



Project Report
Homecarers
Liverpool Ltd
Apprenticeship Pilot

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Overall Objective

“To create a healthy workforce that is committed to delivering quality care and focussing on a preventative model. Reducing hospital admissions and healthier Service Users.

This will be achieved by enhancing the current apprenticeship programme to enable Apprentices to become Health Ambassadors promoting Health and Wellbeing not only to the Service Users we care for but also widening participation to include the current workforce”

Can Cook

Due to Can Cook changing location the planned training has been delayed and is not scheduled to take place until April 2016.

In view of this we asked the Health First Team to expand their programme and give greater focus to Healthy Eating. An element has been included in the programme under the heading "Ready Steady Cook"

This includes the following

- Diet tips for staff.
- Examples of healthy eating and simple recipes that may be used by staff for the benefit of both themselves and the Service User.

Impact on Service Users and Staff

JP

I have used the sweet potatoes recipe both at home and for my Service Users. Both my family and my Service Users commented how they enjoyed the potatoes and the salad that this was served with.

Service Users said it was a change from the usual microwave meal which is generally on offer.

LB

Since using the recipes from the Health First Team I have lost weight and feel much healthier. This has also made me very aware of the importance of ensuring my Service Users have a healthy diet. This is slightly more challenging as many are not watching their weight but simply need healthy food. I now give this much more consideration and try and encourage family members who are responsible for purchasing food to purchase simple but fresh ingredients such as jacket potatoes, eggs, poached fish and soft fruit.

JW

I have been promoting Healthy Eating with my Service Users following the advice and information gained from the Health First Team. It can be just something simple like offering scrambled eggs rather than fried. The Service User will say yes and be happy while enjoying the healthy option.

I also promote Can Cook and the fresh food that is available so the Service Users and their families understand the health choices that are available to them.

In summary some progress has been evidenced and the fact that both workers and Service Users are benefiting is positive. The plan to further train staff in the use of slow cookers although delayed remains firmly on the agenda for April 2016.

Health First

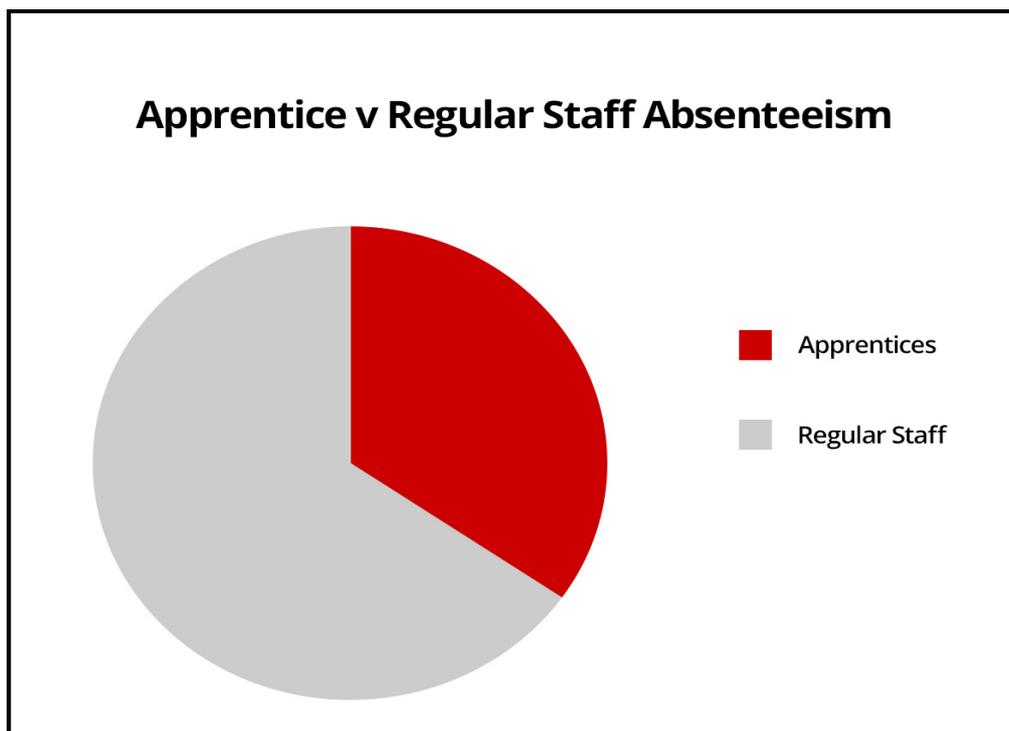
A total of nine staff have completed the health first programme.

