

Central  
Bedfordshire  
Council  
Priory House  
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Chicksands,  
Shefford SG17 5TQ



**TO EACH MEMBER OF THE  
SOCIAL CARE, HEALTH & HOUSING OVERVIEW & SCRUTINY COMMITTEE**

15 July 2014

Dear Councillor

**SOCIAL CARE, HEALTH & HOUSING OVERVIEW & SCRUTINY COMMITTEE - Monday  
23 June 2014**

Further to the Minutes for the above meeting, previously circulated, please find attached the question and response from a Member of the public referred to at item 20:-

20. Questions, Statements or Deputations

The Committee had received a question from Mr M Lewis relating to changes in mental health and learning difficulties provision in the county. Mr Lewis highlighted the need to ensure the workforce was suitably trained to deal with a varying age range of people in the community with mental illness problems. Mr Lewis also circulated a letter he had received from Lord Earl Howe at the Department of Health in support of his question.

The Assistant Director Commissioning thanked Mr Lewis for his question and provided the following response:-

- That provision of service user and carer engagement work was undertaken in partnership with the Bedfordshire Clinical Commissioning Group and providers to address the local mental health agenda.
- That contractual arrangements included the provision of training opportunities for staff. From March 2015 all health care workers and adult social care workers will be required to complete the new 'Care Certificate' on entry to the sector.

The full question from Mr Lewis and response are attached as an addendum to the Minutes.

Should you have any queries regarding the above please contact the Overview and Scrutiny Team on Tel: 0300 300 4196.

Yours sincerely

**Paula Everitt**

Policy Scrutiny Adviser

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**Question to the Social Care Health and Housing Overview and Scrutiny Committee from Mr Maurice Lewis:-**

Central Bedfordshire Council will be left behind other local authorities if it does not pay heed to providing more support for carers and service-users under the remit of the Health and Social Care Bill.

My question to the Scrutiny Committee is as follows:-

There are noticeable changes about to occur in mental health and learning difficulties in our county and we are left in a predicament of finding a new provider to take over this NHS activity. This is at a time when there is an ever increasing need for more social service support and this has to come from training young people into the caring industry. Such young entrants need the skills and experience to support a varying age range of people in the community with mental illness problems.

Fortunately, we have numerous educational establishments in our county that can and would be prepared to run such training courses along the lines of my draft NVQ submission (see attachment) which is only a tool establishing basic modules that I feel (as a carer) need to be taught. It is up to your scrutiny committee to take this innovation further if it wants to be a local authority leader with high standards of social health care.

**DRAFT SOCIAL CARE TRAINING COURSES - from a carers perspective**

**NVQ 1** - A qualification for those who seek employment in the care industry aged between 16-17 who have a willingness to care for others and who have the correct temperament and personality.

**Study modules**

- Basic first aid
- Health and Safety in Health and Social Care
- Psychology
- Psychiatry
- Work experience – visits to hospitals, GP surgeries, care homes etc
- Assessment

**NVQ 2** - A qualification leading to a mental health care support assistant

**Study modules**

Advanced first aid and caring needs

- Health and Safety
- Psychology 2
- Psychiatry 2
- Work experience – home visits and visits to carer charities to meet carers
- Assessment

**NVQ 3** - A qualification leading to a mental health care support assistant (advanced)

**Study modules**

- Revision of first aid and care techniques
- Mental health Act and other statutory regulations
- Psychology 3
- Psychiatry 3
- Care support administration/writing case studies
- Assessment

**NVQ 4** - A qualification leading to a mental health care manager

**Study modules**

Management and administration skills

- Review of current legislation
- Psychology 4
- Psychiatry 4
- Personal development/work experience at senior level
- Thesis
- Examination for a health care degree

**Additional note from Mr Lewis 16 May 2013**

I have just been listening to the Second Chamber in Parliament discussing the “Abuses of the Elderly” (14<sup>th</sup> May) and ironically there is a call for more training of staff in the field of caring. The Government minister Lord Earl Howe who is responsible for delivering the Care Bill indicated that local authorities are now being given more power to change the existing culture which he wants to see implemented by March next year. In line with the “petition” I sent you, members of the scrutiny committee must see how important my proposal is to act now and start training youngsters along the lines of the draft NVQ modules so that they will become the better cares of tomorrow. No doubt CQC will be contacting all local authorities to take further action along these lines.

**Overview and Scrutiny**  
**Response to Mr Lewis' Question about MH Procurement Process and**  
**Training Young People into the Health and Social Care Profession**

**Information to be presented at Overview and Scrutiny:**

***Question - Mr Lewis asked "has anything developed out of the MHP care procurement?"***

**Answer - Mental Health procurement process**

Unfortunately owing to strict European Union procurement rules we are not able to discuss any details about the process at the moment. We do however want to encourage service user and carer involvement as the process allows. This will enable you to ask any questions or raise any concerns you may have to potential bidders. We anticipate that this will take place towards the end of the summer and we will endeavour to keep you informed of service user and carer engagement opportunities as the procurement process progresses.

