

# WITH CARE

NEWSLETTER OF THE CARE COUNCIL FOR WALES

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## First complete picture of the residential child care workforce

**The Care Council has compiled the first-ever comprehensive picture of the residential child care workforce in Wales.**

This has resulted from a process that began in 2007, when Wales became the first country in the UK to introduce mandatory registration for this group.

It is a picture that highlights many interesting statistics. Managers are mainly employed by private sector providers, and, as anticipated, the majority of them are women, though one third are male. All managers who registered have met the minimum standards set by the Assembly in terms of qualifications. Most of them (90%) hold NVQ 4 qualifications in care and management. The managers reflect a broad age range but a significant majority have been in their current post for five years or less.

The registration process has identified more residential child care workers than the Care Council had initially anticipated, with over 1,500 currently working in the sector. Again, the workforce is mainly female, though a ratio of 3:2 women to men confirms that, contrary to general perception, a high proportion of men continue to work in residential child care.

The profile shows that it is a predominantly young workforce, with the majority under 35 and appointed to their current post within the last three years. Half have achieved the required qualification, while half of workers have registered on the basis of completing the Induction Framework.



This means these workers will need to achieve the required qualification before renewal of registration. Gerry Evans, Care Council Director of Standards and Regulation said: "This first complete profile has highlighted a number of interesting matters about the workforce. For instance, there are far more working in residential child care than we had expected.

"With all managers registered having the necessary qualification and half the care workers qualified to NVQ Level 3, significant progress has been made in achieving a fully-qualified workforce. The priority now is to ensure that the remaining 50% will obtain the NVQ 3 they require.

"Now that we have the Register, we will be able to monitor changes in the characteristics of workers, enabling us to plan for a workforce that will meet the needs of children accommodated. This report on the total of 1,600 staff working in residential child care highlights the continued importance of this sector and the need to ensure it has the highest-quality staff working to the highest standards," he added.

# NEW COUNCIL MEMBERS ARE APPOINTED

The Welsh Assembly Government recently announced eight new members of the Care Council

The Deputy Minister for Social Services, Gwenda Thomas AM, has appointed eight new members to the Care Council for Wales.

The Care Council has always had a majority of lay members with experience across the whole spectrum of social care. The new members represent service users, carers, as well as service-providers from the public, private and voluntary sectors.

Members of the Care Council govern the organisation's work in aiming to continually improve standards among the social care workforce and benefit those who use the services they provide.

## Carers

### Martin Lewis



Martin Lewis has been a carer of his autistic son for over 20 years whilst advocating the need for

appropriate autistic services.

Martin is life member of The National Autistic Society and was recently employed by Disability Wales, as Development Worker on the Welsh Development Agency Potential Enter Project, and later the Welsh Assembly Government Inclusion project.

Currently, Martin is a volunteer driver with Phoenix Community Transport within Caerphilly County Borough Council.

### Kenneth Jones



Ken Jones has enjoyed a long and successful senior management career in the NHS and local authority social services in the West Midlands and Wales and currently trains social care professionals in complaints and disciplinary investigation skills.

Since retiring in 2000, Ken has spent several years as the full-time carer of his disabled wife and has a strong interest in the needs of carers and service users.

## Service User

### Ian Davies



Ian is currently a Service User Board Member with the Conwy and Denbighshire Adult Mental

Health and Social Care Partnership. Living in Denbigh in the Vale of Clwyd, Ian is a town councillor and also Mayor-Elect. With experience of sitting on and chairing committees, he enjoys meeting people and working as part of a team.

## Private Sector

### Brian West



Brian is a co-founding Director of Hebron Hall Christian Centre in Dinas Powys.

Brian is an active member of the South East Wales Social Care in Partnership and the Social Care Workforce Development Partnership for both the Vale of Glamorgan and Bridgend County Borough Councils.

He also serves as Chairman for the Vale of Glamorgan Care Home Association and as a co-opted member of the Dinas Powys Voluntary Concern.

## General Public

### Sophie Howe



Sophie currently works as a political adviser for the Equality and Human Rights Commission in

Wales and is a member of the Management Committee of Cardiff Women's Workshop. In October 2007, she took up a part-time secondment with the Welsh Assembly Government to lead policy work on increasing diversity in local government. She chaired the Councillors Commission Expert Panel, which was established by the Welsh Assembly Government to consider how to recruit and retain a diverse range of Councillors.

