

Week 98

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Somerset
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WELCOME TO THE BULLETIN

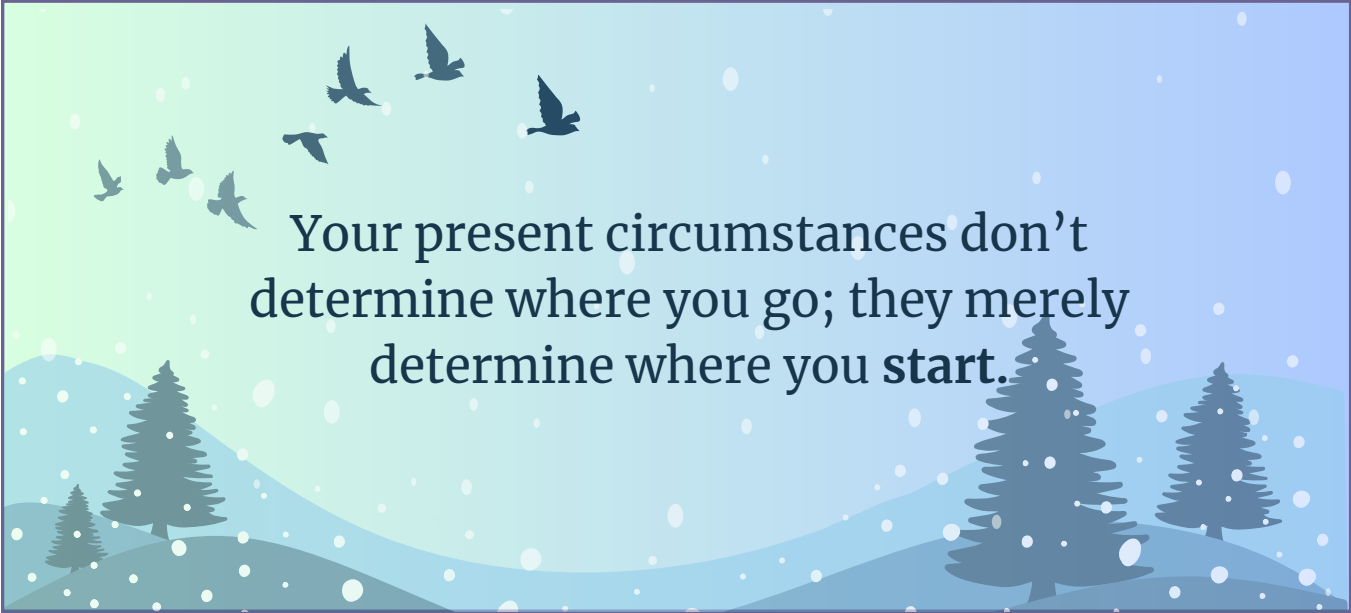
Welcome to this week of the Bulletin! This edition is full of important news and updates from all across the business...

- **The Somerset Care Group Care Awards 2024**
- Herbert protocol
- L&D Updates
- **Reminder** - New Mandatory E-Learning Training



Who will
you
nominate?

THIS WEEK'S WELLBEING QUOTE



Your present circumstances don't
determine where you go; they merely
determine where you start.

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Introducing the 2024 Somerset Care Group Awards

Welcome to the Awards

A warm welcome to all of our colleagues from across our residential, home care, specialist care and support services. We look forward to celebrating your successes and achievements at the 2024 Somerset Care Group Awards. All categories are open to all of our Somerset Care Group services, wherever you are based, and whatever team you are in. This year, we are pleased to invite our colleagues at Green Tree Court to join in the celebrations for the first time.

NOMINATIONS ARE NOW OPEN

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Nominations from our customers

Our People's Choice Award is exclusively open to nominations from our customers, residents and their families, enabling them to recognise and celebrate a team member from any of our Somerset Care Group settings and services who has made a positive difference in their life.

People's Choice nominations can be made online or via a paper form. Please support any customers who wish to nominate a colleague, to do so via the route that is best for them.

**Nominations for all award categories
close at 5pm on Friday 17th January
2025.**



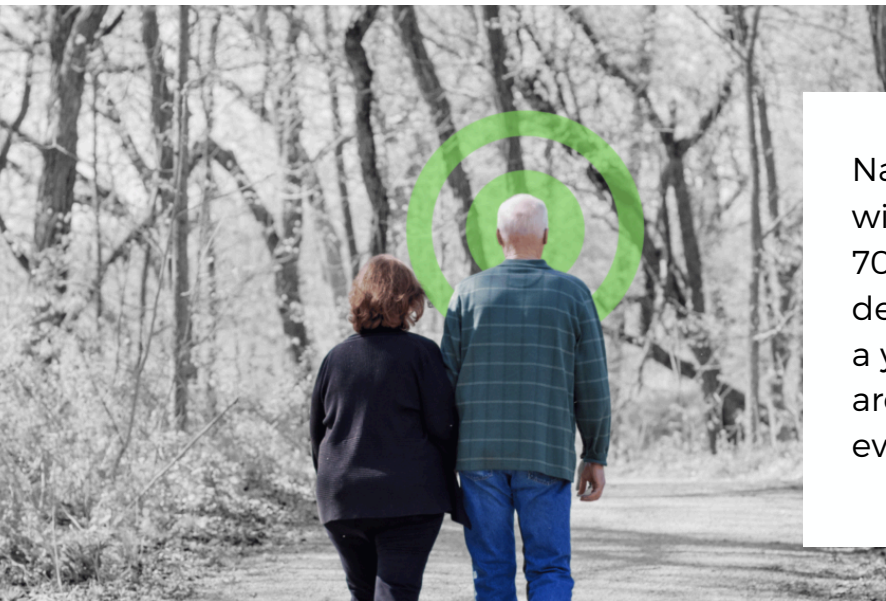
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HERBERT PROTOCOL



Nationally, around **950,000** people live with dementia in the United Kingdom, 70% of those people living with dementia will go missing at least once a year and over 40000 people in the UK are reported missing for the first time every year.

