

enhanced carer awareness

aim

This level of the framework aims to provide your staff, who have regular contact with carers, with an enhanced level of knowledge and understanding about the rights of carers and how those rights can be supported through best practice.

core learning outcomes

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

- Explain carers legal rights
- Recognise their own legal duties and responsibilities to carers and implications for service eligibility and assessment
- Apply flexible personalised approaches to carers assessment and carer support planning which encourages choice and control
- Recognise the importance of supporting the whole family unit
- Commit to best practice in relation to sharing of information
- Identify local services, information and support available to carers.

Your staff will also be able to work as partners with carers to identify:

- The impact of the caring role on the carer and the wider family, including young carers
- The carer's aspirations in relation to their caring role and a life beyond caring
- How those aspirations might be achieved through the provision of personalised support to both the carer and the cared for person.

The following activities are illustrative of the types of approach and content which, once tailored for local use, could be built into your enhanced level 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.

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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 six at level 2, you will find a quiz and a PowerPoint presentation 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.

sharpening up your ideas as to what you might want

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 a more enhanced 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 an enhanced level of understanding of what it is like to be a carer?
- Are there any additional learning outcomes to those highlighted above that I want to meet through an enhanced level of 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 enhanced carer awareness training? Do I have the in-house resources and expertise, particularly in relation to carers' rights, 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 2 of the framework that I can adapt and 'make my own' to meet local needs? Do I need to draw from Level 1 of the framework as well in order to refresh the audience on carers' issues?
- 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?
- 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?