

Training Plan

Target Audience	Aims	Objective	How to be delivered	Venue	Responsible Officer/ Timescale	Outcomes
Service Users General Public Informal Carers	Increase awareness of Telecare within the borough	Promote a better understanding of Telecare and How to access the service.	½ day Road Shows Develop materials Leaflets Slide shows Produce or Commission a range training materials, which can be customised to meet local audiences. Tunstall DVD	Doctor Surgeries Service User Forums		The general public will be able knowledgeable about the benefits of telecare
Care Managers Principal and Practice Managers	To inform colleagues and raise awareness of the technology available which can help maintain people at home. How this technology can play a part in care packages and the importance of understanding the multidisciplinary approach to Telecare	Highlight potential cost benefits of Telecare. To enable care managers to monitor the use of Telecare within care packages Develop Telecare Champions within teams	1-2 hour PowerPoint Presentations On Induction to job Attend regular mangers meeting to keep updated Tunstall DVD	Corporate Training (not confirmed)		Increased knowledge of the Care Management Teams will result in increased referrals.

APPENDIX 5

Target Audience	Aims	Objective	How to be delivered	Venue	Responsible Officer/Timescale	Outcome
<p>Social Work Teams</p> <p>Social Workers CCW CEC HBC Care Staff</p>	<p>To inform colleagues and raise awareness of the technology available which can help maintain people at home. How this technology can play a part in care packages and the importance of understanding the multidisciplinary approach to Telecare</p>	<p>Integrate Telecare into more care packages and develop Telecare Champions within teams</p> <p>By the end of the session delegates will be able to;</p> <p>Identify the range of equipment available</p> <p>Describe how we monitor potential changes in peoples behaviour and how we respond and deliver interventions</p> <p>Identify how their specific role contributes to Telecare</p> <p>Recognise the benefits of Telecare in relation to;</p> <p>Preventing delayed discharges Preventing Hospital Admissions Preventing Residential Placement Maintaining People at home Promoting Independence Managing Identified Risks</p>	<p>½ day PowerPoint Presentation Product Display</p> <p>On Induction to job</p> <p>Yearly Refresher Sessions</p> <p>Online Intranet Training Tool</p> <p>Tunstall DVD</p>	<p>Corporate Training Centre (not confirmed)</p>		<p>Increased knowledge of the Care Management Teams will result in increased referrals.</p>

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Target Audience	Aims	Objective	How to be delivered	Venue	Responsible Officer/Timescale	Outcomes
Partner Agencies Private Domiciliary Providers Housing Organisations Health Sector	To inform colleagues and raise awareness of the technology available which can help maintain people at home. How this technology can play a part in care packages and the importance of understanding the multidisciplinary approach to Telecare	Work in closer Partnership and Develop Telecare Champions within teams By the end of the session delegates will be able to; >Identify the range of equipment available >Describe how we monitor potential changes in peoples behaviour and how we respond and deliver interventions >Identify how their specific role contributes to Telecare >Recognise the benefits of Telecare in relation to; Preventing delayed discharges Preventing Hospital Admissions Preventing Residential Placement Maintaining People at home Promoting Independence Managing Identified Risks	½ day Road Shows Product Displays 1-2 hour PowerPoint Presentations Tunstall DVD	Onsite Training sessions with Individual Organisations. Corporate Training (not confirmed)		Increased knowledge of the partner agencies will result in increased referrals.

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Target Audience	Aims	Objective	How to be delivered	Venue	Responsible Officer/Timescale	Outcome
<p>Community Warden Service</p> <p>Community Wardens</p> <p>Installation Officer</p>	<p>The aim of this training will be to; Enable staff to identify Telecare as an option for support.</p> <p>Provide a knowledge base to effectively; program, setup and problem solve issues with Telecare equipment.</p>	<p>By the end of this session delegates will be able to; Program a number of Telecare Sensors</p> <p>Understand the importance of assessment.</p> <p>Identify how their specific role contributes to Telecare.</p> <p>Recognise the benefits of Telecare</p>	<p>On Induction to job</p> <p>½ day PowerPoint Presentation</p> <p>1-2 hour Yearly Refresher Sessions</p> <p>Assessment on Supervision</p> <p>Programming Guide Developed</p> <p>Equipment and Information Guide Developed</p> <p>Tunstall DVD</p>	<p>Corporate Training (not confirmed)</p> <p>Weekly Training Day at Catalyst House</p>		<p>Increased knowledge/awareness of the telecare range will support increased usage of the various applications.</p>

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Target Audience	Aims	Objective	How to be delivered	Venue	Responsible Officer/Timescale	Outcomes
Call Handlers	<p>To inform colleagues and raise awareness of the technology available which can help maintain people at home.</p> <p>How this technology can play a part in care packages and the importance of understanding the multidisciplinary approach to Telecare</p>	<p>By the end of The session Delegates will be able to ;</p> <p>Identify the range of Equipment available</p> <p>Understand the importance of screening alarm calls</p> <p>Describe how we monitor Potential changes in peoples behaviour and how we respond and deliver interventions</p> <p>Identify how their specific role contributes to Telecare</p> <p>Recognise the benefits of Telecare and Develop Telecare Champions within teams</p>	<p>On Induction to job 1/2 day PowerPoint presentation</p> <p>1-2 hour Yearly Refresher Sessions</p> <p>Assessment on Supervision</p> <p>Online Intranet Training Tool</p> <p>Call Handling Training Manual has been developed.</p> <p>Equipment and Information Guide Developed</p> <p>Tunstall DVD</p>	<p>Corporate Training (not confirmed)</p> <p>Attending Team Briefs</p>		<p>Increased knowledge/awareness of the telecare range will support increased usage of the various applications.</p>