

# Appendix A

## Optimum Workforce Leadership



Optimum is able to deliver the following services to social care settings as required.

Item of Work	Description of product or service	Outcomes	Cost per care provider
<b>360o impartial survey</b>	<b>360o Survey</b> Carry out a survey which will involve questionnaires being given to residents, relatives, staff and managers. Responses will be collated and a report compiled and fed back to the managers.	An impartial report to evidence current levels of practice	£300
<b>Strategic Workforce Planning</b>	<b>Strategic workforce planning</b> Work with the appropriate manager or training manager to draw up their vision and mission for their business with their service users at the centre of their organisation. Then with that as the starting point develop their own workforce plan using the Skills for Care Workforce Planning Process.  1 x 2hr session to start the process off and provide a further 4 hours of support to achieve a completed workforce plan.	Business Vision document and Workforce Plan that identifies training needs and options for how they can be met	£300
<b>E-Assessment Licences</b>	<b>E-Assessment</b> Optimum has bought e-assessment licences in bulk to reduce costs and can sell these on to care providers at the given rates. These licences enable the employer to assess competence through the individual employee undertaking the assessment for relevant subject areas. Managers can also upload observations for practical work to further evidence skill levels behaviours and attitudes.  Optimum is able to provide reports to Stakeholders on the overall outcomes from the assessments.  Licences purchased to date fall within the following categories: <ul style="list-style-type: none"> <li>• Common induction Standards (this will be updated in line with the finalised version of the Care Certificate (April 2015))</li> <li>• Essentials</li> <li>• Health</li> <li>• Specialist</li> </ul>	Assessment report for each individual member of staff to evidence their levels of competence in their areas of responsibility.  Any gaps provide input into workforce development plan	Price per licence per employee:  £7 or £5 for Premium Members  £10 or £8 per bundle of 6
<b>Coaching</b>	<b>Coaching</b> Working with employers who have identified areas for targeted development. Examples for engagement	Action plans showing how	£50 per hour

	could be around audits, reports and inspections where the need for improvement is evidenced.	progress will be made and outcomes	
<b>Care Planning to enhance well-being</b>	<p><b>Care Planning to enhance well-being</b> Care planning is an area that features highly in CQC inspections as a general area for improvement.</p> <p>Our care planning programme is a 2 x day course delivered by a trainer and a registered manager who has already been through the programme and supports the implementation of the holistic person-centre approach and the care planning templates have been developed to support the programme. It is recommended that the Registered Manager and a senior care worker attend at £250 each</p> <p>Optional half-day coaching to support implementation</p>	<p>A more streamlined approach to care planning that is embedded in staff working practices and can be audited.</p> <p>Reduction in paperwork enables more time spent on person-centred care.</p>	<p>£500 (£250 per delegate)</p> <p>£150</p>
<b>NMDS-SC</b>	<p><b>National Minimum Data Set – Social Care</b> A database of uploaded data from care providers across the county. Enables Nottinghamshire’s data to be benchmarked against other counties for example in relation to turnover rates, education, sickness absence, pay rates etc</p>	Reports providing anonymised data relating to care providers in local authority areas.	£0
<b>Workforce Development Fund</b>	<p><b>Workforce Development Fund</b> Employers can through Optimum for funds for completed QCF units at £15 per credit to a maximum of 60 credits for one employee in any one year.</p>	Funding for the employer towards training budget	£0
<b>Developing the Bigger Picture</b>	<p><b>Developing Bigger Picture care provider learning organisations</b> A training programme that changes the culture in care settings and seeks to embed a system of continuous development. The process consists of 14 learning days and starts with the Registered Managers, who will undertake learning sessions in coaching and mentoring skills and person-centred approaches. They will identify 4 x Well-Being Mentors from their care setting, who will be trained as mentors and be responsible for developing skills, attitudes and behaviours in their workforce across a range of key subject areas. This programme involves 4 learning and development days for Managers and 10 x days across the well-being mentors depending on their areas of responsibility.</p>	<p>A learning organisation approach to training that embeds behaviours and attitudes in the organisational culture.</p> <p>Empowers the Manager and Well-being Mentors to take responsibility for continuous staff development</p>	£800
<b>Person-Centred Leadership and Management Action Learning Sets Programme</b>	<p><b>Person-Centred Leadership and Management programme</b> This intervention uses action learning sets to encourage a group of managers to come together to discuss ways of leading person-centred care, workforce planning, recruiting based on values and attitudes, Managing performance and implementing quality systems. Through action learning they would develop their procedures and process to ensure positive person-centred processes were embedded.</p> <p>Funding to the value of approximately £400 is available to the employer on successful completion of QCF units.</p>	<p>Ownership by the Manager of their policies and procedures that directly relate to the workforce.</p> <p>There will be evidence at the end of the programme of the</p>	£499 for each delegate

		difference made	
<b>Person-Centred Competence Frameworks</b>	<p><b>Moving and Handling</b> A 4 day learning event that trains an internal Champion as a trainer assessor competent in implementing the person-centred competence framework. Providing the criteria set are achieved, this individual is then registered as an Optimum Moving and Handling Trainer Assessor and is able to train and assess all staff against the competence framework. This means they are competent in moving their clients in the correct way, ie which is person-centred and carried out with positive engagement and fulfils the requirements in their care plan and meets their individual needs.</p> <p><b>Medicines Management</b> A 4 day learning event that trains an internal Champion as a trainer assessor competent in implementing this person-centred competence framework. Providing the criteria set are achieved, this individual is then registered as an Optimum Medicines Management Trainer Assessor and is able to train and assess all staff against the competence framework. This ensures that all staff are competent to administer medication to their clients in a way which is person-centred and carried out with positive engagement and fulfils the requirements in their care plan and meets their individual needs.</p>	<p>A registered trainer assessor implementing the Optimum Person-Centred Competence Framework in their care setting with all employees.</p> <p>Care settings with registered trainer/ assessors are published on the Optimum website</p> <p>A registered trainer assessor implementing the Optimum Person-Centred Competence Framework in their care setting with all employees</p> <p>Care settings with registered trainer/ assessors are published on the Optimum website</p>	<p>£500 for each trainer/ assessor</p> <p>£500 for each trainer/ assessor</p>
<b>ACE</b>	<p><b>ACE – Clinical Quality Framework Under development</b> This programme has recently been awarded funding from the LETC and 30 cohorts of 30 employees will be rolled out during 2014</p>		Fully funded
<b>Audits</b>	<p><b>CCG and NCC Audit reports</b> Optimum would welcome the opportunity to liaise with organisations that go into care provider settings to identify areas for improvement or where interventions have been delivered to identify where improvements may have been achieved.</p>	Opportunity for feedback on products and services delivered	N/A