the Health Check Action Plan - Holistic approach - The person, their family and friends, the people who support them and the GP practice
- ▶ Nobody responds to being TOLD so think support and camaraderie - Help with making less unwise choices tool [obesity-help-make-less-unwise-choices.pdf \(hertfordshire.gov.uk\)](#)
- ▶ This is in the [www.hertfordshire.gov.uk/LDweightcheck](http://www.hertfordshire.gov.uk/LDweightcheck) section of website

Information taken from [Obesity and weight management for people with learning disabilities: guidance - GOV.UK \(www.gov.uk\)](#)

# Breakout Rooms

---



Any current challenges across services

Support needed

Good news stories



# Skills for Care Update

September 2023



# Adult social care workforce survey

**An opportunity to take part in the first major national survey of care workers in all care roles in adult social care in England.**

We're conducting the survey with Ipsos and The University of Kent, on behalf of the Department of Health and Social Care (DHSC).

The survey is gathering information about working conditions, organisational characteristics, and workplace culture, to understand how work-related quality of life and wellbeing is affected. It's a chance for all those working in social care to share their experiences and the findings will be used to influence decision-making to support positive change for the adult social care workforce in England.

[Complete the survey](#) (it should take no longer than 20 minutes)



## Oliver McGowan draft code of practice

The draft Oliver McGowan Mandatory Training on Learning Disability and Autism code of practice outlines how health and care providers who are registered with the Care Quality Commission (CQC) can meet the legislative requirement introduced by the Health and Care Act 2022 to ensure staff receive training on learning disability and autism, appropriate to their role.

The public consultation on the draft code of practice will run for 12 weeks and closes on Tuesday 19 September 2023. Following this, the government will consider all consultation responses to inform any final changes to the draft code of practice.

[Find out more and respond to the public consultation](#)





# #RecruitRight

**This September we're shining our spotlight on recruiting the right people.**

Our latest data show that vacancy rates have decreased over the past year and while this is positive, we know recruitment remains one of the biggest challenges for social care employers and managers.

Throughout our campaign we'll be sharing information, resources and real-life stories with the sector including how to:

- use values-based recruitment approaches
- attract people from different demographics
- recruit safely and fairly and retain workers

[Find out more](#)



# Webinars to support your service



**Our series of webinars cover a wide range of topics – they are delivered to a live audience and recorded for further viewing.**

- Care topics
- Digital, data and technology
- Recruitment and retention
- Managing a service
- Managing people
- HR
- Wellbeing



**[www.skillsforcare.org.uk/RMwebinars](http://www.skillsforcare.org.uk/RMwebinars)**

## **New recorded webinars**

- A caring culture – Practical ways to set and promote a positive workplace culture
- Safer employment – Effective references
- Providing evidence to the CQC and New CQC inspection



# Upcoming webinar...



## Involving people in care planning

**Thursday 21 September | 10:00 – 11:00 | Zoom**

**Do you want to learn more about practical and person-centred ways to involve the people you support and meet expectations?**

This webinar will provide insight into how other adult social services involve people in different parts of the care planning process, ensuring that people's needs continue to be met through regular reviews and support. We will also explore how Outstanding rated services directly involve individuals to ensure a service delivers outcomes focused person-centred care.

This webinar is delivered in partnership with The Outstanding Society and is aimed at frontline managers, senior care workers, and others supporting the service to involve people in planning their daily care.

**[Register for the webinar now](#)**



# Upcoming webinar...



## Involving people in care planning

**Thursday 21 September | 10:00 – 11:00 | Zoom**

**Do you want to learn more about practical and person-centred ways to involve the people you support and meet expectations?**

This webinar will provide insight into how other adult social services involve people in different parts of the care planning process, ensuring that people's needs continue to be met through regular reviews and support. We will also explore how Outstanding rated services directly involve individuals to ensure a service delivers outcomes focused person-centred care.

This webinar is delivered in partnership with The Outstanding Society and is aimed at frontline managers, senior care workers, and others supporting the service to involve people in planning their daily care.

**[Register for the webinar now](#)**



## 2023 Digital leadership programme

**This four-day virtual programme for registered managers and deputy managers of adult social care services is designed to build digital confidence and ability.**

It will help develop managers into digital leaders and will equip them with the insight to identify and embed digital technology in the delivery of care and support.

Programme objectives include the digital basics, leadership and transformational change, co-production and using data to create change.

The programme is delivered by Skills for Care in partnership with the National Care Forum.

**[Find out more and book your place](#)**



# Our latest blogs and articles

## [Why knowing more about the great people who work in care matters](#)

Did you know that there are around 1.6 million dedicated and highly skilled people working in adult social care?

## [Settling international employees into your organisation](#)

We spoke with care providers about how they help to settle staff recruited from abroad into their workplace and their new home, as part of supporting a #PositiveWorkplaceCulture.