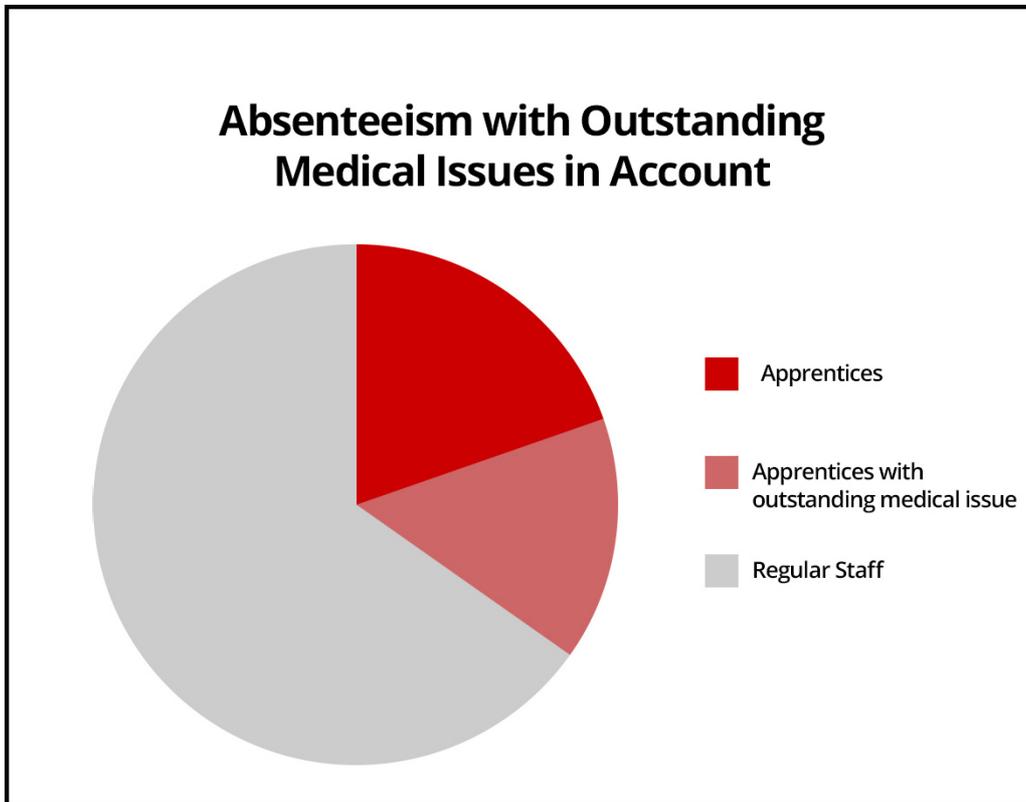
We have reviewed the attendance of staff who have attended the health first programme and compared this to a group of workers not apprentices but with a similar role profile.

Of the nine staff in the Apprenticeship Group who have completed the Health First Training we experienced 9 periods of absence in the period 1.11.15 to 29.2.16

The group of care workers (none apprentices) with a similar profile experienced 17 periods of absence in the period.

It is also worthy of note that one of the Apprentices who attended the Health First Programme has a medical condition that impacts on her attendance and she is responsible for four of the nine absences. If we exclude these the figure is 5 absences for the Apprentice Group.





Impact on Service Users and staff

The Health First course quotes from attendees.

“The programme is marvellous, it has encouraged me to be a lot more aware of my eating habits and I have now quit smoking.” KL

“After the programme ended I joined slimming world and “Clubbercise” and am enjoying the difference this has made to my lifestyle even my family have noticed the difference in me.” JW

“Since the programme ended I have lost 1.5 stone also when I help my Service Users compile their shopping lists I encourage them to make healthy food choices.” JP

“Health First Programme has made me more aware of my own personal health and I have gained an insight about how I can exercise in a confined space.

“Many of my Service Users have physios who help them so with the Health First I have focused on my diet and health.” GG.

“Initially I was sceptical about the Health First Course but I did get lots out of it. I really enjoy the meditation and yoga and have shared this with my family.

The breathing exercises has helped me when travelling across the city and it has helped me cope with the stress of driving around the city to and from my calls.” JW

Digital Champions

The group attended training with the following aims

“To equip learners with knowledge about assistive technology and how they can effectively signpost service users to assistive technology that will benefit them.”

On review of evaluation forms the group agreed the training had raised their awareness of assistive technology and this created greater opportunities to signpost Service Users.

Some quotes from the evaluation forms

“I can now explain to our Service Users the new technology available and how they will benefit from it.”

“I did not know about most of what was available, now I know what these things can do and how useful they are.”

“Now feel more confident with technology.”

“The digital awareness programme really helped my knowledge as I didn’t understand what was available, knew about the basics but have learnt much more e.g. touch for entry that I have signposted a Service User to.”

