



PERson CENTred Training; AGE care planning

Learners' Guide

A learning framework designed by
partners across Europe

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CARE PLANNING FOR CARE WORKERS
LEARNERS' GUIDE FOR CARE WORKERS

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The European Partners Who Designed This Learning Framework

Introduction

Percentage is a learning framework for care workers providing care for older people. It has been designed by a partnership of European care agencies.

This Learners Guide will help you as a care worker to know what the framework will help you learn and how it is arranged.

The Percentage training course

As a care worker you do a very important job. The people you support depend upon you for help with essential tasks. You will get to know them very well and you will learn how best to help them. Your relationship with them and their family is an important part of your skills and you will also have useful experience of helping people with similar problems.

You, your skills and your knowledge are therefore crucial to good quality care. This training course will help you build on your skills and take them one stage further to set out written care plans that show how your fellow workers should help each person you care for.

This means that through your new care planning skills you will help to make sure that the people you care for have an excellent care service even when you are off duty.

How the training is arranged

To make good care plans with the people you help you will need a wide range of skills. You will need to communicate well with them and their family.

You will need to know them well and you will need to know the information required in a good care plan. You will also need to be able to write down the care plan so that your co-workers can follow it too. As the key worker in their care plan you should also be able to assist the person you care for in communicating with other people and getting the services they need.

We have designed the training into thirteen separate learning units. Each of these units covers an important area of care planning. You can learn the units in any order and you can combine them together if your trainer thinks this will be helpful.

In this Learners Guide we have set out for you useful information for each unit. This tells you what the unit is about, what you will learn, how the trainer will deliver the training, what skills you will gain and how your learning will be assessed.

This information will help you to prepare yourself for each learning unit, so please read it before you receive the training.

Learning Unit 1

User/family Engagement

This part of the course will teach you how to work closely with the person you help and their family to work how best to plan their care.

By the end of this training you will be able to talk with the person you help about what they can do for themselves, what things they need help with and how best to help them. You will be able to help them tell you about their life so far and the things that are important to them. You will be able to help them understand you and you will be able to help communication between them and your co-workers and between them and their families.

To do this well, you will get a basic knowledge of the effects of ageing and the general care needs of older people. You will learn about how people might feel about needing help to care for themselves. You will also learn about their general rights to receive help with their care needs and your own responsibilities.

You will learn this part of the course by listening to trainers, by seeing good examples of life stories, by watching expert workers communicate with people who are cared for and by communicating with them yourself whilst co-workers are helping you.

You will pass this part of the course when you have had several successful meetings with service users and produced six good life stories.

Learning Unit 2

Proactive Care Planning

In this part of the training, you will learn to take the lead in working with the person you care for to find out what their needs are and how they need help.

By the end of this training, you will be able to work out what needs people have and what difficulties they may face in their care setting. You will be able to think in advance where there might be special problems. You will also be able to suggest to them and to your co-workers how these might be solved. You will also be able to handle challenging subjects such as painful life experiences, loss of loved ones and dying. And you will be able to help make plans about this.

To get these skills, you will need to learn about the needs of people in older life. You will get to know about the kind of care needs they may have. You will also learn the different ways to meet a person's care needs and how to tell which might work best. You will also learn what services are available and what each service is able to offer.

You will learn how to get everyone involved in planning ahead to meet the users needs and you will be able to work with the user, their family and your co-workers.

You will have passed this unit of the course when you have been observed on five occasions and when you have completed five successful care plans

Learning Unit 3 Care Plan Production

This part of the training is about working out the best ways to help the person you care for.

By the end of this, you will have learned how to work with your service user, their family and other people involved to get their ideas about the needs of the person you care for. You will have learned how to examine all these possibilities and how to get an agreed care plan. Also, you will learn how to make sure that this care plan actually happens.

Through this part of the training you will be able to work closely and openly with the user and others. You will be able to explain the importance of care planning and you will be able to help people come up with ideas for improving the care arrangements. You will be able to work out exactly what tasks should be done and how best to do them. You will also be able to work out how long this plan should last and when it should be looked at again.

To get these skills, you will get to know more about the care needs of older people and how we can help them. You will get to know how care plans are used in your workplace. You will also learn about common problems in caring for people and how best to help with these.

You will have passed this part of the course when you have shown that you have produced at least five very good care plans over a period of at least 3 weeks.

Learning Unit 4 Care Plan Recording

This part of the training will teach you how to write down or record the care plan for the person you are caring for.

By the end of the training you will be able to write down or enter on the computer all the information needed in the care plan. You will be able to write it clearly so that your co-workers can easily understand it and follow it. You will know how your employer keeps this information and how to keep it up to date.

To help you learn these skills, your trainer will show you how care plans are recorded in your organisation. They will show you a blank copy and they show you some care plans that are very good. They may let you watch an expert record a care plan and they may work alongside you when you record your first one.

