



Target Audience

Managers, Housing and Support teams, including Team Leaders, Deputy Managers who are responsible for ensuring Care and Support plan process are effective.

This course has been developed to provide the learner with the knowledge and skills required for them to follow up on care and support plan audits and reviews to ensure that systems in place are effective and efficient to record, store, share and access information.

Learners will look at how to identify if care and support planning records are in line with GDPR and if their systems in place are fit for purpose.

This course is delivered using a range of methods and resources including:

- ▶ Live tutor facilitation, questionnaires, interactive polls, scenarios for breakout groups, questioning and participation, action planning and an end of session assessment.

This course has been developed and mapped to current occupational standards, qualification frameworks and the following documents and resources:

- ▶ The Care Act 2014: Personalising Care and Support Planning
- ▶ Think Local Act Personal Guide: Delivering Care and Support Planning
- ▶ Skills for Care – Care and Support planning self-assessment tool
- ▶ Skills for Care – Good and outstanding guide
- ▶ ICO - Date Protection and GDPR
- ▶ CQC KLOE's

Course Content

- ▶ Fit for purpose care and support plans
- ▶ Electronic care and support plans
- ▶ Principles of conversational assessments to assess and plan people's care and support
- ▶ Creating a culture around confidentiality and consent for sharing information
- ▶ Action planning for improvements to own area of responsibility

Learning Outcomes

After attending this course, learners will be able to:

- ▶ Describe what fit for purpose care and support plan are
- ▶ List advantages of electronic care and support plans
- ▶ State the principles of conversational assessments to assess and plan people's care and support
- ▶ Describe how to create a culture around confidentiality and consent for sharing information
- ▶ Action planning for improvements to own area of responsibility

Duration: 6 Hours