“Assistive technology has helped me tell my Service Users how technology can help them have a normal life. This can only increase when more people including social workers and other health professionals become aware of what is out there.”

“I have been promoting assistive technology with my Service Users and making them and their families aware of what is available.”

In summary the senior members of the HCL team complete assessments and as such are in a strong position to sign post service users to assistive technology. Through the

apprenticeship pilot and digital champion training HCL have increased the number of staff available to promote technology that will support Service Users and subsequently increase referrals and use of technology.

To date a total of seven referrals have been signposted as follows:

Details of referral by Apprentice
RH – could benefit from a 1 cup kettle as it is lighter for him.
AB - as above.
JS - could benefit from a fingerprint key as he has cataracts and struggles to put the key in the door.
MD - could benefit from a key safe, our carers are always calling the office to let them know when they're on their way as they have had bogus tradesmen at their front door.
BD - key safe for increased security.
KR - could benefit from remote controls for her lights as she is bedbound.
EH - could benefit from an electronic pill dispenser as Elizabeth hides her medication and it is always going missing.

Two apprentices work in sheltered housing accommodation where the Service Users have worked with housing Providers to secure any technical aids they require this reduced the opportunity for them to refer Service Users for assistive technology.

Liverpool School of Life Sciences

HCL have initiated links with the Skills for Health Academy to support placements for Cadets with a view to encouraging Health Care Cadets who are currently attending the Academy to consider social care and the relevant apprenticeship as a career path

Currently we three Cadets have completed placements and one Cadet has recently commenced a placement.

Feedback has been positive with 100% of Cadets stating the following:

They felt supported during their placement

They were made to feel welcome

The role of the placement was clearly explained
They were introduced to their mentor at an early stage.

The midway review was completed at the appropriate time

They were made to feel a valued member of the team.

The Placement provided opportunities to achieve learning outcomes.

In summary of the three Cadets who have completed placements feedback has indicated they intend to pursue nursing careers. However the placement experience has given the Cadet valuable experience in relation to Social Care and the job opportunities/apprenticeships that are available should their first career choice not be available to them.

Please see below for some quotes from the Cadets about the overall experience.

“HCL staff are really welcoming and include you as part of the team. The Review Team and other staff that you work with are brilliant and always explain what they are doing.” JC

“The staff at HCL were very welcoming. I have thoroughly enjoyed my this placement so far as it has been great to go into service users homes and see how much of a difference having carers makes. I have been lucky enough to return to see a patient for the second time to see their progress during one week. With the HCL team, we helped to get District Nurses in place for her. I would recommend this placement to further Cadets as this placement is a completely different environment to other placements and is something worth experiencing.” EP

“I was welcomed into the team on the first day of placement at HCL. They were very supportive and introduced me to their company and gave me plenty of opportunities by working with the different teams within the organisation such as the Review Team, meeting carers on calls throughout the day and getting to work with staff in the office and seeing what goes on behind the scenes. When speaking to service users, they said that they would struggle with daily life without HCL and how they have made a difference for the better with how they live.” EN

Service User Feedback

As part of the evaluation we have contacted Service Users who are cared for by Care Workers who are involved in the pilot.

Quotes are as follows:

“Yes X always promotes a healthy diet and makes me lovely meals.”

“She told me about one cup kettles that I can obtain.”

“I am bedbound but X promotes my independence she leaves everything within reaching distance and has mentioned special remote controls that can help me.”

“X helps me with my shopping list she always reminds me to put fruit on the list.”

“My care worker is very knowledgeable and will always talk to me about my diet, she tries to get me to eat less chips and more healthy food.”

“Sometimes microwave meals can be boring but I know the girls (careworkers) do not have a lot of time, my carer offers me different choices or she will put something else with my meal.”

Summary

Can Cook

As we are still awaiting training the focus has been on health eating as outlined in the Health First Programme. Initial feedback has been very positive from a care worker perspective. The opportunity to further enhance this from a Service User perspective once the training has been completed.

Health First

This has been successful with favourable feedback and health and fitness activity demonstrated that supports this. It is worthy of note that the majority of the attendees have continued with the recommendations of the programme following completion.

Attendance is on the whole better from staff who have completed the Health First Programme.

Digital Champions

This consensus is that this training has really increased awareness of digital technology and that Service Users and being signposted to enable them to look into the purchase of technology that may support them.

Service User Feedback

It has been difficult to gain constructive feedback as some Service Users have dementia. However where possible we have contacted Service Users and asked for feedback specific to apprentice care workers taking part in the programme.

All Service User feedback has been favourable.

Liverpool of Life Science

The placements with HCL are viewed as an investment in the potential future workforce. All comments have been favourable and whether or not the individual follows a career path into social care the whole experience helps to show social care and the experience of working in care as a positive one.