You will have passed this learning unit when you have recorded six care plans that your supervisors say are well produced.

Learning Unit 5 Care Plan Implementation

This part of the training covers the ongoing implementation of the care plan for each service user. Having looked at the best way to help care for the service user and having written this up as a care plan, it is important to make sure that the care plan happens in practice.

By the end of this part of the training you will be able to take a leading responsibility in putting the care plan into practice and changing the care plan when necessary.

You will learn how to work with other services to make sure they offer the help to the service user that is set out in the care plan. You will be able to negotiate with the service user and with your colleagues to make sure that the care is provided as agreed in the plan. You will learn how to make sure that all the services provided to the user fit well together. You will also be able to work out how well the care plan is working and how it should be changed. Above all, you will learn to lead the way the care plan works in practice.

To do these tasks well, you will need to know the shape of your own organisation and the agencies that provide services. You will also need to know about handling confidential information. You will be aware of the range of local services and you will understand good ways of providing care services.

You will have passed this part of the training when you have shown your managers clear evidence of implementing care plans and revising existing care plans.

Learning Unit 6 Sensitive Communication

This part of the course covers sensitive communication, especially with the person you are caring for and their family. In your work you are helping people with very personal tasks. When you try to find out how best to care for them you will need to cover very sensitive and personal issues.

After successfully completing this part of the course you will have learned how to discuss with the user and their family very personal needs and how best to meet them.

Through this training you will be able to raise personal issues and help users and their families to talk about them even if they are nervous about this. You will be a skilled listener and you will know when they are finding the discussion difficult. You will be able to show them respect and you will be able to help them trust you. You will be skilled at asking open questions and giving people time to answer. With these skills you will be able to make care plans that deal with important, sensitive, personal problems.

To get these skills you will need to learn about communicating well with people. You will also need to understand the place where the user lives. You will also need to appreciate the importance of the relationship between the user and their carer. In addition, you will need to understand that the user and the carer do not always have equal power. Sometimes one of them is in a much weaker position.

You will need to show your skills with users whom you know and with users who are new to you. You will need to be successful with users who have dementia, confusion or physical frailty. You will also need to work with users who have a different racial background from you.

Your skills will be assessed by people observing both your work and the care plans that you have produced.

Learning Unit 7 Care Plan Evaluation

This part of the training covers how effective the care plan is in meeting the needs of the person you care for.

By the end of this part of the course you will be able to show that you can work out how good the care plan is and where it needs changing and improving.

Through doing this training you will be able to do satisfaction surveys with the user and their carers. You will also be able to interview them about this. You will be a good listener and you will note the gaps in what people are telling you. You will be able to collect the views of the everyone involved. With all this information you will be able to change and improve the care plan.

In using these skills you will know the importance of trust and proper behaviour in caring for people. You will realise how we must see each person as an individual and show them respect. You will also need to know how to carry out surveys and interviews.

Your work will cover users you know and new ones. It will include people with physical frailty and/or dementia and people from a cultural background that is different to yours.

To judge whether you have learned these skills, your managers may look at care plans you have revised, notes of your surveys and interviews. They may also speak with users and their families.

Learning Unit 8 Representing the needs and interests of the user

This part of the Percentage course is about you representing the user so that their care needs can be met.

By the end of this part of the training, you will be very effective in representing the service user, and negotiating on their behalf, changes to the care plan.

You will be very skilled at communicating with the user and working out with them what their views are. You will also be very good at communicating with your colleagues so that they understand the views of the user. You will become skilled at negotiating with everyone involved to see the changes needed to the care plan. You will be able to summarise and record these and you will be able to show why they are needed. In addition, you will be able to make sure that people look carefully at these changes to make sure that they are working.

To use these skills well you will need to know about local services and what help people might be entitled to. You will know how to work out what help people need and you will know how local organisations take on board the views of users and carers. You will also know how to balance the needs of individual users and the care service organisations. Additionally, you will know how local services arrange changes to care plans.

Your skills need to cover written and verbal representation of your users' views. And your service users will be people with moderate and complex needs.

You will show that you have learned these skills by showing examples of changes to care plans and writing case studies.

Learning Unit 9 Maximising Independence through Care Planning

This part of the Percentage Programme focuses on making sure that the user is able to take a powerful position in making care plans and making them work well.

By the end of this part of the training you will be able to see how well each user can take the lead in making the care plan. You will be able to make sure that the user has the maximum chance to do this. You will also be able to make sure that the care plan itself is making full use of the user's skills and their ability to develop their skills.

To succeed at this, you will be able to work out each user's skills and their life history. You will be able to work out with each user what they can do for themselves, what they need help with and how they can learn new skills. You will be able to talk with colleagues in health about equipment that can help users with care tasks. You will be able to show how the care plan maximises the independence of the user. You will also be able to explain this to your colleagues.

