

DEVELOPING SKILLS IN HEALTH AND SOCIAL CARE

Part funded by the European Social Fund,
led by Suffolk & Norfolk County Councils

The Developing Skills project would like to support you with your chosen career in adult health and social care. We are able to offer level 1, 2 and 4 courses where you will gain fully-funded accredited units and Functional skills to support you as you move forward with your educational pathway.

We want you to feel valued and supported, you will be given a Career Progression Mentor to work closely with you and give you all the skills and confidence you need to move forward in the health and social care sector.

Contact Us

E-mail:

developingskills@suffolk.gov.uk
developingskills@norfolk.gov.uk

Website:

www.norfolk.gov.uk/developingskills

Facebook:

Developing Skills in Health and Social Care | Facebook

Twitter:

[@DevelopingCare](https://twitter.com/DevelopingCare)

LinkedIn:

[Developing Skills in Health and Social Care | LinkedIn](#)

Facebook Community Page:

DSHSC Suffolk and Norfolk Community group | Facebook

WHAT'S UNIQUE ABOUT OUR PROJECT

When you sign up to our project, we will provide you with a mentor and you will be offered the opportunity to complete our fully funded accredited training.

Mentors will support you with:

- Advice, guidance and learning opportunities
- Help with overcoming barriers and challenges to learning
- Next steps for career progression
- Confidence & self-esteem building.

The benefits to employers:

- Staff will gain more knowledge and skills
- Employees will feel valued and empowered in their role, this can have a positive effect on staff retention
- Opportunity to have a dedicated workforce who will remain in the sector and can see it as a career and not just a job.

UPDATES AND INFORMATION SHARING

PROJECT EXTENSION

We have received the fantastic news that our project has received the extension and we will now be supporting people in the care sector up until September 2023.



So why not get in touch with us to find out more or to sign up!

REVAMPED WEBSITE

We have been busy revamping our website to make it easier for you to find information. We have also updated our section on our unique mentoring service, with some information about our dedicated team to highlight the passion our mentors have for helping individuals just like you.

Why not check it out here www.norfolk.gov.uk/developingskills

NEW COMMUNITY FACEBOOK PAGE

Why not join our new Facebook community page, we would like everyone in Norfolk and Suffolk to join and share community events, jobs and charities and all things that will help and support others [DSHSC Suffolk and Norfolk Community_group](#).
[Facebook](#)



WEBINAR - UPSKILL YOUR STAFF & BENEFIT YOUR CARE SETTING

It was a pleasure to be asked to be involved in a webinar to look at retaining and upskilling staff who work in social care, this was very insightful. Please do take a few minutes to watch this, we would love to hear your thoughts on it. <https://youtu.be/SI2ugMfVTHI>

PODCAST

We have launched our first podcast! Our Project Co-ordinators Deb and Adrian take some time to talk about our project and the benefits to health and social care. The podcast lasts 15 mins, so why not make yourself a coffee sit down put feet up and have a listen.

<https://anchor.fm/dshsc>

Contact us: developingskills@norfolk.gov.uk

MEET THE TEAM

Continuing with getting to know the Developing Skills Team, this week we would like you to meet...

Barbara



Job role: Programme Manager

Date joined the project: March 2022

Previous job role: Senior Project Manager for Realising Opportunities

In two words describe the project: Brilliant opportunities

Favourite Film: Murder on the Orient Express

Dream Holiday Destination: New Zealand

Dislikes: Where pottery has unglazed bits – I can't touch it! And the word 'sarnie'.

Sian



Job role: Senior Career Progression Mentor

Date joined the project: November 2020

Previous job role: Assessor and IQA in Health and social care and Employability

In two words describe the project: Opportunity, Progression

Favourite Film: Pay it forward

Dream Holiday Destination: Canada

Dislikes: Rude people.

Contact us: developingskills@norfolk.gov.uk

PARTICIPANT CASE STUDIES

One successful participant is Sharon who lives in Great Yarmouth and is a Health Care Support Worker at Beccles Hospital. She provides personal care and rehabilitation to patients preparing for discharge. She enjoys her job; being a complete change from her previous role of a coach-driver, which she latterly found to be a lonely job.



Sharon did a course in Functional Skills Maths, as she only had a Maths qualification at a lower grade and knew she would need a higher level to progress her career. Sharon was able to borrow one of the Developing Skills laptops to get her learning underway – and since completing her learning, she has bought herself a laptop and plans to go on a local Understanding IT course, to get herself more familiar with it.

Outside of work Sharon enjoys going to the gym and wild swimming – she’s a member of a sea-swimming group called Sea for the Soul in Lowestoft.

Her project Career Progression Mentor Gary Goodwin kept in touch with Sharon throughout her learning, checking in and supporting her with any questions she had. On the day of her exam, Sharon messaged Gary to say that she had a complete blank moment when she sat down for the test and felt like she was back at school. She said that she feared the worst and would get ready to have a second attempt – she was very anxious and apprehensive.

But when the results arrived, Sharon found she had passed with flying colours. She said, “I feel elation and a sense of pride – my hard work has paid dividends!” She is now moving forward with her sights set on a physiotherapy or nursing assistant role.

