

Supporting the framework for enhanced health in care homes

Resources for care providers and
commissioners of services

June 2017

The framework for enhanced health in care homes

High quality person-centred care delivered by highly trained staff is in the DNA of all great providers. The framework for enhanced health in care homes will support providers and commissioners of services to make that happen and Skills for Care have tools and resources that can help.

Skills for Care

We are the employer-led workforce development body for adult social care in England. We want people who access services in England to receive care and support of the highest quality. We want care and support to be person-centred and have dignity and respect at the heart of service delivery.

Using our team’s proven expertise and innovative approach to workforce development we work with organisations to ensure that the adult social care workforce is capable, well-led and caring.

We provide practical tools and support to help thousands of organisations recruit, develop and lead their workforces; so that the social care workforce in England has the resources and know-how it needs to deliver high quality, personalised care.

Principles of a successful enhanced health in care homes model	How Skills for Care can support these principles
Person-centred change	All great services put the people they support at the heart of their services - the best ones recruit people with the right values and keep them. www.skillsforcare.org.uk/values
Co-production	Skills for Care work with partners across different sectors so providers can find services that help people lead the lives they want to.
Quality	Maintaining high quality services is a never ending task but we have free tools that can help providers to continually improve. www.skillsforcare.org.uk/go
Leadership	Great leaders make great services - Skills for Care supports leaders and managers at all levels whatever stage they are at in their careers. www.skillsforcare.org.uk/leadership

Resources to support the framework

Care element	Sub-element	Care home providers and managers	Local authority and CCG leaders who are responsible for commissioning care home services
1. Enhanced primary care support	Access to consistent, named GP and wider primary care service	<ul style="list-style-type: none"> ▪ Learning and practical examples from good and outstanding CQC rated providers showing how: <ul style="list-style-type: none"> ▪ they are supporting people's wider health and wellbeing, enabling people to access the support they need from wider healthcare services ▪ medicines are effectively managed and administrated ▪ training and effective systems around food, nutrition and hydration can help a service adapt and respond to changing needs <p>www.skillsforcare.org.uk/go</p>	
	Medicine reviews		
	Hydration and nutrition support		
	Access to out-of-hours/urgent care when needed		
2. Multi-disciplinary team (MDT) support including coordinated health and social care	Expert advice and care for those with the most complex needs	<ul style="list-style-type: none"> ▪ Role profiles including ones for navigator roles; providing guidance to support employers to understand how the Health and Social Care Diploma can be used to meet the emerging needs of integrated roles <p>www.skillsforcare.org.uk/Apprenticeships</p>	
	Helping professionals, carers and individuals with needs navigate the		

	<p>health and care system</p>	<ul style="list-style-type: none"> ▪ Qualifications www.skillsforcare.org.uk/Level4Diploma www.skillsforcare.org.uk/Level5Diploma ▪ Principles of workforce integration www.skillsforcare.org.uk/POWI ▪ Positive workplace culture www.skillsforcare.org.uk/culture 	
<p>3. Reablement and rehabilitation</p>	<p>Rehabilitation/reablement services</p> <hr/> <p>Developing community assets to support resilience and independence</p>	<ul style="list-style-type: none"> ▪ Resources to engage and support volunteers www.skillsforcare.org.uk/community 	<ul style="list-style-type: none"> ▪ Understanding and empowering the community <ul style="list-style-type: none"> - Community skills development - Leadership for Empowered and Healthy Communications leadership programmes <p>www.skillsforcare.org.uk/commissioners</p>
<p>4. High quality end-of-life care and dementia care</p>	<p>End-of-life care</p> <hr/> <p>Dementia care</p>	<ul style="list-style-type: none"> ▪ End of life care resources and qualifications <ul style="list-style-type: none"> - Common core principles for end of life care - End of Life Core Skills Education and Training Framework 	

