**Creating a Learning Organisation – Network Meeting**

**23rd May 2019**

**Table 1**

**Individuals are trained to develop their skills and coached to put these in to practice through:**

* Group Supervision.
* Reflection of information, gathering your opinion – collate and implement – learn from lessons learnt.
* Staff confidences: - Giving training opportunities and information sharing – staff confidence develops, and they are able to articulate more freely

**Table 2**

**We Learn from failures as well as successes through:**

Challenges we face, eg:

* Due to a PICA incident, resulting in the death of an individual, training has been implemented through external sources to give staff a better understanding of, and how to monitor PICA within the home.

Staff now receive this training as part of their induction training.

**Table 3**

**We develop an empowered workforce that is able to learn and perform through:**

* Supervision and lessons learned – which are reviewed monthly.
* Empower/ownership be brief,
* Promote learning from start (Journey),
* Care certificate (peer delivery),
* Use individuals’ strengths (team),
* Provide direct observations and feedback,
* Promote competencies.

**Table 4**

**People are trained to think creatively to achieve the best outcomes for people they support.**

* Induction: Care
* Person centred planning – thinking approaches
* Values promoted
* Key worker meetings
* Service user voice
* Communication approaches – tools – training / mentoring – working alongside
* Effective relationships – learning from client
* Supervision – Team Meetings
* Culture – supports creative thinking.
* Positive risk taking – Positive risk assessment
* Collaborative working with other teams (disciplines)
* Transparent culture – learning from best practice – mistakes
* Reflective – critical discussion – pick up on skill gaps
* MCA training and mentoring – best interest decisions
* Reviewing support plans
* Person centred reviews
* Keyworker role - supervision
* Positive behaviour support – reducing restrictive practice
* Safeguarding training.

**Table 5**

**Line managers support people to learn through:**

* Seeing the potential
* Skill mapping – where can I go? Where do I want to go?
* Motivation
* Managers – not necessarily control but guide
* Enable, encourage, promote
* Chimp paradox
* Facilitate
* Workforce planning
* Learning and development empowers staff
* Looking at best practice
* Pick and mix training – choose training BOGOF
* Train family members – gives better understanding
* Commuter /group training – EOL/Dementia – helps community
* Carers/family members
* Speak to the people you are caring for – what’s important to them, what they need
* Good leadership and management

**CHAMPIONS to support the development of a Learning Organisation**

**We would like to develop Champions in our workplace in:**

* Diabetes
* Falls
* Dignity and respect
* Nutrition
* React to services
* Champion skills – Generic – so they are aware of the important role they play in the organisation
* Safeguarding
* Person centred thinking