Working Together to Deliver Quality Care: The Lothian Care Academy

Mhairi Mackay – Senior Project Manager, NHS Lothian
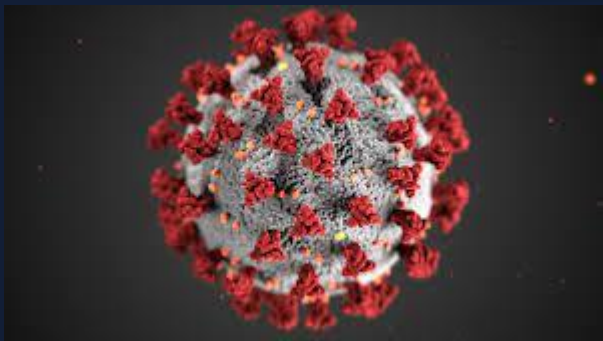**Donald Boyd – Programme Manager, NHS Lothian**

Nugget of an idea

Concept -The right staff member with the right skills and knowledge to support an individual, at the right time regardless of the staff members employer.
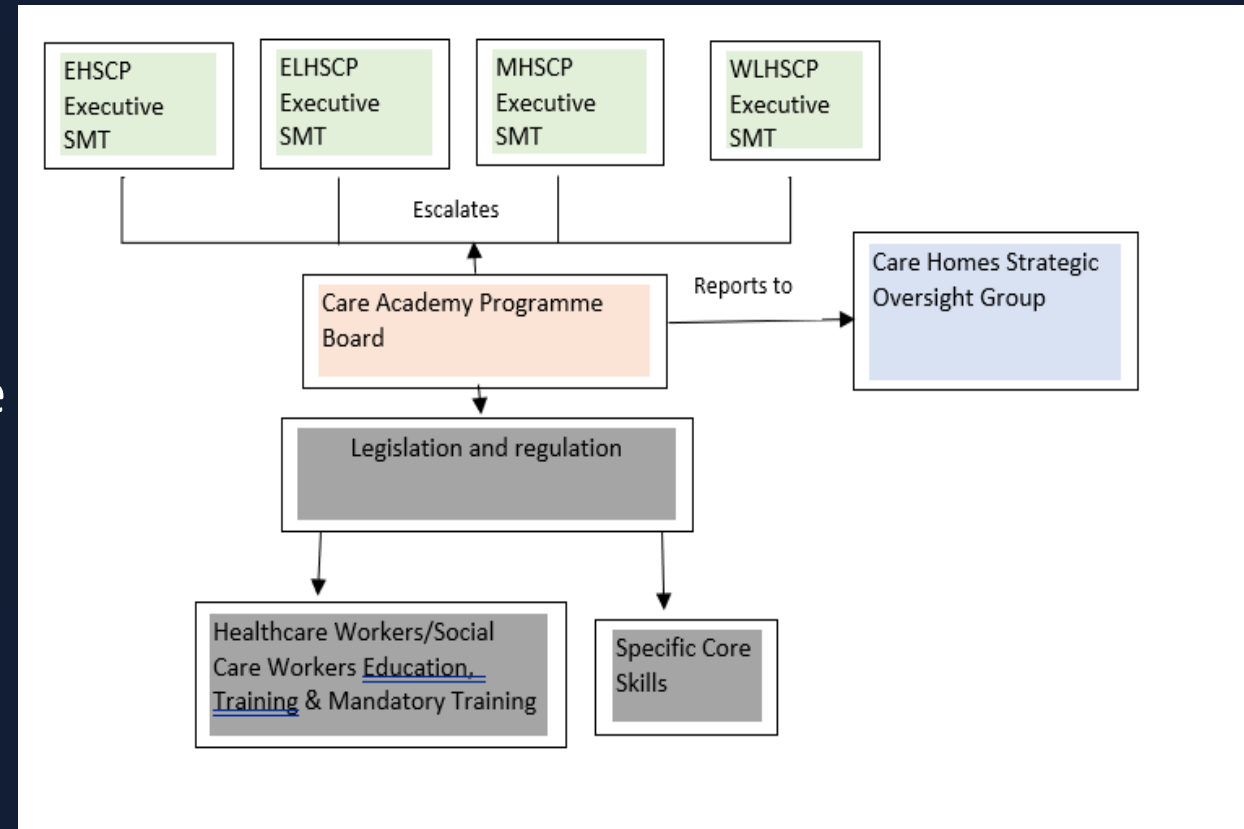

