

## 5. Using Skills Checks in training

### People and situation

Adult Social Care Trainer, Carol Parry (referred to as Trainer), who works for a county council, discusses how she uses Skills Checks in training with independent Training Consultant, Jo Cripps (Training Consultant).

#### Transcript

**Training Consultant:** Carol, what are the situations that you use these Skills Checks in?

**Trainer:** Currently I am using them for some of the induction and refresher programmes that I deliver training for – a very diverse audience – a mixture of domiciliary care workers, care home workers, all different types of nationalities, skills and abilities. So I integrate the Skills Check activities where it's relevant to do so. This is one I used only yesterday, with a group of foreign workers: The Different Ways People Communicate Feelings.

[Referring to Skills Check 10: Different Ways People Communicate Feelings, suitable for all job roles]

**Trainer:** And this is very important in terms of caring for people with dementia; who may not be able to express their feelings verbally. They all [the trainees] had an individual Skills Check and each of them came up with different suggestions for what these facial expressions meant. From the client might be younger than the care worker and wouldn't want to make eye contact because culturally it wasn't acceptable; to may be hearing impaired; might be embarrassed about what's happening. This particular exercise is looking at the barriers to communication and how they can reduce those barriers. I've heard care workers say 'they have dementia so they can't tell us' and you know that's the opportunity then to say 'well, you know, look more closely, what do you see?'. They do need to use their observational skills and anything we can do to actually develop those observational skills is vitally important.

**Training Consultant:** There's another one [Skills Check] that encourages somebody to think about the type of care that they'd like to receive if they were poorly, if they were the person who had had that stroke. How would you feel if somebody just walked past you because you can't talk anymore?

**Trainer:** Yes, individuality, respect, dignity are all listed and they are asked to think about which three would be most important to them. And equally you can turn that around and say well which three would you be prepared to give up? And then they can apply that too by asking 'what are your clients giving up to receive a care service?' And they start to explore the potential feelings of someone who is starting to receive care either in their own home or in a care home.

Training Consultant: And just remind people that they're looking after real people; same as you're a real person.

Trainer: So the potential for those exercises is that they can be expanded on and it is a tool that can be developed and it does make people think.

END OF TRANSCRIPT

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