TITLE   **Update on Adult Social Care and Optalis Staff Training**

FOR CONSIDERATION BY   Health Overview and Scrutiny Committee on 25 November 2013

WARD   None Specific
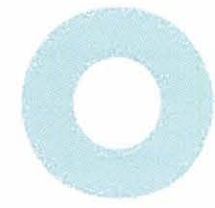
Mette Le Jakobsen
Operations Director

Francesca Chapaneri
Learning & Development Manager

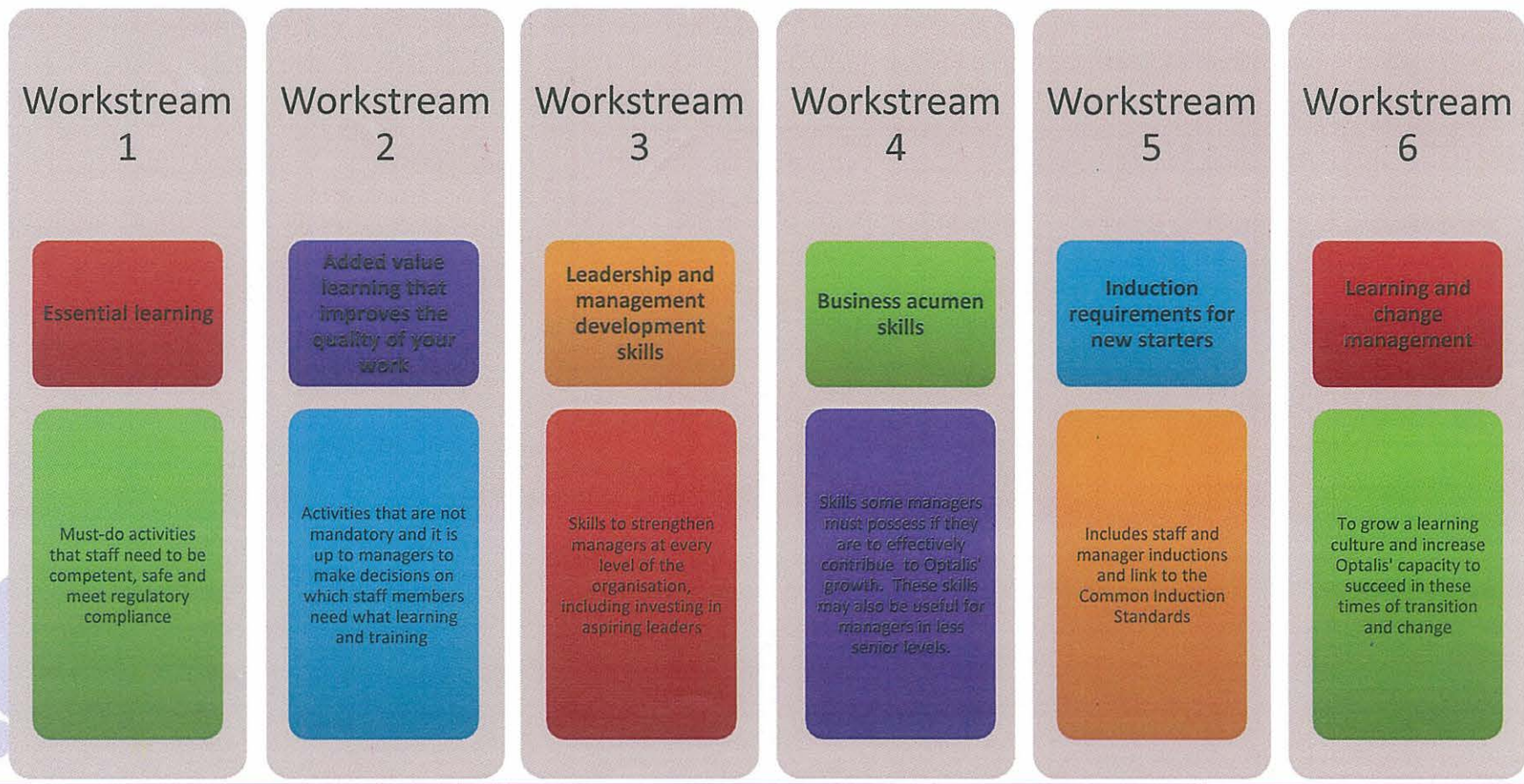**optalis**
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Optalis' journey since the Task & Finish group

➤ Focused effort to develop our own learning & development strategy

➤ Three month engagement with staff and managers to develop a co-produced solution

➤ Delivered and reviewed by Optalis' management team early September

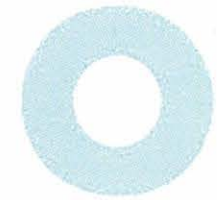➤ Handover to Learning & Development Manager to drive implementation

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Learning workstreams

Workstream 1	Workstream 2	Workstream 3	Workstream 4	Workstream 5	Workstream 6
Essential learning	**Added value learning that improves the quality of your work**	**Leadership and management development skills**	**Business acumen skills**	**Induction requirements for new starters**	**Learning and change management**
Must-do activities that staff need to be competent, safe and meet regulatory compliance	Activities that are not mandatory and it is up to managers to make decisions on which staff members need what learning and training	Skills to strengthen managers at every level of the organisation, including investing in aspiring leaders	Skills some managers must possess if they are to effectively contribute to Optalis' growth. These skills may also be useful for managers in less senior levels.	Includes staff and manager inductions and link to the Common Induction Standards	To grow a learning culture and increase Optalis' capacity to succeed in these times of transition and change

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Key Learning & Development outcomes

Quality
- Centralised database to provide reportable data that evidences learning activity
- Methods of sharing good practice and understanding across the business
- Learning assessments to evidence staff competencies, identify specific learning needs and ensure training is targeted, relevant and timely

Efficiency
- Mechanisms to share and pool internal resources i.e. qualified Trainers, teaching aids, spare places on courses
- IT skill audit to improve computer literacy to support online learning and undertaking of operational responsibilities
- Robust process for commissioning external training

Growth
- Improved performance management to support continual individual and organisational growth
- Key performance indicators to classify and measure learning and development activity
- Evaluation framework to evidence learning application and the effects on the business

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Example: How learning and development plays and active role in Optalis' quality improvement strategy

Four failing Learning Disability Residential Care Homes in the borough provided by another provider transferred to Optalis in April 2012. Homes were considered unsafe by the regulator and to be in breach of contract by WBC

✓ Essential training and learning for safety
✓ Added value quality related learning, e.g. specific conditions, personalisation
✓ Investment in the future: Proact SCIP in house trainers

Homes have achieved more efficient running, vastly improved quality, and provided a platform for growth – and most importantly, have been deemed compliant by the CQC

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