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COVID
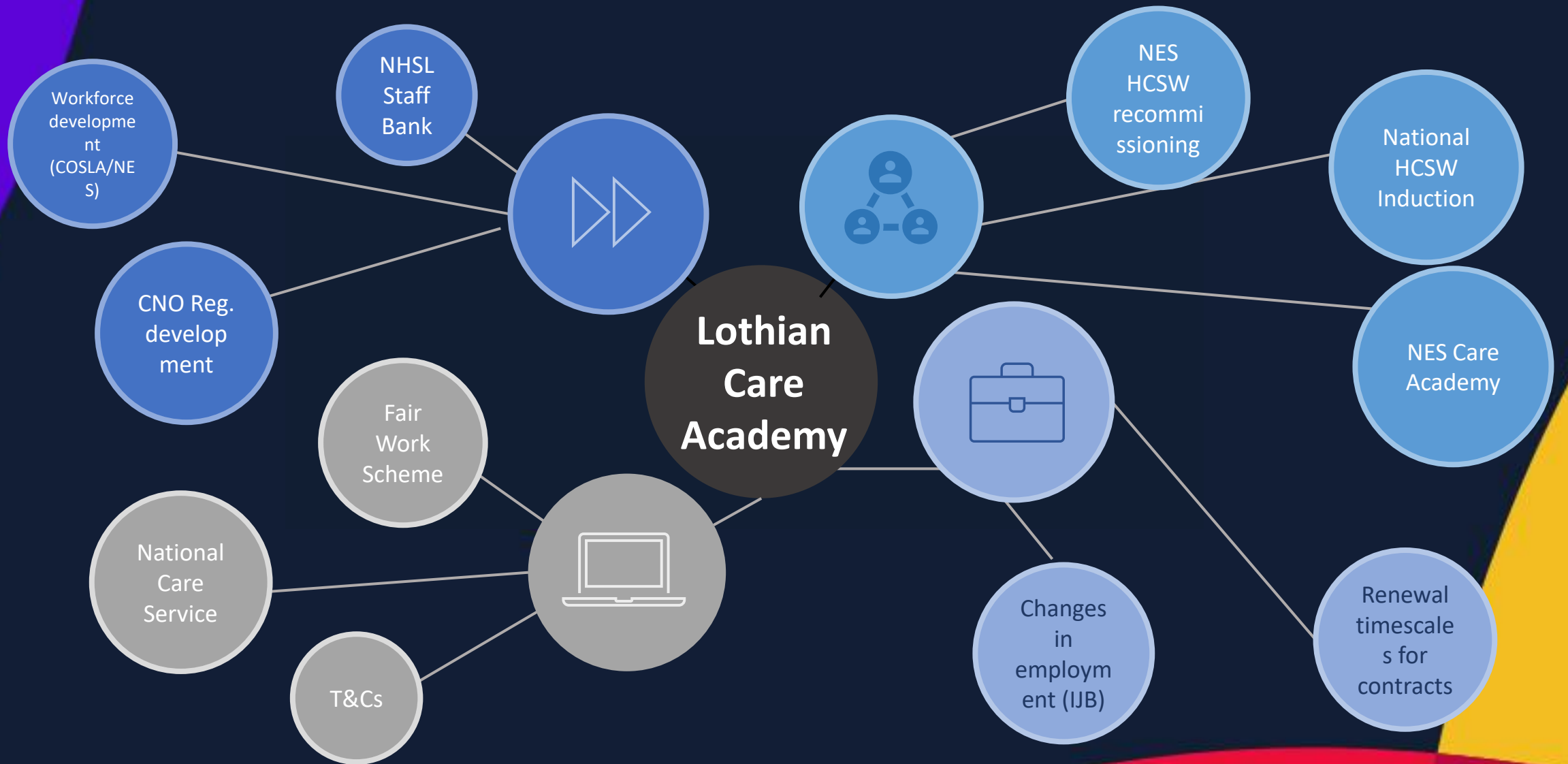
Why do we need a Lothian Care Academy?

• little standardised training across care delivery
• inconsistency in training
• limited equity of access to care delivery
• quality of care issues across agencies and differing measures of measuring care delivery
• constraint and risk around organisational liability in the assessment of learner competencies following training
• limited ability to work in partnership with all colleges/ independent providers

What are we aiming for as a programme?

The Lothian Care Academy will deliver *high-quality* learning by working together with key stakeholders to create a consistent, safe, and best value training offer within Health and Social Care which will attract, develop, and support staff through their care sector roles.

An ever changing landscape

The building blocks of success

Creating a Lothian Care Academy offer

Adopting a pilot and QI centred approach

Scaling up beyond early adopters

Building relationships

Identifying priorities and setting the stage for change

Breaking down barriers

Measuring our impact

Level 1: Reaction to learning
The feelings prospective learners and key stakeholders have about the learning, its worth and how relevant it is to the work they undertake

- Post training evaluations
- Pre-training consultation with key stakeholders

Level 2: The results of the learning
The number of learners successfully completing the Lothian Care Academy training

- Increase in learner placement
- Numbers of learners signed off on competencies

Level 3: Individual behaviour
The influence learning has on how the learner reflects on and undertakes their work

- Post training learner evaluation
- Positive employer feedback

Level 4: Organisational benefits
The impact the Lothian Care Academy training has on improving the efficiency and safety of Health and Social Care delivery in Lothian

- Reduction in Incident reports
- Increase in CI report ratings (3 or higher)

Level 5: Societal contributions
The contribution learning from the Lothian Care Academy could make to Healthcare Support Workers practice and ability to improve the care experience for people in Lothian

- Positive resident/patient feedback
- Increased retention of staff
- Reduction in vacancy levels

What have we learned?

- Progress and change takes time
- Relationship building and laying foundations is crucial
- We cannot rely on national pieces of work to solve real operational issues
- Everyone's voice around the table is important and valuable

- There is red tape everywhere – we need to think creatively on how we can overcome it
- Data gathering and having a comprehensive evidence base is crucial
- Keep your goal and vision in sight – always!

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Lothian
Care
Academy

Thank you.

If you have any questions, we will be pleased to answer them

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