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# Strategic learning delivery assessment and delivery in health and social care workplace

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# INTERNAL MEMO

**TO:** The Homestead Management

**RE:** Learning Assessment and Delivery in Homestead Social Care

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I would like to inform you that from the feedback we have received from various people who have had experience of Homestead care services, it has come to our notice that the care givers do not provide the appropriate attendance. Some of the service users at the Homestead have been receiving unfair treatment from the staff members, who are supposed to help them to become more responsible concerning their lives. The main reasons of why our care givers are not doing their best in assisting the service users are lack of professionalism, understanding, and experience required to handle the patients. Therefore, we find it necessary to develop a strategic learning plan for the employees.

## — Features of the Learning Plan

This plan will not only improve service delivery to the users, but it will also enhance cohesion and good working relationship between the care givers, patients, as well as the management. The training plan should be aimed at providing the carers with quality and relevant knowledge to turn them into professionals that are able to handle every patient. The plan should comply with the regulations and occupational standards of the Care Quality Commission (CQC). The available financial resources should be able to cater for all points of the training plan. Its schedule should not interfere with the working schedule of the employees (Beresford, Adshead & Croft 2007). While developing the plan for the



Homestead Social Care, we should take into consideration the available policies and legislations in the region. The main ones are those of the CQC and City Council, and Human Rights Act of 1998.

## — Teaching and Learning Strategy

Teaching and learning strategy will be work-based. Moreover, it will include the classroom studying. The latter will involve face-to-face communication between the teacher and trainees. In the classroom, trainees will learn theoretical concepts applied in care services. These will include procedural approaches to the ways a patient should be handled. The participants will discuss the procedures of waking up the care users every morning, training them to work, ensuring their safety, making their living rooms clean and maintaining their body hygiene. In order to learn how to provide the above mentioned services at Homestead, the trainers will use the following strategies: collaborative, mentoring, coaching, work-based and evidence teaching, and online teaching. They should be used in the work-based environment in which trainees will apply the theoretical ideas they learned in class.

The trainers will issue the instructions on how to provide the care services appropriately. Individual approach will be used in order to ensure that every trainee is acquainted with the knowledge being provided. Teachers will use different modes of presentation to train the students. These include PowerPoint, issuing notes, books and journals, as well as playing video clips showing the best ways to take care of people with both mental and physical problems, such as Down Syndrome. Students will be required to attend workshops and seminars where the invited guests will give public lectures on the current trends



of care services offered to the physically and mentally challenged individuals in the society.

## — Outline Plan for Delivering the Learning Strategy

### WHO SHOULD LEARN?

The trainees will be comprised of care workers, support staff and managers. They will learn at different levels with different resources.

### MANAGERS.

The training of Homestead managers will be based on the specific modern techniques of management in social care organization. They will learn how to plan and schedule care services by developing timetable for daily routines such as waking up patients, cleaning their clothing and beddings, training them, monitoring their safety, and working in the gardens and on the territory. They will find out approaches of analyzing and evaluating workers' performance, as well as users' feedback. They will also learn modern logistics management techniques and cost control measures.

### CARE GIVERS.

The care givers play the central role to the services offered at the Homestead. They are expected to learn theoretical and experimental strategies of doing their duties. They will be taught several ways of handling the patients depending on their status.

### SUPPORT STAFF.

Support staff at Homestead consists of cleaners and gardeners, as well



as cooks. They will learn the same fundamental things as the caregivers will. This is because they provide similar care services such as looking after the patients and ensuring their safety.

## **TIME FOR TRAINING**

The Homestead Social Care works for 24 hours a day. This implies that the management, care workers and support staff are operating 24 hours a day. For the training to run smoothly and cover all the topics concerning the Bloom's Taxonomy, it should last for six days: three days for those working at night and three days for those working at day time. Another week should be spent on assessment, projects and exams.

## **BLOOM'S TAXONOMY APPROACH**

This approach will help the trainees to develop the sequential understanding of the information being delivered by their teachers. Its main levels include Identification, Understanding, Application, Analysis, Evaluation, and Creation. Identification will help the students to remember what they have learned. Understanding encourages the trainees to discuss, categorize, organize the information and provide daily reports to the management. Application and Analysis will give them the ability to interpret observable condition of a patient and apply the appropriate solution. Evaluation will help to develop the ability to support the ideas. Creation will assist the learners in improving the ability of inventing useful, creative and unique care services.

## **ASSESSMENT STRATEGY**

Every learning strategy requires assessment in order to evaluate the students' understanding of the topic. In this context, the assessment criteria will include observation and analysis, questions and answers, and main project. At the end of every module, the students will be given questions assignments, as well as projects to prepare. The main project



will be done at the end of the course.

We believe that this learning plan will help to develop human resource input and improve services at the Homestead. This will attract more clients, increase our income and improve the reputation. We will appreciate the positive response from your office. Thank you.

