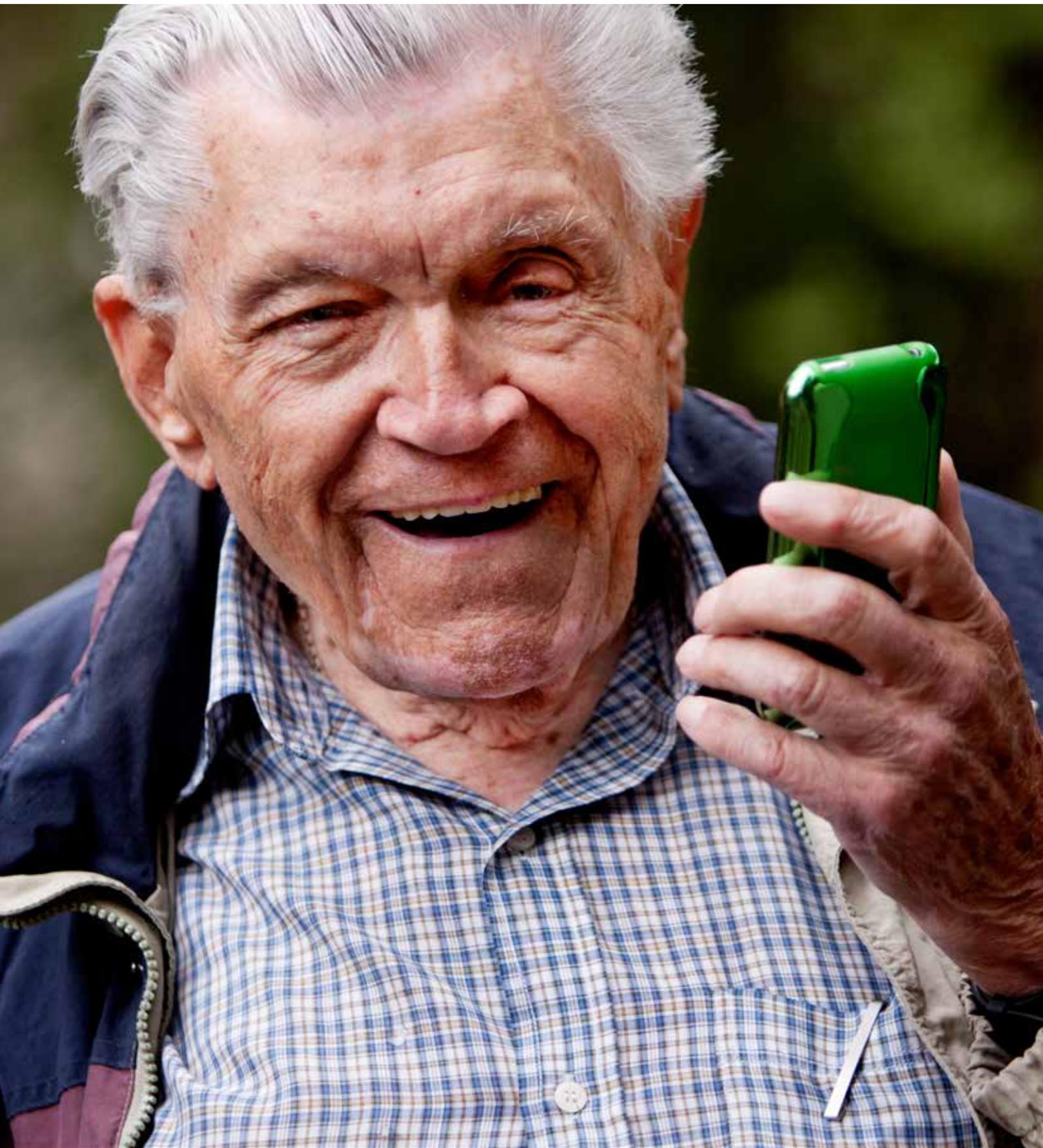


Switched On Support

Empowering people through technology



A collaboration between:

helen sanderson
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Tunstall



Delivering best practice care and support within tight resources

As the impact of the economic downturn and the dwindling public finances from the credit crunch continue to affect public services in the UK, there is a growing pressure that all of us will experience a reduction of funding over the coming years and possibly longer. By being proactive and taking this opportunity to make a concerted push around developing alternatives to paid support, we can promote better choice and control for people.