Gary said, “I’m so pleased to see Sharon achieve her Maths – throughout our time together she always had a ‘can do’ attitude and it’s great that all her hard work and perseverance has reaped rewards for her. I wish her all the best in her future endeavours!”

HERE’S THE LOW DOWN ON OUR ADDITIONAL COURSE - COMMUNICATING & INTERACTION (WITH INDIVIDUALS WITH DEMENTIA)

One of our Delivery Partners, Steadfast Training are offering this additional course, why not contact us to find out more developingskills@suffolk.gov.uk

The aim of this unit is to provide the learner with knowledge and understanding when communicating with individuals who have dementia.

By the end of this course you will be able to:

Understand the factors that can influence and affect communication and interaction with individuals who have dementia and understand how a person centred approach may be used to encourage positive communication with individuals with dementia.

DELIVERY PARTNER IN THE SPOTLIGHT

Contact

**Elmhurst Building
13 Ipswich Road
Norwich
NR2 2LJ**

Number: 01603 773310



City College Norwich is one of the largest colleges in the country and has the widest choice of courses in Norfolk. They provide courses for students of all ages and from all educational backgrounds and whatever your interest or your ambition, they can help find the right course for you. They have superb facilities as well as superb staff! Professional, friendly and expert teachers deliver high quality teaching and training in a supportive and challenging environment that is designed to meet your individual needs.

Rated good by Ofsted, the quality of their teaching is recognised in their latest inspection report and noted as helping students 'make good progress, achieve their qualifications and realise their ambitions'.

Courses

Level 4 Empowering and Aspiring Future Managers in Adult Care

1 x 3 hours live online session per week for 15 weeks

Level 2 Award in Awareness of End of Life Care

1 x 2.5 hour live online session per week for 8 weeks

Level 2 Dementia Awareness

1 x 2.5 hour live online session per week for 6 weeks

We understand that life and work can make adhering to lesson timetables difficult, so all online lessons are recorded and together with course materials, are made available online to enable students to access them at their own convenience. Once on the course, you will also have access to close support from your tutors via one-to-one sessions and you will be allocated a mentor by Norfolk / Suffolk County Council to support you on your learning journey.

Courses run several times a year and generally have a maximum number of 12 students per cohort.

You can find more information by clicking on <https://www.ccn.ac.uk/courses/course-types/professional-development/dshsc/>.

Contact us: ESFprojects@ccn.ac.uk

PARTICIPANT FEEDBACK

Feedback is valuable in helping you to choose if this training is right for you.

Read below to find out how participants have benefitted from our training.

Alice - Mentoring Support

"The mentor support has been first class, enabling me to think critically about my own working styles and talk through alternative, more productive, practices.

Through discussion, the mentor has enabled me to explore future learning opportunities, giving me the confidence and belief to achieve goals that I thought were unobtainable. I would like to thank him for his support and guidance to date."

Claire - Level 2 unit in Dementia

"Yes I completed the L2 Dementia Awareness course and found it extremely useful- so much so I suggested to my colleagues that they may like to complete it. It has given me a much better understanding of dementia and is going to be so helpful in the work I will be doing in the coming months to shape residential services for people with dementia.

I did find that the course could be completed quicker than stated which for me was good (often just on my own in training session!) but I appreciate that a group would take longer to go through and discuss everything.

Overall, a course I would recommend."

Andrea- Level 2 unit in End of Life

"I enrolled on the End of life Course and found it very interesting and I was able to fit the course in with my availability. The tutors Lyn & Danielle were very friendly and knowledgeable. I was quite surprised when I found out that I also had a Mentor to speak with during my course. Sian was lovely and we had chats about my future career and she assisted me by helping me become more confident with myself and pointed me in the right direction to further my learning. Now to do my Level 3 diploma!

Sharon - Functional Skills - Maths

The biggest thanks goes to you Alex, first and foremost for being so patient with me! You've absolutely made me look at maths in a different light and I have genuinely enjoyed learning with you. I have not once been made to feel inadequate or stupid and my confidence is my weakness so thank you for not banging your head against the table 😊 and thank you for teaching me the best way I have ever been taught anything!

TEAM DAY

In May the whole team got together for a team meeting to look at the project moving forward. As we work across two counties we also took the time to incorporate some team building exercises.



What's Next...

Keep an eye out for us as we plan to visit supermarkets in the Norfolk area setting up stands, you will see more detailed information on our social media sites.

On 29th July we will be attending Seetec Lowestoft Career Fair. Why not pop by and say hello.

Look out for future webinars and short videos from the team on the training we're offering and the benefits of completing these.

Next Edition...

Look out for our 6 weekly flyer that will be heading your way in September.



GOODBYES

We are sad to say goodbye to two of our staff members.

Sally, our Finance and Monitoring Officer has been with the project since the start and has been dedicated and supportive to the project and her colleagues. We will struggle to replace her.

Melanie, our Comms and Marketing Lead, who joined us in March, has decided to leave the project to go onto new ventures.

We would like to thank you both for everything you have contributed to the project and wish you all the best in your next chapters.

