INSPIRE
FRAMEWORK

Including fully funded skills for care courses

"Coming to the end of our INSPIRE training programme, participants said they had found the programme so beneficial that they wanted Watford Mencap to spend it's 2020/21 training budget on delivering more INSPIRE training so their colleagues would receive the same fantastic learning opportunities that they had enjoyed over the past months"

- CEO | Watford MENCAP

01707 536 020

inspire@hcpa.info

www.hcpa.info/inspire

CONTENTS

* Skills for Care Endorsed

Introduction to the Inspire Framework

HCPA has created this Framework to meet the needs of succession planning in organisations. This is your opportunity to build a bespoke programme which will support new and aspiring leaders to become knowledgeable, confident and competent at leading your teams.

- Grow leadership talent within a bespoke programme
- Choose modules which fit your needs
- Based on learning and reflection

The second part of our Framework now supports those leaders who want to further develop and concentrate on transforming their service.

HCPA is an Endorsed Provider for Skills for Care and this programme includes as part of its core the Lead to Succeed endorsed course or the Well Led endorsed course.
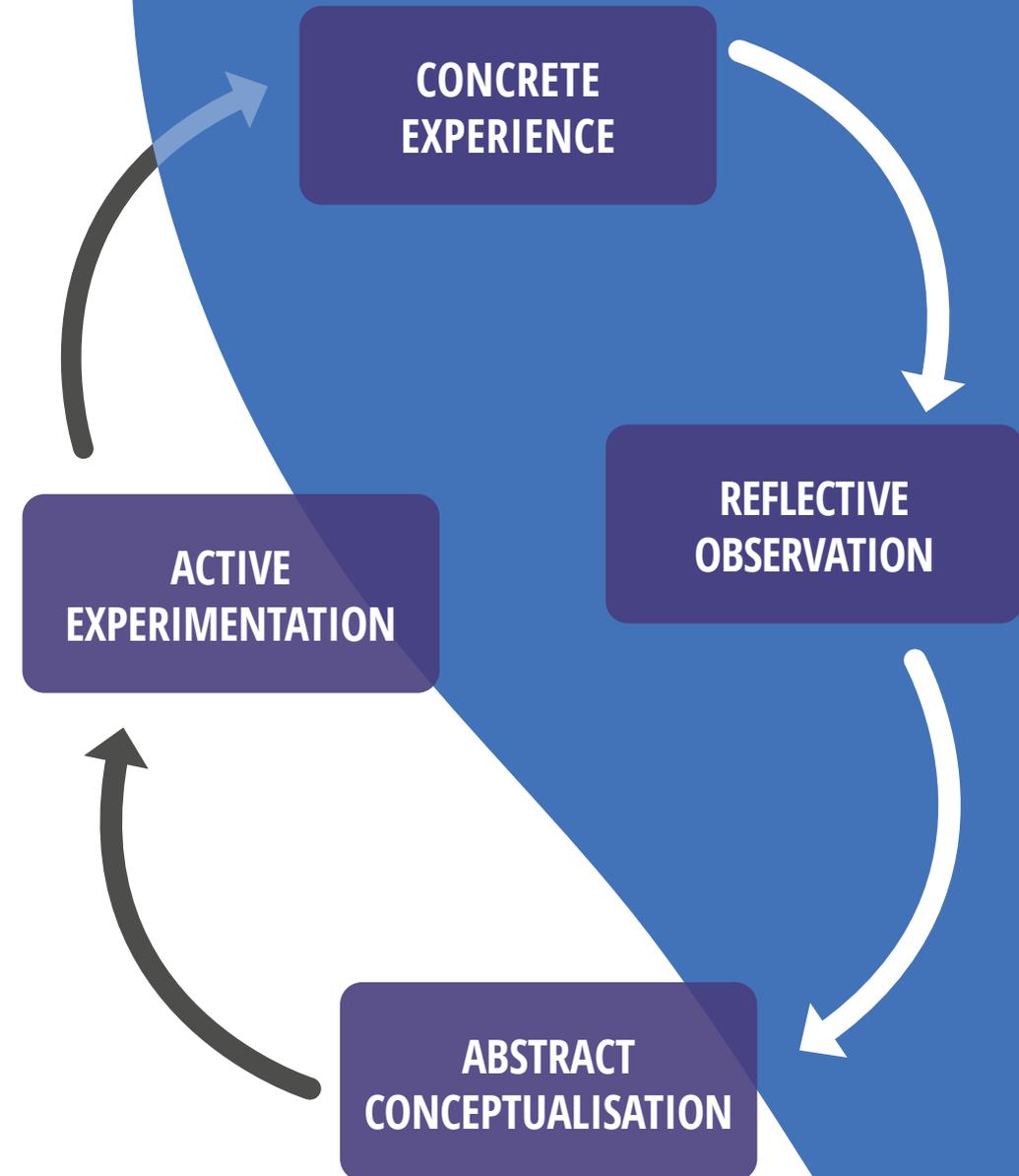
Reflective learning and optional support day

