



# Supporting the hospice workforce



## About Skills for Care

Skills for Care, home of the National Skills Academy for Social Care, is the employer-led leadership and workforce development body for adult social care in England.

We work with social care employers to ensure they have a workforce with the right knowledge, skills and values to deliver high quality care. We offer learning and development support and practical resources, for entry level workers right through to those in leadership and management roles.

By working with employers and sharing best practice, we help raise quality and standards across the whole sector and ensure dignity and respect are at the heart of service delivery.

## How we can help

Many of our resources can help you to meet the Care Quality Commission's workforce requirements and can be mapped to the inspection questions and key lines of enquiries (KLOEs). Most tools, resources and services are free to access, but some are priced.

We also offer a range of workforce development services such as consultancy, in-depth business analysis on key workforce issues, leading and delivering seminars and practical publications. To find out more about our services visit [www.skillsforcare.org.uk/solutions](http://www.skillsforcare.org.uk/solutions).

Hospices may be able to claim funding as a contribution towards the costs of a range of health and social care qualification units for staff who are directly providing adult social care services, subject to meeting the eligibility criteria. Visit [www.skillsforcare.org.uk/wdf](http://www.skillsforcare.org.uk/wdf) for more information.

## Getting involved and keeping in touch

Skills for Care has a network of teams across England who can provide information and support.

You can find your nearest locality manager on our website: [www.skillsforcare.org.uk/areas](http://www.skillsforcare.org.uk/areas).

You can also register to receive our fortnightly eNews which is packed full of updates, helpful resource links, news and details of events.

Sign up here [www.skillsforcare.org.uk/enews](http://www.skillsforcare.org.uk/enews).



## Recruiting and managing staff



**Finding and keeping workers** is an online resource that supports employers of all sizes with their recruitment and retention challenges. You might also be interested in our values based recruitment guide and toolkit which you can find at [www.skillsforcare.org.uk/values](http://www.skillsforcare.org.uk/values).



The **People Performance Management Toolkit** is a practical online resource for managers, supervisors and team leaders to help review and manage employee performance. The toolkit includes a series of easy to use scenarios to help when managing conduct, absenteeism and poor quality of work.

## Creating the right culture



**The Social Care Commitment** is the adult social care sector's promise to provide people who need care and support with high quality services and demonstrates a commitment to workforce development. It is made up of seven "I will" statements with associated tasks.

The **Culture toolkit** explains why positive workplace cultures are central to an organisation's success or failure. This resource is relevant for all social care and support employers, regardless of size or services delivered. The toolkit includes activities and scenarios.

Dignity must be at the centre of everything we do if we are to achieve high quality, person-centred care and support. The **Dignity Toolkit** and **Dignity Training Pack** can be purchased to help train staff in this critical area.

## Planning and delivering your service

**Principles of Workforce Redesign** sets out the key things that need to be taken into account when changing the way in which you work as an organisation. It's useful for hospices that might be undergoing restructure or transformation.

A good workforce plan will help an organisation to have the right people with the right knowledge, skills, values and experience in place. **Practical Approaches to Workforce Planning: guide and workbook** can assist employers to get this right by using the 'analyse, plan, do, review' approach.

**The National Minimum Data Set for Social Care (NMDS-SC)** is an online data collection system which holds information on over 740,000 workers. The Government use NMDS-SC to plan resources for the workforce so it's important to consider taking part. Benefits for account holders include sharing data with CQC, recording and tracking staff training, access to free elearning and funding. Our animation "what is NMDS-SC" is a helpful starting point.



**Research Knowledge Base (RKB)** is a free online searchable database that provides access to a wealth of workforce research. It contains links to over 1,800 research reports and other related documents dating back over 10 years.

## Developing your workforce

**Common Core Principles:** A suite of guides for employers to support workforce development including end of life care, dementia, dignity, carers and self care. Each one can be found under the relevant section on our website.

**Working together:** Improving end of life care through better integration is a new training resource which aims to increase awareness and understanding of how everyone involved can work together to improve end of life care. Available online or on DVD.

The **Assessed and Supported Year in Employment (ASYE)** is a scheme to support newly qualified social workers and employers throughout the first year of employment in the sector. Visit [www.skillsforcare.org.uk/asye](http://www.skillsforcare.org.uk/asye).

## Setting standards

The **Code of Conduct** sets the standard expected of all healthcare support workers and adult social care workers in England to provide high quality, safe, compassionate care and support. Entirely voluntary, it outlines the behaviours and attitudes that people who use care and support should expect to experience from those workers signed up to the code.

## Carers

Health and social care services in particular, have a vital role to play in ensuring that **Carers** are at the heart of the social care system and are treated as expert partners in care. Films, guides and learning and development resources can be accessed via [www.skillsforcare.org.uk/carers](http://www.skillsforcare.org.uk/carers).

## Leading your workforce

The **Registered Managers Programme** is intended to equip you to meet the challenges faced on a daily basis and help reduce issues of professional isolation by offering a network of opportunities at both local and national levels.

Our leadership and management programmes include the **Top Leaders** and **New Directors** training programmes for those in the top positions in social care, as well as 'Moving Up' which is specifically for leaders and managers from black, Asian and minority ethnic backgrounds.

The **Leadership Qualities Framework** describes the attitudes and behaviours needed for high quality leadership. We also bring the brightest minds into the sector and place them with host organisation through our **National Graduate Management Training Scheme**.

For more of our resources and information visit [www.skillsforcare.org.uk](http://www.skillsforcare.org.uk).

