

IT SKILLS PATHWAY

LEVEL THREE

LEVEL TWO

LEVEL ONE

ENTRY

Social Care Case Study



Supporting Care Providers with IT Skills Training

Claire Smout is a Project/Care Liaison Officer at Shropshire Partners in Care (SPIC). In this case study she outlines how her organisation utilises the IT Skills Pathway to support care providers across the county.

Why did you decide to deploy the IT Skills Pathway?

"We recently sent out a training needs analysis to all the organisations we support that included questions about IT skills. 124 organisations returned the forms stating that they had IT training needs. This coincided very nicely with finding out about the Social Care IT Skills Pathway pilot scheme—perfect timing!"

"124 of our organisations told us they needed IT Training"

How did you get started?

"We adapted the generic marketing materials provided and sent them out to organisations. We also distributed them at seminars and conferences.

We collated the responses and then, depending on the skill level of training required we did one of two things. For those requiring entry level skills, we invited them to attend an enrolment day where we could help them get up and running in a supported environment. For those wanting higher level training we sent them links to the online courses with an accompanying user guide."

And how do you provide ongoing support?

"We monitor the progress of the higher level learners who are contacted and offered support on a regular basis. The entry level learners come back for a face to face workshop style session every 4 weeks so we can see how they're getting on.

We also visit some of our organisations and offer training at their premises. Our aim is to train managers and seniors so they can cascade the training to all staff.

We also encourage the learners to use the built in Knowledge Bank as a tool to recap on what they've learned."

(Continued on page 2)

(Continued from page 1)

So will this training help people with their work? If so, how?

“It’s already helping. Even within our own organisation people have learned quicker, more effective ways to undertake day to day tasks. Another example is one of our learners that used to prepare everything on paper and then send it to get printed. Now they’re using Excel and emailing it—saving loads of time and resources.”



The SPIC team (from left to right) - Sophie Price, Claire Smout, Richard Lockett

So having got off to such a great start, what are the next steps?

“We’re already signposting the IT Skills Pathway as a great supporting tool when we undertake other IT related training such as Skype as a tele-consultation tool between health and social care.

Locally we are working towards a universal assessment form that can be emailed from NHS providers to non NHS providers—to do this we have been working with the HSCIC to set up care homes with NHS emails.

The next steps are to follow up on more of the outcomes from the Training Needs Analysis, do more enrolment days and continue to support the current learners.

We’re also including the IT Skills Pathway as part of the information we send out to new partner organisations.”

“It’s already helping, saving loads of time and resources”

The IT Skills Pathway covers the full range of competencies for users of IT, from basic through to advanced levels. It has been developed in partnership with Health and Social Care organisations to provide an officially recognised route of learning and certification for the whole workforce. It is an initiative provided by the Health and Social Care Information Centre (HSCIC)

For more information please visit <http://www.itskills.nhs.uk> or email it.skills@hscic.gov.uk



Shropshire Partners in Care (SPIC) is a not for profit organisation representing over 200 independent Nursing, Residential and Domiciliary Care companies in Shropshire with responsibility for providing a wide range of care services and support for those most in need.

Find out more about SPIC at www.spic.co.uk



Health & Social Care
Information Centre