The Herbert Protocol, is a national scheme to help make sure that people living with dementia who are at risk of becoming lost can be found and brought home safely. Police forces and emergency services across England and Wales use the Herbert Protocol as a proactive mechanism to help when someone with dementia is reported missing and support the identification of those who may be found alone in the community.

The Herbert Protocol is a form that holds important information about a person with dementia, including a description of what they look like, a recent photo, any medicine they take, important phone numbers to call, and places from their past where they find comfort and familiarity.

<https://herbertprotocol.com/>

As a provider of social care we may identify individuals at risk and we therefore have a responsibility to mitigate the associated risk as far as possible. If we identify a risk associated with likelihood to be absent and lost through dementia or cognitive impairment, we can provide valuable information to the local police through Avon and Somerset Police online form:

<https://www.avonandsomerset.police.uk/apply/dementia-safeguarding-scheme-herbert-protocol/>

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L&D UPDATES

New Mandatory e-learning course:

We are pleased to introduce Dysphagia: Awareness and Support of Swallowing Difficulties to our mandatory training list. This course will go live on Monday 9th December and will be assigned to all team members in hands-on care roles, care support roles, and kitchen staff. The training is designed to ensure a clear understanding of dysphagia and to support its effective management.

We recognize that some staff have completed this training within the past 12 months. If this applies to you, you will not be required to retake the course until the designated refresh date.

Please note this course will contribute to your compliance scores.

After completing this course, you should be able to:

- Define the term dysphagia and how to recognise signs and symptoms.
- Describe complications that can occur due to dysphagia.
- Discuss how to assess for swallowing difficulties.
- Describe how to support a person with dysphagia during eating and drinking.

Removal of “Extension” Courses on the Hub

As some of you may be aware, there are “Extension” courses available on the Hub these courses are designed to reflect on what you have learned rather than serve as standalone courses to complete. Starting next week, these Extension courses will no longer be available on the Hub.

We are currently developing an alternative for the extension course for those who wish to complete a reflective practice after completing their e-learning.

Removal of Competency Checkpoints on the Hub

The CARMS (Competencies, Appraisals, Reviews, Meetings, and Supervisions) report was introduced as a more accurate and streamlined way to record all related activities. As this new system has now replaced the previous method of recording competencies, we are moving forward with removing the competency checkpoints from the Hub.

These checkpoints will no longer be accessible after 19th December. If you have any data stored in the Checkpoints that you wish to retrieve, please ensure you this is done before the deadline.

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REMINDER - NEW MANDATORY E-LEARNING TRAINING

As agreed with Cheryl Webber and Kerry Stevens, the deadline for the completion of this mandatory training is **31 December 2024**.

WHISTLEBLOWING - FOR ALL COLLEAGUES:

The mandatory Whistleblowing E-Learning training for all colleagues, and an additional mandatory E-Learning training course for Managers, have now launched.

This mandatory E-learning course has been assigned to everyone's learning on the Hub.

Whistleblowing training will provide employees at all levels with a better understanding of the importance of whistleblowing, the reporting procedures, and the responsibility that companies have towards employees who speak up.

This aims of this course are to prepare employees to:

- Understand what whistleblowing is
- Know when and how to report workplace misconduct
- Explain how whistleblowers are protected

This course will take approximately 15 minutes to complete and will include a 10-question assessment to check your understanding.

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WHISTLEBLOWING - FOR ALL MANAGERS:

This additional mandatory Whistleblowing E-learning course has been assigned to all individual managers learning on the Hub.

This course focuses on what managers, and other senior members of staff, need to know in order to better support whistleblowers throughout the entirety of the complaints and investigation processes which will expand their knowledge further and explain their responsibilities as a manager.

AIMS

This course will prepare managers and senior staff to:

- Recognise the importance of whistleblowing
- Identify the legal protection that exists in respect of whistleblowing
- Identify the reasons for reluctance to report wrongdoing or misconduct
- Recognise the compelling reasons for reporting wrongdoing or misconduct
- Identify the internal and external measures that can be taken to set the right tone
- Implement procedures relating to whistleblowing

This course will take approximately 35 minutes to complete and will include a 10-question assessment to check your understanding.

MODERN SLAVERY - FOR ALL COLLEAGUES:

This E-Learning course is mandatory for all colleagues and has now been assigned to everyone's learning on the Hub.

This course will provide you with an introduction to the Modern Slavery Act 2015 which is implemented in the UK to tackle aspects of modern slavery. The Act covers England and Wales and combines previous slavery and trafficking laws.

Modern Slavery includes, but is not limited to sexual and criminal exploitation, domestic servitude, forced labour, bonded labour and people trafficking.

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LEARNING OBJECTIVES

The definition of 'modern slavery'

- Key industries at risk, with a focus on construction
- The main provisions of the Modern Slavery Act
- What the Act means for organisations who do business in the UK How to spot and report instances of modern slavery.

This course will take approximately 15 minutes to complete.

All mandatory modules must be completed by 31st December 2024.

If you have any questions regarding the new mandatory E-Learning modules, please email Learning@somersetcare.co.uk

Thank you for helping us to ensure that Somerset Care is a safe and inclusive place to work.