Included in the Lead to Succeed part of the programme are reflection logs which are mapped to the Level 4 Principles of Leadership and Management in Adult Care and the Leadership Qualities Framework.

Completion of the Bespoke Inspire Framework

- <u>Will</u> lead to certification
- <u>May</u> lead to qualification

Learners will be nurtured on the course which includes:

CONCRETE EXPERIENCE

REFLECTIVE OBSERVATION

ABSTRACT CONCEPTUALISATION

ACTIVE EXPERIMENTATION

What is the Inspire Framework?

This Framework has been set up to enable Care Companies to access bespoke training for their aspiring senior staff or managers.

Training can be delivered at HCPA or on site.

The Framework is 'Pick 'n' Mix' and **each company can decide what they want to include in their bespoke program** by choosing both core and optional courses.

The company can choose from a mix of training courses and assured or endorsed courses. Any combination can work, so the bespoke programme **can be as big or small as the company wishes.** Additional learning or qualifications can be added at a later date.

If the company chooses to go onto qualifications, **all the training will be mapped to the level 4 certificate in Principles of Leadership Management in Adult Care so that the learners can have criteria ticked off by doing the work** from courses on the Inspire Framework. Learners evidence criteria by completing an action log and activity sheets as they go along.

HCPA will provide a **mapping document for each of the courses** at level 4. Level 5 can also be mapped.

The company may choose to **train up assessors as part of the framework** and build this into their bespoke programme.

If there is something not on the framework that a **company requests,** HCPA can look to add this to the offer.

Certificates will **carry the company name** built into the Inspire Framework logo.

New addition:

HCPA are now able to run 'set' programmes as open courses for those who do not have large groups of leaders.

How does it work?

STARTINSPIREHERE

Core Course

Route 1:

Designed to help seniors, leaders and managers to **_develop_** their management and leadership **_potential_**

- Well Led

4 days in total

Core Course

Route 2:

Designed to help leaders and managers to **_further develop_** skills and **_transform_** services

- **T.E.A.M:** Team Building

- Lead to Succeed

6 days in total

Begin your bespoke Inspire learning with the above **core courses**. Once you have completed these, you have the option to move to some optional courses...

(Optional courses must be chosen at the beginning of your Inspire journey)

... if you want to continue your learning, pick from any of the below **optional courses**. If you don't see anything here take a look at our other courses available in our training brochure that we will be able to tailor for you as part of your **bespoke programme!**

Optional Courses

- Understanding Performance Management

- Understanding Self Management Skills

- Understanding Workplace Culture

...and many more (see page 25)

Core Courses

Route One: Ideal for newer or aspiring seniors or managers

T.E.A.M: Team Building

Duration: One Day

Course Description

This course is designed to help leadery understand what makes people unique and celebrate this diversity. Recognising their own personality traits and types can be beneficial for leaders as it helps them understand how they and others interact and react. Managers benefit from this understanding as they can learn how to get the best from their employees.

Learning Outcomes

This course will help your organisation:

- Have leaders who are aware of the impact of their communication & behaviours has on their team
- Enable managers to more effectivley motivate their staff
- Deal with organisational change more competently, reducing stress & supporting employees
- Manage conflicts & difficult behaviour in their team
- Equip managers with the tools to better their team

Lead to Succeed - Module One Successful Behaviours for Leaders and Managers

Skills for Care Endorsed
Duration: Five Days
Day One of Five

Module Description

This module is designed to help leadership teams understand the value of effective leadership in Adult Social Care and how its impact could be measured. You will learn how to recognise key qualities and behaviour that will support you to lead and manage teams and services effectively.