### Martyn Pengilly



For the past five years, Martyn was the co-ordinator of Age Alliance Wales, an alliance of charities

concerned with older people's issues, and is now the Welsh policy officer for two UK charities dealing with matters affecting carers. Representing the voluntary sector and networks of charities, he has advised national groups on equalities, care homes and health and social care matters.

## WLGA

### John Dixon



John has been an Executive Member for Health and Social Care and Wellbeing, responsible for

adult and children's social services since 2004, and WLGA Deputy Social Services Spokesperson since 2009. His interests centre around the changes needed in services provided to clients in the light of changing expectations and demographics.

## Trade Unions

### Peter Crews



Peter has over 20 years of work experience in care services, having worked in learning disability services and services involving older people, mental health, physical disability, children and young people.

Peter is the Regional Convenor for Cymru/Wales Unison, and is also the Chair of Cymru/Wales Unison Social Services Forum.

# New project will present picture of how staff work across services

**The Care Council is starting a project to identify where staff from health and social care are working together and find out how their tasks might be changing.**

HERC Associates have been commissioned to undertake the project, which is part of the work programme for the Older People Workforce Development Network for Health and Social Care.

Sioned Williams of the Care Council said: "This important work is part of the dignity and respect

programme that the Welsh Assembly Government is undertaking.

By the end of the project, we will be able to present a comprehensive picture of how staff are working across services, and how services are currently being delivered to older people, their families and carers across Wales.

The workforce strategy being developed by the network will need to address the range of 'new' or different roles which are emerging. It will also identify the knowledge

and skills workers need, and address professional governance issues and other workforce implications so as to ensure integrated work is effective," she added.

The findings from this project will be shared with policy colleagues and used to inform the proposed work, led by the Welsh Assembly Government, to develop an outline service framework for older people.

If you would like further information, please contact:  
**Meilir Thomas on 01745 586 853**  
or [meilir.thomas@ccwales.org.uk](mailto:meilir.thomas@ccwales.org.uk)



## FINDINGS FROM STUDY INTO INTEGRATED SOCIAL CARE AND HEALTH SERVICES

**A recent study into the way integrated social care and health services work has unearthed some common patterns.**

The study, undertaken by the Universities of Edinburgh and Swansea, sought to identify how different policy cultures in England, Scotland and Wales have shaped how social care roles work in integrated services. Almost 800 integrated health and social care teams that work with older people and those with mental health problems across Wales, England and Scotland, took part in the survey.

Five main areas were considered during the research: a scoping survey to identify the number of integrated services being offered; a

survey of staff and team leaders' experiences of working in integrated settings; case studies focusing on what tasks were being carried out and by whom; a feedback questionnaire for key stakeholders to see if they agreed with the research; and a workshop with all participants to discuss the findings and any practical steps that could be taken. Among the main findings of the study were:

- a blurring of professional and occupational boundaries in multi-disciplinary teams, with new skills being learnt from team mates from other disciplines. This made it harder to identify skills specific to social care from those of other areas of the service;

- the informal way in which multi-disciplinary teams function is often invisible and therefore unrecognised;
- team work in integrated services can only be effective by recognising the different skills and knowledge of each profession and maximising use of them;
- organisational structures can create professional barriers between different professions.

For information on the latest developments in this study, contact the Centre for Social Work and Social Care Research at Swansea University on **01792 602631**

# Care Council leads on the production of the Workforce Action Plan

The Care Council has led a group of key stakeholders on the development of the Workforce Action Plan for the social care sector. All stakeholders involved have contributed to this plan to ensure it is fit for purpose to support the implementation of the Welsh Assembly Government's ten year strategy for social care services, Fulfilled Lives, Supportive Communities.

**The Plan draws on consultation with the sector as part of the Care Council's sector skills work.**

**Much has already been achieved, including the development of standards and frameworks for practice and qualifications, as well as the introduction of professional regulation. But there are still many challenges ahead, such as attracting more people to work in social care; ensuring workers remain in the sector; increasing skill levels and ensuring the work of their staff is supported by employers.**

**What does the Action Plan propose?**

Five key development areas have been identified by the Workforce Action Plan Stakeholder Group to be tackled over the first three years. **Firstly**, the development of the social work role and career pathways. The Action Plan identifies the need to develop a full post-qualifying career structure for social workers to be supported by PQ awards at different points in the pathway.

