



Transforming
regional care
learning
**Devon county
council case study**



Working with Local Authorities to deliver **funded care training**

Flourish are an award-winning eLearning provider and Skills for Care 'Centre of Excellence'.

Since 2006, we have worked with Local Authorities to deliver fully funded access to our eLearning platform 'Click Learning', helping thousands of care providers to improve quality of care, reduce staff turnover, and enhance CQC ratings.

Marketing Support

In order to maximise the uptake of providers and learners using the system, our team provide the following...



Branded LA landing pages



Onboarding Demos



Provide Email and Newsletter Content



Regular Comms to regional providers



Social media coverage



Localised Press Releases

IN 2022

20,000

LEARNERS SAVED

OVER £1M

THROUGH FUNDED LEARNING



Yes, I would recommend this training, I think the content is good and if all carers across the board are receiving the same training they will all be trained to a high standard

Devon Care Provider




Local Authorities
we worked with in 2022

Background

In January 2022, Devon County Council (DCC) began working with Flourish. DCC serves East Devon, Exeter, Mid Devon, North Devon, South Hams, Teignbridge, Torridge, and West Devon.

107 care providers plus many Personal Care Assistants in Devon currently access Flourish's system. Between them they have completed over 20,900 courses.

Nicki Wright and Ruth Haynes are at the helm of training and education for the county's social care providers. They work with all social care providers across Devon, including external Private, Voluntary, and Independent (PVI) providers and individual care companies. They support the upskilling, development and running of training programmes for them.



We have found the e-learning really good and hope that it is continued past the year as we have now started to use the matrix on there so it's easy to evidence to CQC on inspection everyone's training. If we had to come away from this our evidence would be on several different systems so it wouldn't be straightforward

Devon Care Provider



The Challenge

Before joining the Flourish initiative several challenges affecting care providers across the county.

Given that many care providers used different training platforms, training varied, with some providers and Personal Assistants having little or no access to any training.

The variations between training and centralised systems made it difficult for providers to enhance their learning and progression. Ruth said: "We needed a 'care passport', whereby social care staff could hold all their training credentials in one place and transfer training if they chose to move to a different organisation."

The duo also highlighted that much of the training on offer in the area was Healthcare focussed, with little emphasis on Social Care.

They also shared how the lasting effects of COVID-19 created a greater demand for online learning rather than face-to-face.



More than covered my learning requirements with a wide range of topics. Thank you

Devon Care Provider



The Solution

In January 2022, DCC began working with Flourish, enabling the care providers across all sectors and Personal Assistants to access Flourish's online learning management system 'Click Learning'.