Learning Outcomes

This course will help your organisation:

- Define what is meant by 'leadership' & 'management' & explain the difference
- Explain why managers need both leadership & management skills
- Describe the features of effective leadership
- Identify methods for building trust & effective relationships
- Describe own role in establishing internal & external relationships
- Define the benefits of networking
- Identify features of partnership working
- Explain how people using services, their families & carers could be important team members
- Identify the range of individuals, organisations & community groups who could be part of a team contributing to positive outcomes
- Explain ways to capture evidence & measure the impact of the changes made
- Develop an initial action plan to implement the learning that has taken place

Lead to Succeed - Module Two Developing a Positive Culture

Skills for Care Endorsed
Duration: Five Days
Day Two of Five

Module Description

This module is designed to help leadership teams understand what is meant by a positive workplace culture and the benefits it can bring. Explore your role in developing culture and provide practical approaches to developing and promoting key aspects of culture.

Learning Outcomes

This course will help your organisation:

- Explain what is meant by a 'workplace culture'
- Explain the benefits of a positive, values-based culture
- Describe their role in creating a values-based culture
- Describe how to promote a culture that values learning & sharing experiences
- Explain how to support the application of new learning
- Explain how sharing quality learning can have a positive impact on services
- Define a safe & trusting culture & how this might support continuous improvement
- Explain own role in developing a culture that supports individuals to achieve outcomes
- Explain how to develop a culture where everyone feels responsible for quality assurance
- Explain the importance of an entrepreneurial culture & the business benefits it brings
- Explain how to lead a team that manages risk effectively
- Develop an initial action plan to implement the learning that has taken place

Lead to Succeed - Module Three Effective Supervision

Skills for Care Endorsed
Duration: Five Days
Day Three of Five

Module Description

This module is designed to help leadership teams develop an understanding of supervision within Adult Social Care and explore leadership behaviour associated with being an effective supervisor.

Learning Outcomes

This course will help your organisation:

- Describe the scope & purpose of supervision in Adult Social Care
- Explain key principles of effective supervision
- Describe how to use supervision to support own well-being
- Describe how to plan, revise & review supervision objective
- Explain the importance of active listening
- Explain the factors that could result in a power imbalance & how to address them
- Describe how to manage equal participation in supervision
- Identify ways to capture evidence & measure the impact of the changes made
- Develop an initial action plan to implement the learning that has taken place

Lead to Succeed - Module Four Leading and Managing the Process of Change

Skills for Care Endorsed
Duration: Five Days
Day Four of Five

Module Description

This module is designed to recognise your role in supporting changes within your service or organisation understanding the value of working with others and have strategies to do so. Particularly relating to co-production with people using services and how the impact of changes made could be measured.

Learning Outcomes

This course will help your organisation:

- Identify the changing nature of Adult Social Care & the impact of current developments
- Describe own role in leading change & how behaviours support this
- Explain techniques to support change
- Explain the value of co-production
- Describe the importance of working with others in managing change
- Identify a range of individuals who can contribute to achieving positive outcomes
- Explain the benefits of involving other people in the decision making process
- Explain practical strategies engage individuals in decision making & review
- Describe how to create a shared approach to problem solving
- Explain how to identify quality learning that will lead to positive change
- Identify ways to capture evidence & measure the impact of the changes made
- Develop an initial action plan to implement the learning that has taken place

Lead to Succeed - Module Five Leading and Managing the Inspection Process

Skills for Care Endorsed
Duration: Five Days
Day Five of Five

Module Description

This module is designed to help you understand different aspects of a CQC inspection including what drives an inspection and will support you with the practical strategies for preparation. The module will also cover strategies for the day of inspection and following-up an inspection, including how to use the grading awarded.

Learning Outcomes

This course will help your organisation:

- Explain the reason for inspections
- Explain the fundamental standards
- Explain the inspection structure of the 5 Key Questions
- Identify which organisations are inspected by CQC
- Explain the implications of CQC ratings for organisations & how to use the rating positively
- Describe successful behaviours for leading an inspection
- Explain how to prepare for a CQC inspection & practical strategies that could be implemented
- Identify ways to capture evidence & measure the impact of the changes made
- Develop an initial action plan to implement the learning that has taken place

If your service is not CQC registered this course will be tailored to the needs of any audit process you are involved with.