**Secondly**, the Plan looks at the workforce to support people living at home. This is the primary area for growth over the coming decade, as a significantly higher proportion of older people living longer places increased demands on services. There are also new patterns of services developing, with more individuals

taking responsibility for their own support through Direct Payment Schemes. Also, with new technology to support people at home, there is an increasing demand for new skills among staff.

A major programme of work is proposed to address several issues, including recruitment and retention, training and qualification and regulation of the workforce. The aim is to ensure support for people living at home is organised effectively. This will require better commissioning skills and new approaches to commissioning.

**Thirdly**, the Plan has identified the need to develop workforce information and planning. Social care is a varied sector and any planning must also link with other sectors, particularly health.

## Final race to Social Care Accolades 2009

**Following a high number of entries from a wide range of teams and organisations, the announcement of the finalists for this year's Social Care Accolades is getting ever closer.**

Visits to the shortlisted Accolades projects are well underway, giving judges a great opportunity to see how they work on a daily basis and what they have achieved.

It is expected that the finalists for all the categories will be announced by mid-May, with the award ceremony taking place during Social Care Week on 18 June. The awards ceremony will be

the culmination of a week that will start on 16 June with the National Social Services Conference 2009 in Cardiff.

The theme of the 2009 conference is 'delivering the change....a shared responsibility' and will focus on the vision for adult social care, children's services, and partnership working to help improve services for individual service users, their families, carers and their communities.

Rhian Huws Williams, Chief Executive of the Care Council, said: "Social Care Week is now a



While the development of a process for planning is underway, it cannot develop significantly until there is better workforce information for the whole sector. The proposal, therefore, is initially to develop a scoping study on a National Minimum Database for social care.

The **fourth** key area is improving communication with the social care workforce. The Action Plan proposes new mechanisms to open dialogue with the workforce, and this will include the use of the Register of social care workers as well as the local and regional social care workforce partnerships. The aim of the communications strategy will be to strengthen the identity of the workforce and improve knowledge about workforce development initiatives. It will also provide a vehicle to gather the views of

social care professionals to inform the development of the social care agenda.

**Finally**, the Plan aims to support recruitment and retention in the sector. Ensuring there are enough people to provide support is possibly the biggest challenge for the sector. Not only ensuring enough people come to work in the sector, but also making sure they stay and are safe and skilled in what they do. The Action Plan proposes to give greater prominence to social care as a career or something people come to after a period of time in other employment. Work will also be undertaken to develop career pathways to encourage people to stay in the sector and identify flexible approaches to working and training.

There are also proposals for a leadership and management development strategy for those already in those roles and plans to ensure the leaders of the future are being prepared through succession planning.

Working towards these five key policy areas will aim to create a different future for social care in

Wales. The plan sets out a vision for the future and stresses the importance of a stronger voice for those who need services over what they need and how it's provided. It also highlights the importance of ensuring earlier intervention to promote independence; putting in place a wider range of services to support families; making sure those who are looked after stay as close to home as possible; ensuring people with disabilities receive the help and equipment they need quickly; and making sure carers' needs are recognised and supported.

**Gerry Evans, Care Council Director of Standards and Regulation** said, "While there is a huge task ahead for all of us working in social care, this Action Plan is an excellent starting point, which really addresses the type of services people really deserve, which should become the norm in future. We're fully prepared at the Care Council to take the lead on the Action Plan and to work in partnership to ensure the best-possible staff and services for those who depend on social care in Wales."

## is fast approaching

significant date in the Wales calendar. The opportunity provided by the conference to discuss good practice and the platform to recognise outstanding projects at the Accolades ceremony will help raise the profile of the social care sector as a key public service."

For up-to-date information on the Social Care Accolades, please visit the Care Council website. If you require further details about the National Social Services Conference, please visit the ADSS Cymru website:  
[www.adsscymru.org.uk](http://www.adsscymru.org.uk)



# People NEWS

The restructuring exercise to modernise the Care Council's Workforce Development department has resulted in some further appointments.