One alternative that can help people to stretch resources further is through appropriate use of **connected care** (or 'telecare') solutions, that use the latest technology to provide great support for people, around the clock.

Introducing Switched On Support

Switched On Support is a suite of programmes designed to help providers to make the most out of the opportunities telecare solutions provide, whilst putting the latest in person-centred practice at the core of the process. In this way, we can be sure that we're using technology in the way that's completely tailored to an individual's needs, to help them to make the difference that they'd like to see in their lives.

These in-depth programmes are for providers who are trying to deliver high quality, personalised services within the current financial context and brings together outcome focused support planning and connected care expertise to deliver better outcomes for people using services. We offer three levels of learning, tailored to different organisational needs - Explorer, Practitioner and Pioneer. The following pages explain each one in detail.

Pioneer

Duration: 1 full day and 2 further sessions

Number of people: Up to 20

Suitable for: Providers, commissioners, carers, family members and anyone who uses services can join us on this programme

Programme overview

If you are trying to personalise support services in the current financial context and are already experienced in using outcome-focused approaches to care and support planning then these workshops are for you. You will learn how to combine what you already know about outcome-led practice with the latest in telecare to design innovative, effective alternatives to paid support.

The workshops can be used to design care and support plans for adults and young people alike, and they are at their most productive when there is a cross section from any organisation; for example, support workers alongside senior managers. This, together with the commissioning team, creates a real sense of partnerships working.

What does it include?

- A year's person-centred e-learning licence for up to 20 participants
- An introduction to what's possible with connected care
- 'Just Enough Support' workshop
- Telecare awareness workshop
- Review and next steps workshop

Person-centred e-learning:

This is an online learning package designed to introduce or refresh people's knowledge of person-centred approaches. It comprises of an award-winning e-learning module, an accompanying printed handbook, access to our helpdesk so you can ask questions to our team, and membership of our online learning community.

An introduction to what's possible with connected care:

AWAITING TEXT

'Just Enough Support' workshop

Just Enough Support is a highly practical, step-by-step approach to generating ideas, testing and implementing them. The aim is to proactively develop alternatives to paid support, promoting better outcomes for people, and to be in control as funding reduces. This makes it an ideal learning experience to combine with connected care.

At this 1-day workshop, you will learn;

- How to use creative options for housing, assistive technology and getting the most out of existing resources.
- How to develop alternatives to just paid support for people.
- How to continue to develop individually designed services at a time of reduced budgets while staying true to values and principles.
- How to look in-depth at a person's day/night and work out the right level of support for them.
- How to think about who the person is and what you can notice about what they bring and what they can contribute.
- How to move from what currently is to what could be and testing out the impact of ideas on the person and the service.
- How to find a balance between prioritising what is important to people and providing just enough support.
- What the next steps are and how to develop a SMART action plan.

Telecare awareness workshop

This is a 2 hour training workshop, at the end of which delegates will be able to:

- Understand the benefits of using telecare
- Identify key features and benefits of telecare products
- Relate the relevant features and products to other individuals
- Understand the role of the monitoring centre

Review and next steps

Finally we join you for a review meeting for senior and first-line managers to review progress, problem-solve issues together and plan next steps.

Programme cost

£2634.00 inclusive of all course materials for up to 20 people
Cost excludes VAT, postage and packing and travel expenses

Practitioner

Duration: 2 x 2 day workshops, 1 x 1 day workshop, and 2 shorter sessions over an 8 to 12 week period

Number of people: The programme is based around the live development of a personalised care and support plan for 4-6 people your organisation supports, and includes staff and the people who know and care about them throughout the process.

