Care Assistant Development Programme

an innovative solution for a sustainable workforce
• HC-One specialises in Dementia, Nursing, Residential and Specialist care

• Over 200 Care Homes across the UK

• Founded in 2011 on the principles of Accountability : Involvement : Partnership

• Values led company - based on Kindness
Introduction

• HC-One vision and overriding goal is to make a real difference by delivering the kindest health and care services in the UK

• One of the biggest challenges we share is the national shortage of Nurses
HC-One wants Residents to receive excellent care and nursing support

Challenges we face:-

• Lack of continuity and shift leadership by agency staff
• Medication errors- unfamiliar staff
• Variable care records, possibly through lack of time and accountability
• Senior Carers that don’t administer medicines
• Costs - Agency Spend
Opportunity – Our Future Model

Current working

Qualified Nurse

Nursing Assistant

Senior Carers and Carers

Future working

Illustrative purposes only – structure on home by home basis
What’s important to our people?

“To make a difference”
“To feel valued”

..the opportunity to develop my skills 97%
..to receive regular supervision and feedback on my performance 97%

(Staff survey 2015)
Apprentice Carer to Nursing Assistant, in 3-4 years

- Care Certificate
- H&SC Level II
- H&SC Level III
- Care Assistant Development Programme
Care Assistant Development Programme

- Robust criteria to enrol
- 12-16 Week accredited programme
- Includes Leadership, enhanced care/clinical skills, risk assessments etc.,
- Nurse Mentor assigned to all Nursing Assistants in training
• Active Research project – 8 months

• Assessment of Project

• Launch of Research report in June 2016
Profile of candidates

82% Senior Carers

93% from within HC-One

Interviewees were highly experienced
Motivations for joining the Programme

- 93% Develop skills
- 93% Improve the quality of care for residents
- 86% Improve their career in the social care sector
- 79% Be a leader or role model for other workers
- 76% Be part of a new innovative model of care
- 72% Take on more responsibility in their role

Only 21% stated that they wanted to increase their pay
Emerging Impacts

**Nurse**
- Initial confusion over role
- Increased workload
- Oversee more residents
- Peace of mind
- More hands to assist
- More time with Residents

**Nursing Assistant**
- Increased job satisfaction
- Confidence
- More duties and responsibility
- Leadership and respect
- New tasks
- New networks (internal/external)

**Care Staff**
- Shift with leadership
- New opportunities
- Improved communication across ‘the floor’
- Less stressful working with people they know
Felt they would feel safe with a Nursing Assistant dispensing care e.g. giving medication

90% Residents

71% Relatives

“The nursing assistant is good, they sat down for half an hour and talked to me and said if I had any questions, you can ask me.” - Resident
<table>
<thead>
<tr>
<th>WHAT?</th>
<th>WHY?</th>
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<tr>
<td>Safety e.g. reduction in medication errors</td>
<td>Reduced agency staff</td>
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<td>Improvement initiatives implemented</td>
<td>NAs apply new learning and lead change</td>
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<td>Risk plans &amp; care plans</td>
<td>NA’s able to provide a holistic view</td>
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<td>Timeliness of care (medications, wounds, phlebotomy)</td>
<td>NAs increase capacity</td>
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<td>Satisfaction with care</td>
<td>Residents cared for by people who know them</td>
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<td>Quality of care</td>
<td>Highly competent Nursing Assistants</td>
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<td>Fresh eyes</td>
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<td>Quality benchmark</td>
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‘In the first year of its implementation our evaluation findings paint a positive picture overall of a well-planned Programme that continues to be refined and developed. We found evidence of early successes where the Programme elements are performing well, as well as some challenges for HC-One to consider.

Launch events were seen to be an effective means of introducing the Programme, building awareness and equipping managers with the skills and knowledge needed to recruit candidates. The two greatest reported motivating factors that attract candidates to the role are a desire to improve skills and outcomes for service users.’
"The Care Assistant Development Programme is the best thing HC-One has ever done"

Manager Bankwood

"When we started observing the Nursing Assistants we started to realise how hard they worked and the ability they had"

Nurse Oaklands

"The launch of the CADP has helped improve my homes retention of staff by giving an opportunity to progress, without this opportunity they would have left HC-One"

Manager Brooklands
Conclusion

• Competent and confident workforce
• Higher quality care delivered
• Retention of care and nursing staff
• Reduced agency usage
• Regulator and Commissioner support