Pull Up A Chair training tool

Organisation name: Age UK Wakefield District

This project was funded through the Workforce Development Innovation Fund 2018-19.

Project priority: Embed personalisation in practice and assess the impact this has.

Introduction
Pull Up A Chair is a video engagement tool developed by Age UK Wakefield District (AgeUKWD). It captures the experiences older people on camera and was used to understand life in residential care. This resulted in the production of twelve films mapped to the life domains from AgeUKWD’s quality of life assessment (LEAF-7: Life Essentials Assessment Framework). The themed films had the potential to be developed into a training tool for care staff responsible for older people in care settings but additional investment was needed to do this.

Key learnings
- The films featuring local people talking about their experiences of living in residential care has engaged learners and stimulated discussions with peers. The pilot training participants have reported a greater desire to re-connect and re-focus their work practices to ensure a person-centred approach to care.
- Care managers who piloted the tool have already started to incorporate aspects of the training tool at staff induction and in daily work practices.
- Ongoing collaboration between AgeUKWD’s project team and working group members has been key to the success of the project.

Aims
The aim of the project was to develop a training tool to be used by frontline staff in residential care homes and assisted living/domiciliary settings. The tool was to address the need for innovative and effective person-centred care training and for ways to develop self-care and resilience in front line staff.
The project
Working groups made up of care managers were formed to ensure a collaborative approach to the project. Initial working group meetings assessed training needs of the care sector managers to determine the need of the proposed training tool. Focus groups with staff from both domiciliary care and care homes were used to develop and refine the tool, followed by pilot sessions in the different settings. Observations from the pilot sessions and feedback from the participants was used to further refine the tool. Once the structure and content of the training tool had been established - a training guide, supporting PowerPoint presentation and participant workbook - a design company was commissioned to ensure that the tool professionally presented.

The final version of the tool is available to download from [www.leaf-foundation.co.uk/pull-up-chair](http://www.leaf-foundation.co.uk/pull-up-chair) and is also available on a data pen. AgeUKWD began promoting the tool at the registered managers network meeting (care homes) in March and (domiciliary care) in April. The tool is available by request to all organisations in the care sector in the Wakefield District.

The outcome
Through the project AgeUKWD have successfully engaged with care staff in the locality to understand the training needs of frontline staff to develop person-centred skills.

They have developed training materials which focus on the skills of person-centred care in domiciliary and care home settings, receiving positive feedback and engagement from pilot sessions from managers and care staff provide evidence of the success of the project.

“The design of the training to allow for group discussion and reflection is really valued as it allows for a sharing of best practice and provides a forum for the team to act as team, to provide support to each other. This is key to the success of our organisation, as it strengthens the team.” (CEO, Complete Care Ltd)

Next steps
To promote the training materials across the care sector.

More information
You can find the tool at:

[www.leaf-foundation.co.uk/pull-up-a-chair](http://www.leaf-foundation.co.uk/pull-up-a-chair)