

# Plan, Do, Review, Assess - Why Your Training Plan Is A Living Document



The way the CQC inspects and regulates care providers is changing. The aim is to achieve ‘smarter regulation,’ which means being more dynamic and flexible and making better use of data. CQC plans to target resources where they can have the greatest impact, focusing on risk and where care is poor.

What will this mean in practice? While we don’t have all of the details we do know that there will be a greater focus on clients’ needs and ‘safety through learning.’ Assessments will be more frequent and more targeted to ensure that people have an up-to-date and relevant picture of how care providers are performing.

It’s important to remember that smarter doesn’t simply mean less broad or less intrusive, it really means being more focused to ensure that providers are making a difference and aiming to do more than tick the box marked ‘compliance.’ This is an important consideration for the way that training is organised.

**The way to approach training as a responsive and compliant care provider can be summarised by  
Plan, Do, Review, Assess.**



## Dynamic and Flexible

**Being more frequent and targeted with a focus on clients' needs inevitably puts staff competence and training plans in the spotlight. 'Dynamic and flexible' essentially means that a tick box approach to staff training won't meet expectations.**

There's an expectation that the skill and competence of your care team will be closely aligned with the changing needs of your clients. . This is all part of the Key Line of Enquiry (KLOE) that focuses on being responsive. A training plan is a vital management tool. It has to be responsive to change, which is something the care sector experiences plenty of. It isn't just regulations, core standards and mandatory training requirements that keep changing; new clients, updated care plans for existing clients, and new staff mean that training plans can easily become out of step with current demands almost overnight.

## Safety Through Learning

**The CQC draws a very direct link between learning and safety. This applies to the safety of clients, staff and other stakeholders such as care home visitors. Learning, skills and competence are clearly at the heart of keeping everyone safe - a lesson underlined during the Covid pandemic.**

To achieve safety through learning, training plans not only have to be appropriate (targeted at known competence gaps and weaknesses), but effective. To demonstrate effectiveness you have to review. Was it the right training, covering the right points and delivered in an appropriate way? Did the level of competence and safety improve in a measurable way?

Simply putting somebody on a training course will not meet CQC expectations – unless supported by follow up competency testing and evidenced results.



# Plan - How to Identify the Training You Need

Effective planning is based on a gap analysis of your overall skills and competencies against the needs of your clients and the expectations of the CQC. The analysis must also be carried out with reference to the core and mandatory training requirements.



From the gap analysis you can develop individual learning plans that blend the need to meet required standards with individuals' career and development aspirations.

Once you have a clear picture of the scope of the training required you can consider the different delivery options and formulate your training budget. Redcrier's eBox learning management system has bespoke reporting aligned to your requirements, enabling care managers to identify and address strengths and weaknesses with a few clicks of a button.

We've put together a useful guide to help you plan effectively. Use our Training Planning Guide to help you identify what your training requirements are and how to move forward with training your staff.

# Do - Your Training Options

While there are many free materials and sources of information available online, formal training has the advantages of being structured, accredited and trackable. But these days, formal doesn't have to mean sitting in a classroom. Distance learning such as Silver Box, and eBox e-learning complement face-to-face courses, which can also be delivered remotely via video conferencing.



Each method has its own advantages and could suit some care staff more than others. The important thing is that you have the flexibility to choose different learning methods to deliver the maximum benefit, while also controlling costs and the disruption to your staff rotas.

Working your way through the requirements and options can take time but the Redcrier team will be happy to support you through this process.





# Review – The Key Questions To Ask

Reviewing the strengths and weaknesses of your current training is essential. It is vital to ensure staff are being taught in a way that suits their learning style for the best results. Your training system should offer reporting that is built around compliance and your business requirements. This will then enable you to easily review what is and isn't working.



Reviewing your training processes also offers the opportunity to find out if your current training package is cost-effective and efficient. Is training easily accessible? Can it be built around specific business requirements? Will the staff be engaged enough to complete it? To help with reviewing your current training processes, which you can also use the Training Planning Guide as outlined above use as a training review tool.

As the CQC adopts new approaches to inspections, care providers must review how they currently operate and identify the changes needed to make training plans active and responsive to changing needs. The way to achieve this is to establish your own cycle of Plan, Do, Review, Assess, which we can help you with.

The review element encompasses the need to keep competence and requirements under constant scrutiny. You can't afford to wait to the year-end or longer to evaluate whether your training plans meet current needs, it should be a fluid, ongoing process.

# Assess - Closing the Loop

Once you've reviewed the strengths and weaknesses of your training, it's then time to assess performance. Are staff engaged during the learning process? Are staff retaining information?



High care standards involve staff having the knowledge and skills to respond to a situation in the best way possible. Assessing competency allows you to identify how staff are performing against learning outcomes, so you can find out how to move forward with staff training.

Digital assessments delivered via eCompetency are interactive, highly visual and gamified for maximum engagement. eCompetency is built around Core Skills Training Framework to allow you to build informed learning plans for your future training strategy.

## Summary

**Considering staff training in the round is very important and by breaking it down into phases, it becomes easier to manage and improve over time. Improvements in staff training will have a direct positive result on the level of care provision and therefore a direct positive result on your business.**

If you would like to speak to us about any step of your training process, whether that be the Plan, Do, Review or Assessment phase, call us today on **01823 332200**

