

Support Workers Learning Week 2022





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#350 211

Where in Scotland are you
joining us from today?

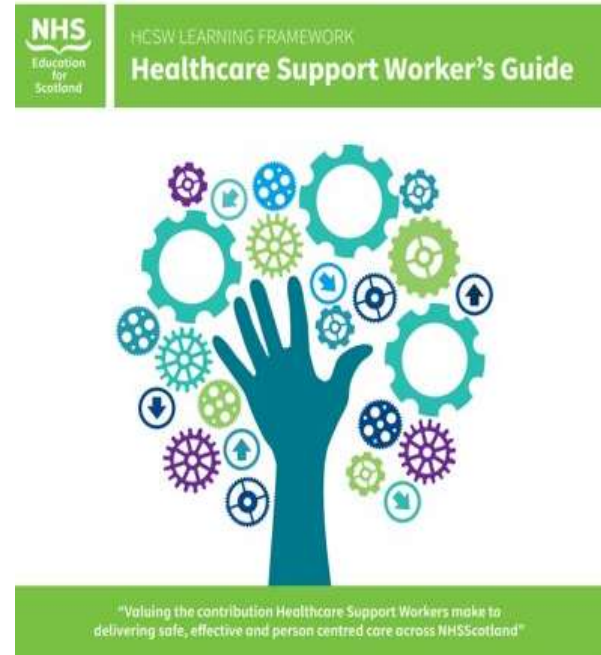


What will you learn today?

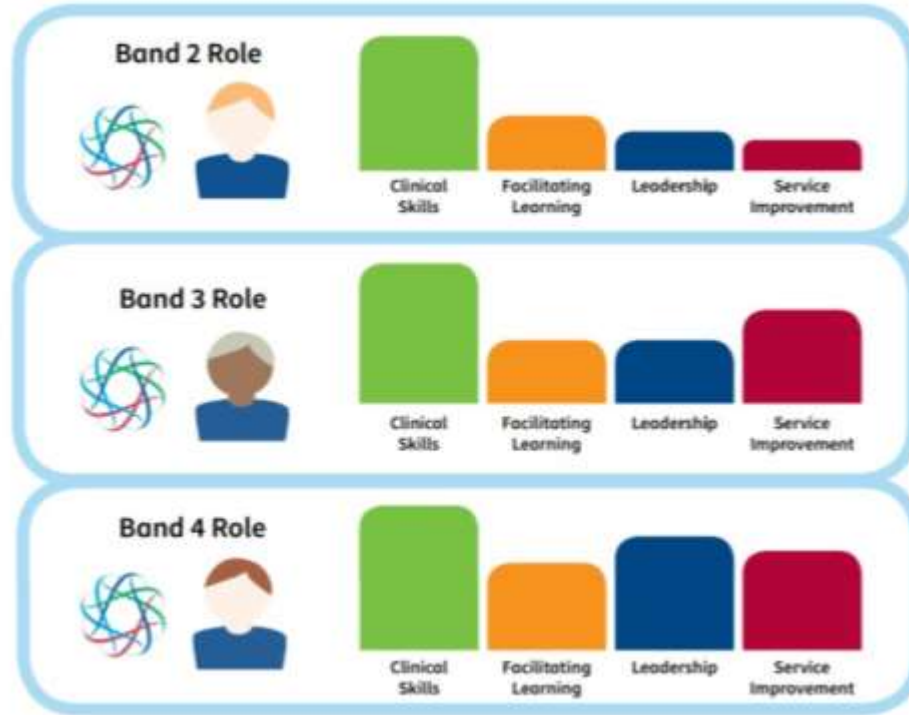
1. How to use the new Service Improvement learning unit
2. Explore the model of improvement
3. Learn how to develop your own change idea

HCSW Learning Framework – a reminder

- Develop across all four pillars
- Supports your learning style and choices
- Guides career development conversations