Core Courses

Route Two: Ideal for established managers looking to develop

Well Led - Module One
Know Yourself – Looking Inwards

Skills for Care Endorsed
Duration: Four Days
Day One of Four

Module Description

This module is designed to assist managers to self-reflect and to be able to set clear expectations, and to embed leadership strategies and techniques within their service.

Learning Outcomes

At the end of the module, learners will be able to:

- Develop a clear understanding of what well-led looks like in a care setting
- Identify clear goals and establish a commitment to improve your leadership effectiveness
- Develop your team's leadership effectiveness
- Achieve a clear understanding of how leadership strategies and techniques can be used to transform services and improve quality
- Build confidence and the skills necessary to lead services in an increasingly complex and challenging context
- Learn from the experience of others by working in a range of collaborative learning activities and networking opportunities

Well Led - Module Two
Leading a Successful Service – Looking Around

Skills for Care Endorsed
Duration: Four Days
Day Two of Four

Module Description

This module is designed to assist managers to look at their service and have a clear understanding of what a successful organisation looks like.

Learning Outcomes

At the end of the module learners will be able to:

- Describe what a successful service looks and feels like
- Engage with key leadership theories and concepts on leading success
- Summarise the importance of vision, values, capability and evidence to building success
- Illustrate the experience of engaging in coaching conversations to identify priorities for action
- Develop a commitment to action

Well Led - Module Three Leading High Performing Teams – Looking Sideways

Skills for Care Endorsed
Duration: Four Days
Day Three of Four

Module Description

This module is designed to assist managers to understand how climate leads to a successful organisation.

Learning Outcomes

At the end of the module learners will be able to:

- Discuss the characteristics of high-performing teams
- Demonstrate practical insights into how to nurture and lead high-performing teams
- Describe how to create a culture of continuous improvement through leading people performance management
- Develop strategies for having courageous conversations

Well Led - Module Four Leading in and Beyond the Boundaries of Your Service – Looking Outwards

Skills for Care Endorsed
Duration: Four Days
Day Four of Four

Module Description

This module is designed to assist managers to work in unison with stakeholders, and will look at how this can impact their organisation, building a successful partnership.

Learning Outcomes

At the end of the module, learners will be able to:

- Recognise the national context of changing systems in the sector
- Familiarise with your wider system and discover opportunities for engagement
- Feel more confident about influencing and persuading others
- Describe the features of collaborative leadership in building a positive culture in your care community
- Apply 'Appreciative Inquiry' techniques to develop a positive workplace culture and support collaboration in your care community
- Identify new ways to promote your service

Optional Courses

Understanding Performance Management

Skills for Care Endorsed

Continuing Professional Development

Duration: One Day

Overall Aims

- To explore and scrutinise the key principles, expectations and purpose of effective performance management
- To identify leadership behaviours, strategies and tools that support effective performance management
- To consider the importance of effective performance management in nurturing accountability at every level

Learning Outcomes

By the end of this course, learners will have covered:

- The performance management cycle, including processes for managing different types of performance
- Disciplinary and grievance, causes of poor performance and how to minimise them
- Awareness of strategies to improve performance
- Awareness of managing and retaining high-performing staff
- How to give feedback and manage difficult conversations
- Awareness of cultures that encourage confidence, responsibility and accountability
- Effective role modelling, coaching and mentoring

Understanding Self-Management Skills

Skills for Care Endorsed

Continuing Professional Development

Duration: One Day

Overall Aims

- To develop self-management skills
- To build resilience and tackle isolation
- To identify the importance of time management and setting personal boundaries

Learning Outcomes

By the end of this course, learners will have covered:

- The impact of your own beliefs and values
- Self-management, self-awareness and confidence
- Integrity and how actions and words influence others
- Awareness of cultures that foster resilience
- Emotional intelligence
- How to deal with pressure and stress using wellbeing strategies including delegation
- Awareness of time management techniques and tools

Understanding Workplace Culture

Skills for Care Endorsed

Continuing Professional Development

Duration: One Day

Overall Aims

- To explore organisational culture – impacts, drivers and influences
- To consider the critical links between vision, values and culture
- To provide practical support for registered managers to support change - influencing and developing the culture of their service

Learning Outcomes

By the end of this course, learners will be able to:

- Develop a clear understanding of what culture is
- Identify the relationship between culture, values and vision
- Consider approaches for assessing culture and steering action
- Define simple rules for turning values into action
- Explain nudge as applied to head, heart and environment
- Gain awareness of a range of nudge activities for developing culture

Other Optional courses available...