		<ul style="list-style-type: none"> - Working together to improve end of life care training pack www.skillsforcare.org.uk/eolc - Learning and practical examples from good and outstanding CQC rated providers showing how they support people at the end of their life www.skillsforcare.org.uk/go ▪ Dementia resources and qualifications <ul style="list-style-type: none"> - The principles of good dementia care - Identifying dementia - Dementia and diversity - Dementia Core Skills Education and Training Framework - Supporting dementia workers www.skillsforcare.org.uk/dementia 	
<p>5. Joined-up commissioning and collaboration between health and social care</p>	<p>Co-production with providers and networked care homes</p> <p>Shared contractual mechanisms to promote integration</p>	<ul style="list-style-type: none"> ▪ Registered manager networks www.skillsforcare.org.uk/networks ▪ Learning and practical examples from good and outstanding CQC rated providers showing how they have established and mutually beneficial 	<ul style="list-style-type: none"> ▪ Development programme for commissioners of care www.skillsforcare.org.uk/programme ▪ Workforce shaping and commissioning for better

	(including Continuing Healthcare)	relationships and how they work together to ensure more joined up care	outcomes - how to deliver a practical workforce commissioning strategy by breaking down and thinking about the key steps and processes needed to commission the right workforce.
	Access to appropriate housing options	www.skillsforcare.org.uk/go	www.skillsforcare.org.uk/shaping <ul style="list-style-type: none"> ▪ Integration with housing www.skillsforcare.org.uk/housing
6. Workforce development	Training and development for social care provider staff	<ul style="list-style-type: none"> ▪ Entry level learning and development <ul style="list-style-type: none"> - The Care Certificate www.skillsforcare.org.uk/carecert	<ul style="list-style-type: none"> ▪ Workforce commissioning resources www.skillsforcare.org.uk/workforcecommissioning
	Joint workforce planning across all sectors	<ul style="list-style-type: none"> ▪ On-going learning and development <ul style="list-style-type: none"> - Guide to on-going learning and development ▪ Qualifications and Apprenticeships ▪ The development of leaders and managers <ul style="list-style-type: none"> - Development programmes www.skillsforcare.org.uk/ongoing www.skillsforcare.org.uk/learning	<ul style="list-style-type: none"> ▪ Level 5 Certificate in Commissioning for Wellbeing www.skillsforcare.org.uk/commissioners

		<p>www.skillsforcare.org.uk/programmes</p> <ul style="list-style-type: none"> - Manager Induction Standards (MIS) <p>www.skillsforcare.org.uk/MIS</p> <ul style="list-style-type: none"> ▪ Practical approaches to workforce planning <p>www.skillsforcare.org.uk/workforceplanning</p> <ul style="list-style-type: none"> ▪ The expected standards and best practice for all care and health staff - Code of Conduct <p>www.skillsforcare.org.uk/codeofconduct</p> <ul style="list-style-type: none"> - National Occupational Standards (NOS) <p>www.skillsforcare.org.uk/NOS</p>	
<p>7. Data, IT and technology</p>	<p>Linked health and social care data sets</p> <p>Access to the care record and secure email</p>	<ul style="list-style-type: none"> ▪ Digital working, learning and information sharing <ul style="list-style-type: none"> - Information sharing guide - Core digital skills guide <p>www.skillsforcare.org.uk/digital</p>	<ul style="list-style-type: none"> ▪ Workforce data <ul style="list-style-type: none"> - Local demand and intelligence reports using the National Minimum Data Set for Social Care

	Better use of technology in care homes	<ul style="list-style-type: none">▪ Assisted living technology<ul style="list-style-type: none">- Learning and development framework- Resource hub <p>www.skillsforcare.org.uk/alt</p>	<p>www.skillsforcare/nmdsscpublications</p> <ul style="list-style-type: none">▪ Commissioning Assistive Technology<ul style="list-style-type: none">- A guide for commissioners <p>http://cat.skillsforcare.org.uk/</p>
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