**Ann James** has been appointed Development and Innovation Manager for children/early years;

**Sheila Lyons** has taken up the post of Development and Innovation Manager for adult services;

**Karen Wakelin** has been appointed Qualifications and Standards Manager and;

**Jacqui Niven** has taken up the post of Workforce Development Officer.

# New specialist knowledge will help practitioners

The Care Council is developing a new resource to provide the specialist knowledge requested by practitioners working with people living with dementia and caring for those at the end of their lives.

The new initiative is designed to improve the level and consistency of information held by carers and workers in adult social care.

The need to develop tools to support the dementia workforce was identified by the Older People Network. The aim is to focus training and learning by outlining the wealth of knowledge required to provide care in these specialist areas.

It will enable employers and employees to design learning programmes and to have greater confidence in the learning employees transferring from other regions or organisations may have received.

Toni Leggett from the Care Council commented: "The development of 'knowledge sets' is designed to enable employers to produce appropriate in-house training sessions for their workers and have confidence in what will be included in learning packages. It will also provide workers with the opportunity to broaden their career and continuous professional development options by using the knowledge to develop new skills, whilst ensuring that they are working in accordance with current best practice.

"The knowledge is based on focusing on individual needs, allowing workers to identify the importance of maintaining a responsive and flexible approach to individuals, accounting for their changing needs over time."

The knowledge sets are expected to be available by summer 2009.

## Explaining the benefits of bilingualism

A new research booklet, *Different Words, Different Worlds?*, has been published by the Care Council.

Aimed at social work students, it explains how bilingualism can contribute to social work practice and sets out ways to improve communication between service users and workers to ensure service users can convey their needs in their language of choice.

The booklet looks at how two languages are used in practice in the workplace and how to use them in different circumstances to

perform different functions. The advice will help students address the needs of service users in the best way.

Sioned Williams, Head of Development and Innovation at the Care Council, said, "The aim of this booklet is to make social work students more aware of the importance of language choice and language sensitivity when practicing in a bilingual society. It provides a valuable insight for both bilingual and monolingual people and will be of interest not only to social work students, but also to others who work in settings where two languages are used."

Copies are available from Gethin White on: **029 2078 0685** or via e-mail on: [gethin.white@ccwales.org.uk](mailto:gethin.white@ccwales.org.uk)



## Different Words Different Worlds?

The concept of language choice  
in social work and social care

Elaine Davies

# New choice and flexibility for learners

**New qualifications to help learners have more choice and flexibility and build up credits at their own pace are to be designed for a new framework which will be used in Wales, England and Northern Ireland.**

The new Qualifications and Credit Framework (QCF) will aim to ensure that qualifications and other learning opportunities available across the UK are better at equipping people with the skills that employers want and that learners need to meet the needs of people who use services and widen employment opportunities.

The Framework is a new way of recognising skills and qualifications by awarding credits for learning in small steps. It is at the heart of a major reform of the UK vocational qualifications system designed to make the system simpler to understand and to use, and more inclusive. The intention is to make both the system and the qualifications offered far more relevant to the needs of employers and more flexible and accessible for learners.

Sioned Williams, Head of Development and Innovation at the Care Council, commented: "The new qualifications developed for the

QCF will help build new skills within individuals, communities and business whilst encouraging the benefits of lifelong learning.

During the development process of the new Framework, employers will have further opportunities (started as part of our Sector Skills Agreement and Qualification Strategy) to influence the direction and content of the qualifications that will make it easier to compare the value of an applicant or employee's accredited skills and qualifications."

For the latest developments in the Credit and Qualification Framework visit [www.ccwales.org.uk](http://www.ccwales.org.uk)

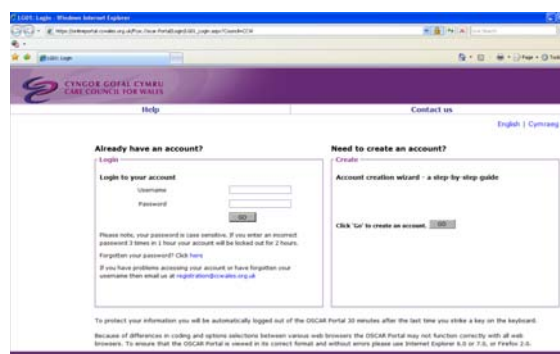
## Registration details now available online

**Everyone on the Register of Social Care Workers can now view and amend their registration details online. The registration team is currently issuing access tokens to the Care Council online portal to people who have confirmed their email address.**

Once registrants have an access token, they can create an online account, view their registration status, pay their annual fee, keep

their details up-to-date, and notify the Care Council of any changes to their details.