**Service User and Carer Engagement**

Central Bedfordshire Council (CBC) work closely in partnership with Bedfordshire Clinical Commissioning Group (BCCG) and providers to address the local mental health agenda, wellbeing, and reduce associated stigma. A number of mental health engagement events have taken place over 2013/14 2014 and most recently in April 2014 there were four 'Lets Talk about mental health' events at the Rufus Centre including:

- Psychosis (15.04.14)
- Complex Needs and Personality Disorder (15.04.14)
- Bi-polar (22.04.14)
- Schizophrenia (22.04.14)

All events have been well attended by service users, carers and providers and we are currently waiting for the breakdown of the feedback received at the most recent 'Let's Talk' events to see 'what works' and if we should be doing anything differently to provide appropriate local mental health care and support.

***Question: Mr Lewis also asked "will the new providers be using Government funding to train more qualified staff in mental illness?"***

**Answer: Funding**

CBC awards funding to current providers to deliver services in accordance with identified local need. A part of the contractual agreement is to promote and encourage training and opportunities. CBC, BCCG, and other providers also attend a variety of events over the financial year to promote health and

social care career opportunities and further training development for caring staff.

**Question:** *Mr Lewis' final statement – “training courses along the lines of my draft NVQ submission which is only a tool establishing basic modules that I feel (as a carer) need to be taught”.*

**Answer: Proposed NVQ care modules**

CBC welcome service user and carer direct feedback about the mental health agenda and would like to thank Mr Lewis for compiling an example of modules to equip individuals with qualification within the care industry to encourage young people to enter the profession.

**Current Education/Training Opportunities**

Central Bedfordshire Council works with a wide range of Care Providers. This includes South Essex Partnership Trust (SEPT) our NHS provider of community and mental health services; and also providers in the Private, Voluntary and Independent Care Sector. Care is commissioned with the requirement that there is sufficient, capable and skilled workforce to deliver the type of care and support that is needed.

The Director of Social Care, Health, and Housing Mrs Julie Ogley has a statutory responsibility for strategic planning for adult social care workforce. This includes professional leadership and she is accountable for ensuring that relevant professional and occupational standards are maintained across social care services provided by or commissioned by the Council. Mrs Ogley discharges this duty by providing funding and training opportunities for adult social care workforce in Central Bedfordshire.

There are a number of health and social care opportunities that CBC actively promotes in partnership with health and other providers to encourage young people to consider the health and social care sector as a career of choice. Those include:

- 'I Care...Ambassadors' scheme
- All age apprenticeship programme in Health and Social Care.
- Mental Health Diploma programme with carefully planned modules
- Diploma in Health and Social Care which includes optional mental health modules

From March 2015 all health care workers and adult social care workers will be required to complete the new 'Care Certificate' on entry into the sector. This has been developed by Health Education England, Skills for Health and Skills for Care and is currently available in draft form

**Statement:** *We have prepared a brief information leaflet with useful information for Mr Lewis to take away*

Leaflet of further information

## **Further health and social care education/training information**

### **I Care...Ambassadors' scheme**

CBC support the Skills for Care 'I Care...Ambassadors' scheme which promotes the sector as a career of choice to people of all ages and includes working with schools and colleges. This includes attending local job fairs and other events. More information can be found by visiting the following links:

<http://www.centralbedfordshire.gov.uk/health-and-social-care/adult-care/ascd/ldasc.aspx>

<http://www.skillsforcare.org.uk/Finding-and-keeping-workers/I-CareAmbassadors/I-Care-Ambassadors.aspx>

Skills for Health has a similar 'Health Ambassadors' scheme

[http://www.healthambassadorseast.org.uk/docs/employer\\_engagement\\_RIR2.pdf](http://www.healthambassadorseast.org.uk/docs/employer_engagement_RIR2.pdf)

### **Apprenticeships in Health and Social Care**

Apprenticeships are work-based training programmes for new or existing staff designed around the needs of the organisation with Government funding to help ensure that a skilled workforce is in place to meet customer's needs.

We work both internally and with our care providers to promote opportunities for young people to enter the care sector. The intermediate apprenticeship includes the completion of 'preparing to work in the health and social care sector' as well as the knowledge and skills elements of the Diploma in Health and Social Care.

<http://www.centralbedfordshire.gov.uk/health-and-social-care/adult-care/ascd/ldasc.aspx>

### **Mental Health Qualifications**

Within the Qualification Credit Framework (QCF) there is an existing Level 2 Certificate in Mental Health Awareness, Level 2 Certificate in Community Mental Health Work, a Level 3 Certificate in Working in Community Mental Health Care and a Level 3 Diploma in Mental Health Care which include units such as:

- Understand mental health problems
- Understand mental health interventions
- Understand the legal, policy and service framework in mental health
- Effective team and joint working in mental health.

### **Diploma in Health and Social Care**

The Diploma in Health and Social Care includes optional mental health units. These are knowledge and competence based qualifications.

### **Care Certificate**

This has been developed by Health Education England, Skills for Health, and Skills for Care and is currently available in draft form. It will include assessment of knowledge and competence in the following key areas:

1. Understand Your Role
2. Your Personal Development

3. Duty of Care
4. Equality and Diversity
5. Work in a Person Centred Way
6. Communication
7. Privacy and Dignity
8. Fluids and Nutrition
9. Dementia and Cognitive Issues
10. Safeguarding Adults
11. Safeguarding Children
12. Basic Life Support
13. Health and Safety
14. Handling Information
15. Infection Prevention and Control

<http://www.skillsforcare.org.uk/Standards/Care-Certificate/Care-Certificate.aspx>