4 Pillars of Practice for HCSWs

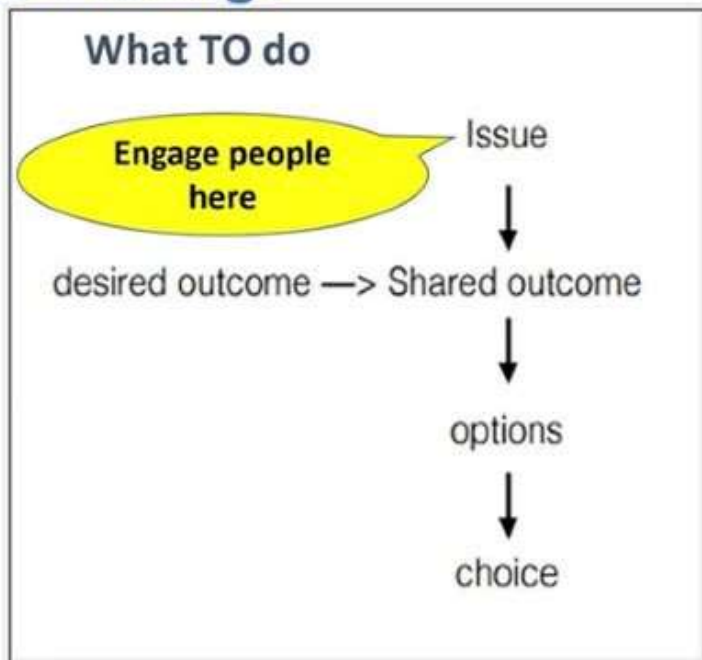
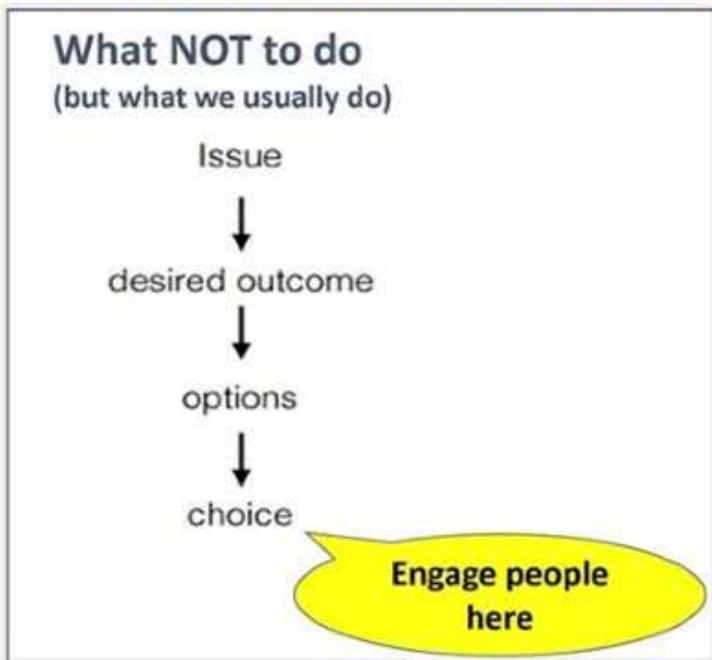


How do we develop our new resources?

- In partnership with HCSW Advisory Group
- Co-production model
- Working “with” not doing things “for” HCSWs



Mark Jaben on the science of change



**We don't need buyers (who "buy-in" to change)
We need investors**



Service Improvement Pillar: Section 1



Over three sections, we will introduce you to the knowledge and skills you need to:



Support improvements in
your workplace



Understand and apply the
stages of the Quality
Improvement journey



Use the Model for
Improvement within your
workplace

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Which section of the new learning unit interests you most?

1. Support improvements in your workplace
2. Understand and apply the stages of the Quality Improvement journey
3. Use the model for improvement within your workplace
4. All three sections interest me.

<https://vimeo.com/568959724>



Break out rooms



You will now be automatically assigned to a break out room for 30 mins



Your facilitator will lead a discussion about what your idea for change is

If you could change one thing in your workplace, what would it be?



The Model for Improvement

The model for improvement is a framework that helps you to plan and structure your improvement ideas.



Plan

- Have a clear objective
- Make some predictions about what will happen
- Questions and predictions
- Plan to carry out: Who? When? How? Where?

Act

- Make decisions about what to do next
- Adopt, adapt, abandon
- Ready to implement?



Do

- Carry out plan
- Document problems
- Capture feedback/ observations

Study

- Analyse data
- Compare to predictions
- Summarise
- Use knowledge to update your theory about this change

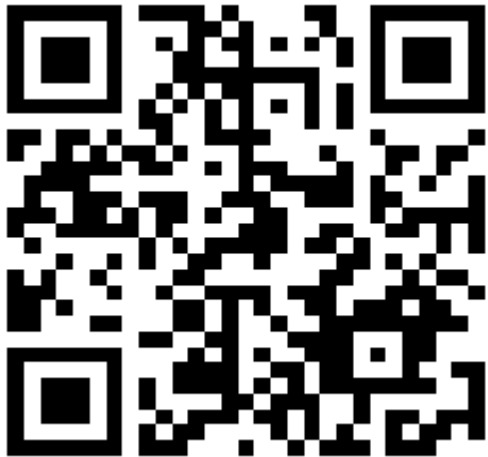
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Do you see yourself as
someone who can
improve things at work?

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What word best
describes your
experience of being at
this workshop today?

- Resources

The screenshot shows the 'Support Worker Central' website. The header includes 'Home' and 'My Learn' links, a search bar, and a navigation menu with 'All' and 'Support Worker Central' options. The breadcrumb trail reads: 'Learn Home > Support Worker Central > HCSW learning framework > Learning activities to support each pillar of practice > Service improvement pillar'. The main content area features a left sidebar with a back arrow and the text 'Learning activities to support each pillar of practice', and a button for 'Service improvement pillar'. The main content area is titled 'Service improvement pillar' and includes an 'Add to favourites' icon. The text describes learning activities for self-study, reflection, and taught sessions, and lists two objectives: 1. Support improvements in your workplace, and 2. Understand and apply the stages of the Quality Improvement journey. A vertical 'Helpdesk' button is visible on the right side of the page.

- Sign up for HCSW newsletter <http://eepurl.com/gt3fF9>

This resource may be made available, in full or summary form, in alternative formats and community languages.
Please contact us on **0131 656 3200** or email **altformats@nes.scot.nhs.uk** to discuss how
we can best meet your requirements.



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