## [RM receives MBE for services to social care](#)

Huge congratulations to Julie Shield, Registered Manager, Abbeyvale Care Centre part of the National Care Group, who received an MBE earlier this year for her services to social care.

# Eastern aspiring managers network

## Next meeting

**Thursday 19 October 2023 10:30 - 12:00**

Skills for Care's local aspiring manager networks provide a supportive and informative environment for deputy managers, team leaders and senior care staff to discuss challenges, issues and successes with those working in similar roles. They are open to people from all care settings and service types in the Eastern region.

**This session will focus on Self Confidence and Personal Effectiveness.**

**Please feel free to join even if you weren't able to attend previous meetings of the network, everyone is very welcome to join us when they can.**

# Live podcast – In conversation with Neil Eastwood

Thursday 28 September 2023 | 10:00 – 11:00 | Zoom

Join us for a special live episode of ‘The care exchange’ where we will be chatting with Neil Eastwood, CEO and founder of Care Friends.

Neil will be sharing lots of practical tips and advice on how you can find more of the best frontline care staff and how to keep the ones you have. He will also be talking about his recently published second edition of Saving Social Care.



**[Register now](#) for this special live episode and take the opportunity to see the podcast hosts Pia Rathje-Burton and Wendy Adams chatting to Neil!**





# Introductory modules for managers

## 11 eLearning modules to develop skills in leadership, succession planning and developing future talent

- Leading and managing in adult social care
- Supporting and developing teams
- Regulation and governance
- Effective communication
- Working with partners
- Leading a person-centred service
- Safeguarding and mental capacity
- Making decisions
- Managing resources
- Learning and innovating
- Personal development and wellbeing

**Employers can claim £50 per completed module from the Workforce Development Fund.**

**[www.skillsforcare.org.uk/IntroductoryModulesForManagers](http://www.skillsforcare.org.uk/IntroductoryModulesForManagers)**



# Updates to the Manager Induction Standards

**The Manager Induction Standards have been reviewed and updated to better prepare new and aspiring managers to perform well in their role.**

Leaders and managers are important to the success of any organisation which is why effective induction of managers needs to be a key focus.

Skills for Care has reviewed the Manager Induction Standards (2023) so you can use them to support this process. They can be used as a tool to assess development and provide information on what areas a potential or new manager needs to develop further. They've been developed with a range of organisations to ensure they're fit for purpose.

[View the standards](#)

# Supporting the development of leadership skills guide

**Skills for Care supports the development of leadership skills in adult social care at all levels.**

**Whether you're a leader looking to develop your own skills, or are planning the development of future leaders within your organisation, we're here to help.**

We've created a guide which brings together the support we offer to develop the leadership skills of your workforce at different levels.

This includes structured learning in the form of learning programmes and qualifications, practical support such as tools and resources, and making connections through networking and relationship building.



[View the guide](#)

# New training resources to help support personal relationships

**We have launched a new package of training materials to help develop the skills and knowledge needed to support people who draw on services with personal relationships.**

The trainer materials include PowerPoint slides which are supported by a training facilitator guide, lesson plan and learner handouts and worksheets.

They compliment our 'Supporting personal relationships guide' and are focused on enabling social care providers to offer support in a way that respects peoples' choices and values whilst keeping them safe.

[Find out more](#)





# New LGBTQ+ learning framework

## **New learning framework for knowledge, skills and values for working affirmatively with LGBTQ+ people in later life.**

This learning framework aims to provide a base for identifying the insights, knowledge, understanding and skills that the social care workforce need to help them work affirmatively, inclusively and effectively with individuals from gender and sexually diverse communities.

The framework is intended to be used by social care employers, employees, training providers, regulator, commissioners, policy makers and others to build their own knowledge of LGBTQ+ issues, to support colleagues' understanding, and to create learning programmes which will allow teams to better support LGBTQ+ people in later life.

[www.skillsforcare.org.uk/LGBTQFramework](http://www.skillsforcare.org.uk/LGBTQFramework)

# New resources to support culturally appropriate care

These resources have been produced to help you have a clearer understanding of culturally appropriate care and what that may mean to individuals you support.

- The 'Culturally appropriate care guide' covers a broad range of topics that will help you to learn about and be sensitive to people's cultural identity or heritage.
- Use the supporting training resources to implement the learning from the guide at your service.



[www.skillsforcare.org.uk/CulturallyAppropriateCare](http://www.skillsforcare.org.uk/CulturallyAppropriateCare)

# International recruitment support

**Recruiting internationally is a great way to find skilled and diverse workers, but employers often tell us they have trouble navigating the legalities of recruiting internationally**

**Our international recruitment webpage has a range of resources including:**

- Webinar recordings
- Guidance and checklist for gathering and assessing criminal record information including displaced people
- Links to other useful sources of information including
  - Overseas recruitment bite-size guide
  - Code of practice for international recruitment
  - Ethical recruiters list
  - Government guidance
  - Pastoral care guide for international recruitment



**[www.skillsforcare.org.uk/Internationalrecruitment](http://www.skillsforcare.org.uk/Internationalrecruitment)**

# What Good Looks Like

As part of the 'People at the Heart of Care' whitepaper, the Government have created the What Good Looks Like Framework for digitising social care to be used as an aspirational framework for providers of all sizes, including local authorities and the CQC.