To use these skills well, you will need to know how to work as part of a team and what rights users have. You will need how to work out people's skills and how their independence can be affected by their needs. You will know how to work well with users, treat them as individuals and value their ability to help themselves.

Learning Unit 10 Care Planning & Personal Beliefs

The people you help have important personal beliefs and needs. These include beliefs and needs about culture, religion and sexuality. A good care plan will help to make sure the people you care for can practice these beliefs. This part of the training will teach you to be able to talk about these difficult subjects and to work out how the care plan can take full account of them.

By the end of the training you will be able to talk with the person you help and agree how to meet these needs. You will be able to include them in the care plan and you will be able to explain this to your co-workers. You will also be able to discuss these matters with the families of the people you help.

To do all this you will know how people tend to deal with important events like pain, dying and life after death. You will know the importance of beliefs about religion, food, undressing and touching people.

As part of your training you will be told about these important issues by your trainer and you will be shown good care plans that include these personal beliefs and needs.

You will be asked to write good care plans and you will have passed this part of your training when you have written six successful care plans.

Learning Unit 11 Accessing Health Services

This part of the Percentage course focuses on making sure that service users have the right healthcare services as part of their care plan.

When you have succeeded at this part of the training you will be able to work out the healthcare services that each service user is likely to need and how best to make it happen.

Through the training, you will have the ability to use your knowledge of each user to consider which healthcare services should be explored. You will be able to contact healthcare colleagues to ask them to see if their services are needed. You will also be able to contact healthcare colleagues to get emergency help. You will also be able to keep good records of the contacts you have made with healthcare services. In addition, you will be able to keep your colleagues, the user and their families fully updated with progress.

To use these skills well, you will need to know about local healthcare services and when users are likely to qualify for them. You will need to know the local contact arrangements for emergency healthcare. You will also need to know your local procedures for keeping records.

You need to be able to use your skills with users with physical and/or mental health needs.

You will be able to work with users with moderate or complex care needs living in care homes, supported housing or in their own homes. You will particularly be able to arrange access to GPs, Outpatients and emergency care.

To work out if you have gained these skills, your managers may look at your case studies, your written referrals to healthcare services and evidence from people who have seen you doing this work.

Learning Unit 12 Medication Management

Many of the people you care for will be taking prescribed medicines to help them be well. A good care plan will explain the medication they require, how it is to be taken and what might happen if it is not taken properly.

You are not expected to give medicines – unless you are specifically trained - you must not do so in fact. This part of the training will help you make sure that people have good records that show you and your colleagues the medicines most people need, will explain what you need to do when medicines are changed and what might happen if something goes wrong.

By the end of the unit you will be able to help make sure people take the medicines they need in the right quantities at the right time in the right order and in the right way. You will also be able to spot that the medicine is not being taken properly or not being taken at all. You will also have been taught what to do in such cases.

To do all this you will learn what your responsibilities are, what your colleagues need to do and the role of other people you might come into contact with like nurses and doctors. You will have learned about the ways in which the medicines affect behaviour and what might happen if people stop taking them or reduce the dose but remember that you are not being asked to be a medical expert or a doctor!

Learning Unit 13 Risk Awareness and Safeguarding in the care of Older People

This section of the Percentage training focuses on making sure that the care plan takes full account of the risks and protection needs of the care user.

By the end of this part of the course you will be able to judge the risks to the user and to make sure that the care plan makes sure they are safe.

Through this training, you will be able to spot the actual and possible safety hazards in caring for the user. This will include both the physical surroundings and the way the care tasks are done. You will be able to see how the way you and your co-workers carry out your work affects the safety of the care user.

You will also be able to recognise actual or possible abuse of the user.

You will be able to work out care plans that make the situation safe and where there are risks you will be able to report to senior staff in the proper way.

To use these skills successfully, you will need to know how to move and transfer care users safely. You will know your local adult protection or adult abuse procedures. You must be fully aware of common health and safety requirements including storage of dangerous items. You will have to know the rules for handling medicines and you will be fully aware of your responsibility to report concerns of adult abuse.

You will be able to use these skills with new and existing users as well as visitors to the care setting. You will be able to include users with dementia and those who have difficulty communicating their needs.

To work out if you have gained these skills and knowledge, your managers may look at your written risk assessments, your care plans and your attendance at special training courses.

The European Partners Who Designed This Learning Framework

The partners who designed the Percentage training framework are:

Veneto Region	:	Italy
Obbiettivo Formazione	:	Italy
City of Uppsala	:	Sweden
City of Tartu	:	Estonia
City of Helsinki	:	Finland
Surrey Care Association	:	United Kingdom
Surrey County Council	:	United Kingdom