The whole is greater than the sum of its parts

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What this workshop is about – meeting needs

- The service user’s need for competent care & a respect for their right to be ‘in control’
- The need for a workforce to all share the same vision of what good care should be
- The employer’s need to know how well this ‘vision’ is understood & delivered in practice
- The workers’ need to be trained and under-stand why they what they do at work & get credit for that
What does this mean in reality?

- Need to express the values of a service clearly
- Need to set out clearly what staff must know
- Need to set out clearly how staff should work
- Need to be able to identify and put right the gaps in knowledge and ways of working
- Need to be able to check in daily work that staff put values & knowledge into practice
Three essential parts to success

* Knowledge

* Values

* Delivery
Each element can stand alone & be beneficial

Taken together they provide an extremely powerful tool for workforce renewal and service transformation

Cumulative effect of happy service users, a competent and confident workforce and an assured quality of service for managers and purchasers
BESCLO expresses **key knowledge & core values**

- Basic European Social Care Learning Outcomes
  - Clearly expressed essential knowledge
  - 8 areas of care; values of social care/promote life quality/working with risk/understand your role as a care worker/safety at work/communicating positively/recognise & respond to abuse/ develop as a worker
  - Learning outcome format = what staff need to know + what they must do to show they DO know it
BESCLO – very successful!

Created in LdV project ‘European Care Licence’. BESCLO material/approach used in many other projects/reports:

Not Patients, but Citizens with Rights!

Strengthening the workforce for people with disabilities: Initial mapping across Europe: EOHR report
3 Ways to check what your staff do know….

1. **External check** – ask your staff to sit an exam and demonstrate their knowledge

2. **Internal check** – use mentors to check on how staff perform in day to day tasks and how well they understand *why* they do *what* they do

3. **User check** – ask users what they think of the service
External Check - The European Care Certificate

- Rated as Level III on European EQF
  - Demonstrates worker’s knowledge
  - Demonstrates worker’s understanding
  - Does NOT demonstrate competence – ie what a worker actually does & how they do it
- Allows employer to demonstrate their workforce is trained & understand how the UNCRPD principles work in practice
The role of EASPD and the ECC Registrar

- Coordinate the work around ECC with the partners
- Managing the website
- Creating exams
- Managing the databases of exams and material
Supporting Materials

ECC Training course – covers all the BESCLO, slides, trainers guidance, handouts etc

Available in many languages, French, German, Italian, Slovenian, Czech, Latvian, Greek Romanian, Hungarian, Portuguese, Dutch, Lithuanian, Polish (& English)

All free!
External check ECC exam

- Hour long – multiple choice exam
- Designed around the 8 BESCLO areas
- Paper or online exam versions available
- 10,000 candidates on ECC database
- Pass-rate around 70%
- Available in many languages
Internal check – mentoring

• Mentoring provides workplace supervision by experienced staff to new and/or under-performing staff

• Mentors can check both on understanding and actual service delivery with users

• Mentors minimise opportunity for staff to repeat mistakes & maximise rate of staff improvement

• Results from EMISC project – it works!
Median MATS score learning gain by group

- Women (n=201)
- Men (n=27)
- Mentored (n=128)
- Non Mentored (n=100)
- Non PWFO (n=107)
- PWFO (n=121)
- Med All (n=228)
Contribution of Mentors’ role

Recognition of their knowledge & skill

Useful ‘step-up’, but still at coal face

Developing news skills

Promoting values of UNCPRD

Better team working
Other benefits

End user assessment tool – EMISC showed some significant results here!

Feedback from mentors / mentees / managers was all positive

Progression – some mentees became mentors
Internal check – ask the ‘customer’

‘End-User’ feedback questionnaire

• Easy to complete
• Easy to collect data in and analyse it
Supporting materials for mentors

- Set of learning outcomes for mentors
- Recognising their contribution as mentors
- Training course for mentors
- Trainers guidance, handouts, slides etc.
- Assessment guidance for mentors, including what questions to ask, all based around the BESCLO

All available for free!
Develop a ‘virtuous circle’

- Initial training based on BESCLO backed up by mentoring assessments – establishes values & ways of working
- ECC exam award/reward for successful staff
- Group &/or individual weaknesses in staff identified by exam results and by mentors’ assessments & so can be corrected by training
- End users become more empowered & confident to take control
THANK YOU FOR YOUR ATTENTION!

For any questions on how to become a partner or how to take the exam, please contact Sandra Lima at sandra.lima@easpd.eu

ALL of what we have talked about today is available for free from EASPD!

The only charge is for taking the exam & issuing a Certificate for those who pass.