They are supporting providers by updating the Digital Social Care website and providing local ICS' with funding towards implementation of Digital Social Care Records





# Digital Social Care Records

## Benefits of Digital Social Care Records:

- Access to real-time records
- Easy to update care plans and communicate changes with staff
- Real time alerts for missed or late activities
- Generation of trend reports to provide better insights to common issues
- Less time spent on paper work each day
- Saving on printing cost

CQC have announced that in the Single Assessment Framework it will be **increasingly difficult to achieve good or outstanding outcomes using paper-based records.**

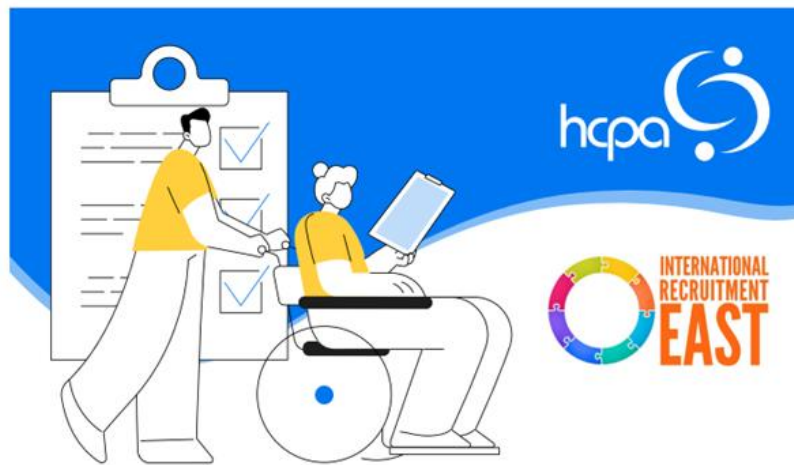
# Digital Transformation Fund

**You can claim up to 50% of funding for Digital Social Care Records if you are:**

- CQC Registered
- Based in Herts and West Essex
- Currently using paper-based records, or implemented an Assured Solution after April 2022

Complete an application form by 31<sup>st</sup> October to receive current funding [www.hcpa.info/funding-and-digital-trials/](http://www.hcpa.info/funding-and-digital-trials/)





## Calling all adult social care employers and employees...

Have your say and tell us more about what you think are the training needs for care workers from overseas. We want to know what employers think and staff working in the sector.

The information collected from the survey will be used by the partners working on this project to understand training and support needs of workers from overseas. In this way we can develop future training for people from overseas who come to work in adult social care, in order to ensure that people are supported even more effectively.

The survey takes no more than 10 minutes to complete. **PLEASE SHARE WIDELY.**

Use this link [smartsurvey.co.uk/s/E0BV7K](https://smartsurvey.co.uk/s/E0BV7K) or alternatively the QR code. You could print and put in staff rooms or email to your staff team and encourage them to tell us what they think would help.

Please share widely. The more data we collect the more helpful this will be. The survey can be completed via mobile, laptop or PC and will close on the **9th October 2023**.



# Member's Zone!

Visit:  
[hcpa.info/members-zone](https://hcpa.info/members-zone)

The site is **available for HCPA members** access this with your login and password you received when you signed up for membership.



## Welcome to the HCPA Members Zone

The Member Zone is here to help all HCPA Members access local and national resources, tools, guides, and contacts in a wide variety of areas.

Search the Members Zone



REGULATION & INSPECTIONS



RUNNING YOUR CARE BUSINESS



SAFEGUARDING & CAPACITY



HEALTH & WELLBEING



MEDICATION



CARE PLANNING



HCPA EVENT RESOURCES



TECHNOLOGY & EQUIPMENT



ADULT DISABILITY & MENTAL HEALTH

# THE HCPA CARE PROVIDER HUB PROVIDING PEACE OF MIND.....



ASK us anything! We are your support service, here to answer your questions on all topics Adult Social Care related.

- Govt guidance, laws, standards and expectation.
- Covid: PPE, vaccinations and infection control.
- Liaison with Hertfordshire County Council.
- Funding, contracting and commissioning.
- Staff wellbeing and recognition.
- HR, Staffing and recruitment.
- Training and education.
- Business continuity.
- Data protection.
- Monitoring.
- Equipment.
- Insurance.

**Your hub, your support service.....**

**01707 708108 / [assistance@hcpa.co.uk](mailto:assistance@hcpa.co.uk) (Mon to Fri - 9am to 5pm). [www.hcpa.info/hub](http://www.hcpa.info/hub)**

HCPA: 'Sharing best practice in care through partnership'



## Webinar evaluation form



**Q&A**

