

carer awareness

aim

This level of the framework aims to help you to provide staff in your organisation, who have direct or indirect contact with carers, with an insight into who is a carer, common assumptions made about caring, and how to support carers effectively.

core learning outcomes

Upon completing this level of the framework your staff will be able to:

- Explain who is a carer
- Recognise the impact of the caring role on carers of all ages and the wider family
- Recognise the diverse needs of carers, depending on their own background, perspective and differing experiences of caring
- Challenge common assumptions made about carers and their caring role
- Identify what they and your organisation can do to support carers
- Identify barriers which carers might experience in accessing services.

The following activities are illustrative of the types of approach and content which, once tailored for local use, could be built into your care awareness learning and development programme. Alternatively the activities can be used to supplement materials that you have already developed at a local level or that are being provided by an external training company. It is important to check that your materials are up to date, come from a reliable source and are underpinned by the common core principles.

At each level of the learning and development framework, there are a number of differing materials, designed to use various approaches and appeal to different learning styles. You will also find guidance for facilitators on the activities where it may be needed, as well as practice examples.

For example, with activities one at level 1, you will find a PowerPoint presentation, an exercise and a scenario that can be used in varying ways. Feel free to 'pick and mix' to make up what will suit your needs, ensuring that you reflect your local needs and engage carers in your learning and development where possible.

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sharpening up your ideas as to what you might want from learning and development level 1 - carer awareness

The following list of prompts has been drawn up to help you determine the focus of the learning and to develop or commission carer awareness training that will meet the core learning outcomes:

- Which staff groups need to develop an awareness of carer issues in order to carry out their work more effectively with carers?
- Which particular aspects of their job role involve working with carers and require a better understanding of what it is like to be a carer?
- Would an Equality Access Assessment help me to identify the accessibility of our services to carers?
- Are there any additional learning outcomes to those highlighted above that I want to meet through carer awareness training?
- Are there any particular local policies, procedures or protocols that need to be incorporated into the learning programme?
- Who is best placed to deliver the carer awareness training? Do I have the in-house resources and expertise to provide this or do we need to commission?
- What resources do I need to deliver the programme of learning?
- Are there any activities contained within Level 1 of the framework that I can adapt and 'make my own' to meet local needs? Do I need to draw from Level 2 of the framework in order to meet the identified learning outcomes for the target audience e.g. Carers Rights?
- Do I have any existing learning materials developed locally that are adequately underpinned by the common core principles and which can be incorporated into my learning programme?
- How am I going to involve Carers meaningfully in the programme? How am I going to access carer input e.g. through a carers centre or local carer project or group? Have I given consideration to involving carers from diverse communities?
- What might be the best approach to the learning, bearing in mind the target audience and time available e.g. formal training session, action learning, regular team meeting?
- Who else do I need to involve in drawing up the training specification?