Suitable for: Providers, commissioners, carers, family members and anyone who uses services can join us on this programme

Programme overview

This programme is for providers who already have some knowledge of person-centred approaches and want to build on this knowledge whilst also learning about connected care. It begins with an in-depth two day workshops with leadership, managers and facilitators; designed to help you identify where and how it fits into the bigger picture for your organisation and move forward as a united team. It is then followed by separate workshops to give you the tools you need to make it happen.

What does it include?

- 2 day training workshop for managers/ group facilitators
- Telecare awareness for managers
- 2 day Planning Live event
- 'Just Enough Support' and Connected Care workshop
- Review and next steps

2 day training workshop

We begin with two days for managers and facilitators. Here they are introduced to:

- Techniques to support small group facilitation
- The national and local context for care and support planning
- What is telecare and how can it be used
- Preparing for Planning live
- Developing person-centred outcomes
- Preparing for the Just Enough Support meetings
- Getting the most out of the person-centred thinking e-learning
- How we will monitor quality and progress

Telecare awareness for managers

This 2 hour course is suitable for managers who have a responsibility to deliver services and performance. Managers will develop an understanding of how telecare equipment can help to manage risks and promote independence, and how to fully support staff in using their telecare service.

At the end of the training delegates will be able to:

- Explain a range of benefits of telecare
- Identify the product range
- Identify key components of the telecare referral form
- Understand the telecare assessment process
- Understand their role in the telecare service
- Understand the need for appropriate and quality of information

Planning Live

Planning Live is an inclusive and engaging 2 day event for 4-6 people that brings all the people who are important to a person together, to listen to what is important to them and discuss a range of options that culminates in a set of desired outcomes and a 'perfect week' on which to base the planning of the person's support. At the end of the process we will have a plan that is both ambitious and practical.

Just Enough Support and Connected Care workshop

Now that you know what people want their life to be like on a day-to-day basis ('perfect week') and where they want to be in a year's time (their outcomes) the next step is to make sure we can provide just enough support to deliver this.

The best way to do this is through the 'Just Enough Support' process. The purpose of this is to work out the best ways to deliver what the person wants. We will then combine this with what you have learnt from your Telecare Awareness sessions and leadership workshop to identify opportunities where telecare might provide the best solution for the person receiving support.

Review and next steps

Finally we join you for a review meeting for senior and first-line managers to review progress, problem-solve issues together and plan next steps.

Programme cost

£5715.00

Cost excludes VAT, post and packaging, travel expenses and materials package for each manager/group facilitator, at £76.90 per person.

Explorer

Duration: Multiple workshops, events and meetings over a 6-8 month development period

Number of people: Up to 35 people can be involved in the programme in different ways

Suitable for: Providers, commissioners, carers, family members and anyone who uses services can join us on this programme in different ways

Programme overview

The Explorer level of the Switched On Support programme is designed for organisations who want to learn about both person-centred approaches and how to embed them using telecare solutions.

It will provide your organisation the tools and knowledge you need to become leaders in combining telecare and person-centred approaches. In turn this will enable you to give people real choice and control in their lives by working with innovative, effective and outcome-focused telecare solutions.

What does it include?

- 2 day 'Getting Started' leadership workshop
- Planning Live
- Telecare Champion workshop
- Just Enough Support workshop
- 3 review and planning meetings with the leadership team
- 2 days training in Person-Centred Reviews
- A further full day's training on a topic of your choice, based on areas of improvement identified in the leadership meeting on day 7
- Celebrations, challenges and action planning meeting

2 day 'Getting Started' leadership workshop

We begin with two days for the leadership team, managers and facilitators. Here they are introduced to:

- The national and local context for care and support planning
- What is connected care and how can it be used
- Preparing for Planning live
- Developing person-centred outcomes
- Preparing for the Just Enough Support meetings

- Getting the most out of the person-centred thinking e-learning
- How we will monitor quality and progress

This 2 day workshop will help to inform your organisational objectives for the course and enable the team to move forward with a common purpose.