- Leading a Workforce Coaching Strategy

- Strategies for Retaining a Competent, Skilled Workforce

- Training Management

- Dealing with Difficult Conversations

- Managing Mental Health at Work: The Role of the Manager

- Effective Complaints Management

- Chairing and Facilitating Meetings

- Conflict Management

- Managing Conflict in Training

- Assertiveness Training

- Appraisals and Competencies

- Certificate of Vocational Achievement (Qualification)

- Budgeting for Non-Financial Managers

- Time Management: A Guide for Leaders

- Managing Difficult Conversations: A Guide for Leaders

- Safeguarding for Managers

- Dignity for Managers

- MCA & DoLS

HCPA Education Team are happy to work with you to discuss further courses which may be more bespoke to your service needs. Please ask at your initial consultation visit.

What's the cost?

Note: On completion of this part of the Framework, Learners may be enrolled onto HSC RQF qualifications and some of the core learning will be mapped to enable quicker completion. It is recommended that L4 Certificate is most appropriate but L5 can also be mapped. Prices on application depending on the delivery model with an option to claim back funding through Skills for Care.

● HCPA Training Course

● Core Route 1

● Core Route 2

● Money which is possible to reclaim following completion (See T's & C's)

Module Name	Core or Optional	Type	Total Study Time for the Learner	Classroom Delivery Time	Price Per Person	Amount Provider May Reclaim Per Head (See T's & C's)
Core Courses						
For Aspiring Leaders and Succession Planning						
Lead to Succeed - These 5 topics will be covered in the leadership course days below						
1. Successful Behaviours for Leaders and Managers	Core	Skills for Care Endorsed	1 day	6 hrs	£500	£500
2. Developing a Positive Culture			1 day	6 hrs		
3. Effective Supervision			1 day	6 hrs		
4. Leading and Managing the Process of Change			1 day	6 hrs		
5. Leading and Managing the Inspection Process			1 day	6 hrs		
Support Day - for Lead to Succeed			1 day	6 hrs		
Jigsaw- Team building	Core	Leadership Course	1 day	6 hrs		
For Established Managers Looking to Develop						
Well-Led for registered and other managers						
1. Know Yourself - Looking Inward	Core	Skills for Care Endorsed	1 day	6 hrs	£500	£500
2. Leading a Successful Service - Looking Around			1 day	6 hrs		
3. Leading High-performing Teams - Looking Sideways			1 day	6 hrs		
4. Leading In and Beyond the Boundaries of your Service - Looking Outward			1 day	6 hrs		
Optional Courses						
Understanding Performance Management	Optional	Skills for Care Endorsed	1 day	6 hrs	£125	£125
Understanding Self-Management Skills			1 day	6 hrs	£125	£125
Understanding Workplace Culture			1 day	6 hrs	£125	£125
Additional courses will incur a cost and are not claimable under funding						

What is the process?

Initial Consultation
Time for us to understand your needs

Service Level Agreement Stage 1
Understanding the requirements of the programme

Support with workforce development funding
Getting you set up to claim

Service Level Agreement Stage 2
Agreeing to the funding process

Training
Expert tuition and facilitation

Terms & Conditions

HCPA will provide a tutor / facilitator to your organisation for the duration of the training who will provide all required resources.

All HCPA tutors are qualified in teaching with relevant qualifications and insurance and act within Hertfordshire Safeguarding procedures.

While we will endeavour to do all we can to accommodate any requested changes of training dates, learner numbers or other material changes, these may incur a cost.

The Organisation agrees the following:

• To notify HCPA of any changes as soon as requested
• To provide HCPA tutors with support as requested
• To complete all required paperwork
• To provide HCPA with feedback regarding the tutor and the content of the classes following the programme

Please let HCPA know if a learner requires additional learning support before the start of the programme.

Funding

It is possible to fund the training through Skills for Care, it should be noted that the company will need to make the funding claim and then pay HCPA.

HCPA will offer support in claiming funding, however as with all funding it is with a third party, and this cannot be guaranteed by HCPA.

Find the full Terms & Conditions by visiting the link below:
www.hcpa.info/hcpa-bespoke-training-policy

hcpa

Academy

01707 536 020
inspire@hcpa.co.uk
www.hcpa.info/inspire