The Care Council's Chief Executive, Rhian Huws Williams, praised the new portal, saying: "The registration portal is secure and registrants will have to create a unique username and password to access their information."



Further information about the registration portal can also be found on the registration pages of the Care Council's website [www.ccwales.org.uk](http://www.ccwales.org.uk)

## Update on service user and carer participation

**The Care Council continues to work in partnership with service users and carers to ensure that they influence and shape its work.**

Service users and carers have been involved in a pilot project to review and approve social work programmes and post-qualifying (PQ) training. They have approved three programmes and made

recommendations for future developments.

Work is now underway with a group of stakeholders, including service users, to develop an action plan to take forward the National Occupational Standards (NOS) for sensory services. This will deal with how the requirements for learning and qualifications will be met in Wales.

A member of the Care Council with a service user or carer perspective will be joining a project group to review the Care Council's recruitment process. The aim will be

to identify key participation opportunities, such as selection and interviewing, influencing procedures and identifying training needs, to enable people to contribute effectively.

For more information on service user and carer participation, contact **Mared Llwyd** on **029 2078 0673** or [mared.llwyd@ccwales.org.uk](mailto:mared.llwyd@ccwales.org.uk)

# Final date to claim post-qualifying awards announced

Following the final registration of candidates for post-qualifying awards under the outgoing framework in July 2008, the PQ Consortium in Swansea University has confirmed it is on track to close at the end of December 2009.

Ian Thomas, Manager for Higher Education at the Care Council said: "The closure of the PQ Consortium means candidates on PQ and Advanced Awards will need to submit their work for final assessment by 19 June 2009. Any candidates with work already assessed, but not submitted for credit rating, will need to do so by 24 September 2009."

At the same time, the new PQ framework is progressing and details of Care Council approved courses are available at [www.ccwales.org.uk](http://www.ccwales.org.uk)



## Get set for Social Care Week!

Seventy thousand social care workers and social workers support children, families and adults every day across Wales.

Social Care Week, from 15-19 June, will provide organisations and projects across Wales with a golden opportunity to highlight their contribution to the delivery of high-quality services to those who most need them.

The week will kick off with a special supplement in the Western Mail and Daily Post newspapers, which will focus on the importance of Social Care Week, the finalists for this year's Social Care Accolades and careers for those wanting to work in the sector.

Tuesday 16 June will see the start of the National Social Services Conference 2009, with the theme of *Delivering the Change....A Shared Responsibility* and the week will then culminate in the prestigious Social Care Accolades ceremony, which will celebrate and share the achievement of teams and organisations from all around Wales, who have transformed services by investing in the development of their staff.

For more information on the week's activities, please visit the Care Council website.

# Conduct Hearings

**A North Wales social work degree student** who had been convicted of offences against young children, has been removed from the Register of Social Care Workers. This means Leon Maynard Single will be unable to continue studying for a social work degree and will not be allowed to practice as a social worker in the UK.

**A Swansea social worker** has been admonished for two years. Stephen John Buller admitted misconduct after failing to notify promptly the City and County of Swansea of a change in circumstances relating to claims for housing benefit and Council Tax benefit.

**Registered social work student** Sally Anne Henwood has been admonished for three years. Ms Henwood admitted misconduct after failing to notify promptly Cardiff County Council that she was receiving a student

grant and loan while claiming housing benefit.

**Registered social worker** Paul Bessant has been admonished for four years. Mr Bessant, who previously worked for Cardiff County Council, admitted misconduct after not informing his employers that he had been charged with failing to provide a specimen of breath for analysis and subsequently disqualified from driving for 42 months.

**Former Blaenau Gwent social worker**, Claire Louise Proud, who had been convicted of criminal charges involving dishonesty, has been removed from the Register of Social Care Workers. The Committee heard that Ms Proud had been convicted of dishonestly obtaining Income Support, Housing Benefit and Council Tax Benefit in July 2006.



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