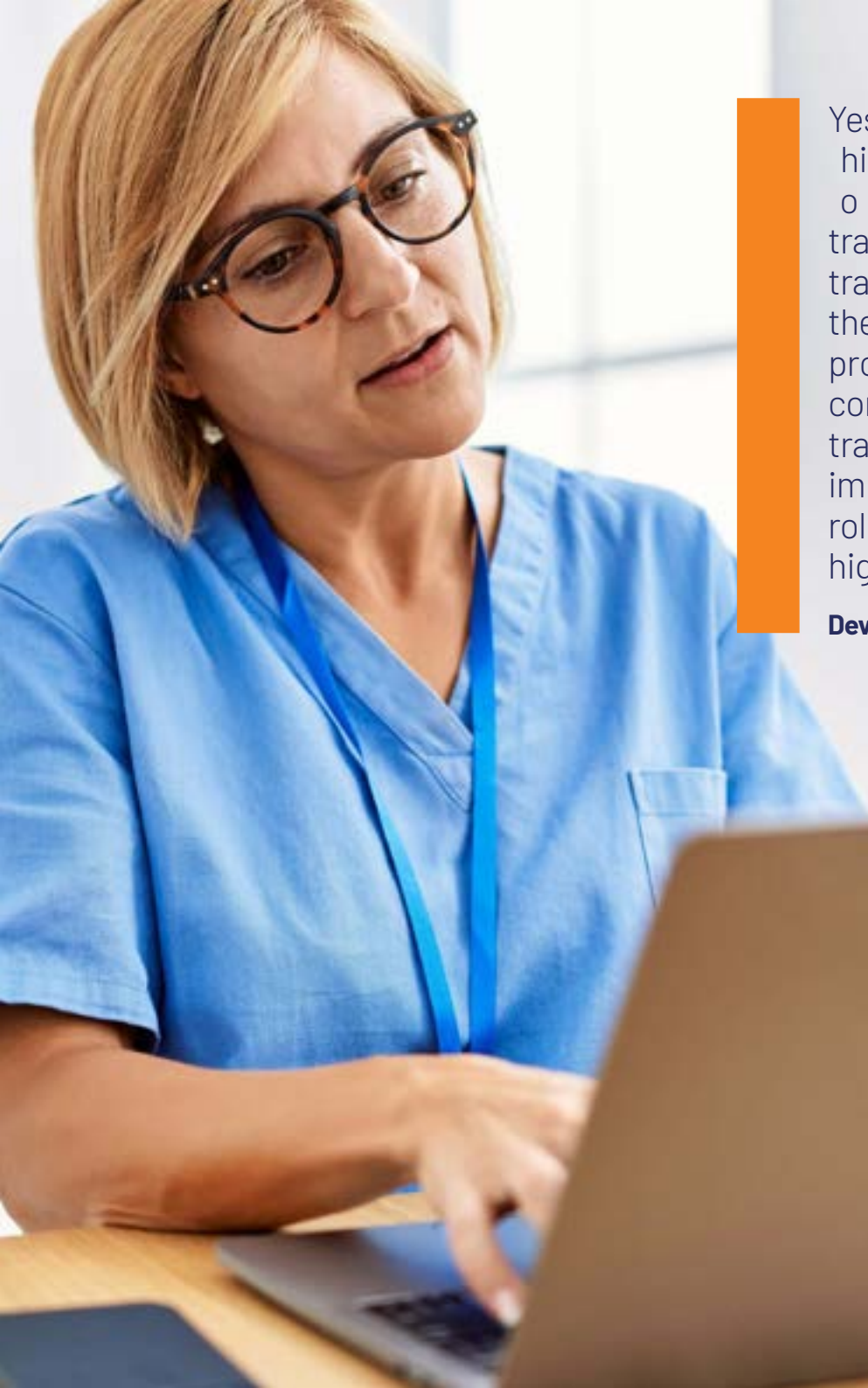
Going into the partnership, Nicki was keen to see fair access for everyone, and to use a training platform which was bespoke to the social care sector. She was also interested to see how Flourish's platform would support those who previously had little access to any training.

Peter Humphreys, Customer Engagement Manager at Flourish, said: "Click Learning enables providers to benchmark the learning and progression of staff, ensuring quality standards remain high.

"It was important that providers had access to a system that centralised training and enabled them to take control of courses, tailoring learning to individual needs."

"Our partnership with local authorities is unique to our service offering. How it works is simple: Local authorities pay a set fee to us, which gives all social care providers under the borough council access to hundreds of courses via Click.

"Providers can come directly to us, taking away the fuss for the council."



Yes, I would recommend his raining i is i ul o n an re ain goo training companies, the training is essential to the care services being provided to people in the community and I feel that training is one of the more important aspects of a care role in order to provide a high standard of care.

Devon Care Provider

The Result

Since working with Flourish, Nicki and Ruth have noticed a massive difference in the feedback from providers.

Ruth said: "The relationship is very much a two-way partnership. Flourish is always open to new course ideas and work with us to ensure our providers have access to the best training opportunities.

The level of the labour means it's a high-demand industry. The social care industry is quality-driven, so ensuring access to high-quality training has greatly improved several aspects of care for our providers."

As an example, Ruth noted that the platform has profoundly affected social care staff and referenced one instance where a PA's client had suffered a stroke. The PA accessed Click to complete a stroke awareness course, helping them tailor support for their client.

Nicki and Ruth agreed that they would one hundred per cent recommend Flourish to others. She said: Flourish has been fantastic. Peter [Humphreys] has had a huge impact and has been extremely helpful and supportive throughout the last year.

"We have only scratched the surface of our partnership. I hope to continue working together to support our providers to access the highest-quality training, helping them do what they do best – deliver fantastic care."





When we connect, **everyone grows.**

Sow the seeds to your success and get started today with Flourish by visiting...

Flourish.co.uk

T. 03300 560 555
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First Floor, Suite B2, North Perimeter Road,
Switch House, Liverpool, Bootle L30 7PT