Planning Live

Planning Live is an inclusive and engaging 2 day event for 4-6 people that brings all the people who are important to a person together, to listen to what is important to them and discuss a range of options that culminates in a set of desired outcomes and a 'perfect week' on which to base the planning of the person's support. At the end of the process we will have a plan that is both ambitious and practical.

Telecare Champion workshop

In order to for your organisation to truly embed pioneering practices in the telecare field, we will spend two days training 'Telecare Champions' who will act as supportive advisors to others.

At the end of the training delegates will be able to:

- Understand the rationale and benefits of using telecare
- Apply telecare solutions to manage particular risks
- Identify all features and benefits of telecare products
- Accurately complete a referral form
- Access and use the supporting product information
- Understand their role as a Telecare Champion
- Review a colleague's assessment and make recommendations where necessary
- Ensure accuracy within the referral process
- Suggest solutions to overcome potential barriers to making referrals
- Understand the referral and assessment process fully and be able to support and advise other colleagues

Just Enough Support and Connected Care workshop

Now that you know what people want their life to be like on a day-to-day basis ('perfect week') and where they want to be in a year's time (their outcomes) the next step is to make sure we can provide just enough support to deliver this.

The best way to do this is through the 'Just Enough Support' process. The purpose of this is to work out the best ways to deliver what the person wants. We will then combine this with what you have learnt from your Telecare Awareness sessions and leadership workshop to identify opportunities where telecare might provide the best solution for the person receiving support.

3 x leadership meetings

Our team will facilitate three meetings with the leadership throughout the programme duration to review progress, plan next steps, quality check support plans and actions and problem-solve together. This ongoing meeting opportunity will help to keep the telecare strategy at the forefront of the leadership team's minds.

Person-centred reviews training

A person-centred review uses person-centred thinking tools to explore what is important to a someone now and in the future. By embedding person-centred reviews into your organisation as part of your telecare strategy, you will be best-placed to review your progress in supporting people to achieve their outcomes through these new technologies, although they are useful in supporting any service user whether they use telecare or not. The person-centred reviews process meets statutory requirements, and is very different to traditional reviews.

This workshop is a 2-day training experience for up to 20 people. Delegates will learn:

- How to use the person-centred review process to update the support plan and progress on outcomes and actions
- How to prepare for a person-centred review
- The standards for person-centred reviews
- Experiencing and practicing real time reviews
- How to use person-centred thinking tools to address what's not working following the review

Towards Success (training of your choice)

On day 7 at the leadership meeting we will look at any challenges that you are facing, and this will inform your choice of training module for the 'Towards Success' day.

Your organisation can choose from the following full-day training courses:

- Person-centred risk
- Community connecting
- Positive and productive meetings
- Embedding person-centred practices
- One-page profiles
- Person-centred paperwork

Celebrations and challenges

The programme ends with a workshop for everyone who has been involved in the programme and key stakeholders, to a total of up to 35 people.

In this session we will cover:

- Achievements: examples of changes for people supported including stories of the difference made with creative support planning
- Issues: What has emerged that the organisation needs to explore
- Action planning: next steps that address these issues and build on success

This final session will give you the opportunity to review how far you've come and ensure that you're thinking about the future too.

Programme cost

£9075.00

Cost excludes materials, e-learning, post and packaging, VAT and travel expenses.

Programme comparison

	Pioneer	Practitioner	Explorer
Total timeframe	4-6 weeks	8-12 weeks	6-8 months
Getting started	E-learning and short introduction to connected care	2 day leadership workshop	2 day leadership workshop
Just Enough Support	✓	✓	✓
Telecare learning	2 hour workshop	2 hour workshop plus half day live consultation based on outcomes	1 day Telecare Champions training
Planning Live		✓	✓
2 days of person-centred reviews training			✓
1 day 'Towards Success' training of your choice			✓
Celebrations and challenges meeting			✓
Review opportunities	1	1	3
Cost*	£2634	£5715	£9075

Want to know more? We'd love to talk to you.

Contact **Michelle Livesley** at Helen Sanderson Associates to find out more about any of our Switched On Support programmes.

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