



Domiciliary Care Training - Full Guide

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1. Introduction

This training resource has been developed for the domiciliary care and support workforce to take an outcomes focused approach to practice. It has been designed for social care managers and trainers to use as a training package or in day to day practice, for example in supervision and team meeting discussions.

The resources can be used in any order and if you have already developed your own resources, these can be used to supplement your learning and development materials.

The resources have three main sections:

1. Delivering outcomes
2. Having a good conversation
3. Balancing risk, rights and responsibility

Each section has chapters or additional resources that explore the area in more detail.



2. How to use the resources

The resources are not designed to be delivered in any specific order. You can choose any section, chapter, individual slide or video to explore with your staff, or you can choose to follow the training in the order as set out in this guide.

Each chapter will offer some suggestions on how the resource can be used but should not be viewed as prescriptive. There are also some suggested questions that can be discussed in team meetings, supervision sessions or peer support meetings. You can also use these to develop different questions to respond to the needs of your organisation.

The resources could be used in a number of ways, including:

- **Supervision:** to support reflective practice you could choose one or two of the most relevant slides to help structure a conversation
- **Team meetings:** use videos, stories or some of the slides with suggested questions for people to consider and discuss
- **Training:** these resources are ready to use; you can also add your own stories to support staff learning
- **Peer support:** as with team meetings, managers can use selected slides for staff to consider and discuss in depth
- **All Wales Induction Framework for Health and Social Care (AWIF):** the resources can be used to support staff who are undertaking the AWIF.

You will notice that each PowerPoint has its own learning outcome. This is a guide to give you some clarity about the learning that can be achieved.

We have added additional comments in the notes section below some of the slides. These are to give you extra information or offer alternative suggestions for some of the activities/exercises. If a slide contains animation, then you will also find an explanation about it in the notes.

People have told us that they want flexible tools to support workforce development and that having a wide range of resources (such as exercises, videos, stories and presentations) is important to them. These tools can support staff to have reflective discussions within team meetings or supervision.

All Wales Induction Framework for Health and Social Care (AWIF)

The resources can be used to support health and social care staff currently completing the All Wales Induction Framework for Health and Social Care. Particular points where this work can support the AWIF are referenced in section 3 of this guide.

Post registration training and learning (PRTL)

You can use these resources as part of your PRTL. For more information about PRTL please visit the registration pages at socialcare.wales

We have also developed a guide to help with continuing professional development socialcare.wales/learning-and-development/continuing-professional-development-cpd



3. What the resources cover

For each section, we have set out tables that show a summary of the resources developed, who they are aimed at, how they can be used and related chapters.

Section 1: Delivering outcomes

This section will look at what personal outcomes are, why they are important and how to record and monitor personal outcomes.

There are three chapters within this category.

- Chapter 1.1 - Understanding Outcomes
- Chapter 1.2 - Recording/monitoring outcomes
- Chapter 1.3 - Linking up with the National Outcomes Framework

This section may support All Wales Induction Framework for Health and Social Care's Learning Outcomes as listed below

- 1.10 Change and transitions in health and social care
- 3.1 Well-being
- 3.10 End of life care

Chapter 1.1 - Understanding outcomes

Learning Outcome – Define different outcomes and explain the difference between personal and service services, processes and outcomes

Resources currently available:

Type of resource	Summary	Aimed at	Suggested use	Related chapters
PowerPoint	Establish what personal outcomes are and how they differ from service outcomes	Workers Managers Leaders	As standalone training Individual slides for discussion in team meetings or peer discussion groups and cross reference to other terms that you may use	
Videos available	Example of personal outcomes focussed work	Workers Managers Leaders	Supervision, team meetings or peer support	2
Videos available	Story about offering flexibility to individuals			

Chapter 1.2 – Recording and monitoring outcomes

Learning Outcome – Establish why it is important to record personal outcomes and ways to monitor an individual or carer's progress in achieving their outcomes

Resources currently available:

Type of resource	Summary	Aimed at	Suggested use	Related chapters
PowerPoint	Examples of scales	Workers	Tools to discuss within team meetings or supervisions	

Chapter 1.3 - Linking up with the National Outcomes Framework

Learning Outcome - Identify how delivering outcomes can support the National Outcomes Framework

Resources currently available:

Type of resource	Summary	Aimed at	Suggested use	Related chapters
PowerPoint	Establish an overview of the National Outcomes Framework	Workers	Standalone training Some slides can be used as part of group discussions within team meetings	



Section 2: Having a good conversation

This section looks at the art of communication, defines the ‘what matters’ conversation, the importance of well-being and gives some tips for having good conversations.

This section can support All Wales Induction Framework for Health and Social Care’s Learning Outcomes as listed below

- 1.3 Person centred approaches
- 1.6 Positive relationships and professional boundaries
- 1.7 Communication
- 1.9 How positive approaches can be used to reduce restrictive practices in social care
- 1.11 Reflection
- 5.2 Partnership working

Chapter 2 - Having a good conversation				
Learning outcomes - Understand what we mean by a ‘what matters’ conversation and how to use communication skills				
Resources currently available:				
Type of resource	Summary	Aimed at	Suggested use	Related chapters
PowerPoint	Establish and explain the purpose of the ‘what matters’ conversation	Workers	Standalone training Slides used in team meetings, supervision or peer support meetings.	
Videos available	How the ‘what matters’ conversation is used to establish what is important to individuals	Workers Managers	Stories used in supervisions, team meetings or peer support meetings	1.1



Section 3: Balancing risk, rights and responsibility

This section will look at risk and how we can think about balancing risk, rights and responsibility in practice.

This section may support All Wales Induction Framework for Health and Social Care's Learning Outcomes as listed below

1.5 Positive risk taking

Chapter 3 - Balancing risks, rights and responsibilities

Learning outcomes - Understand what we mean by risk and how this is key to empowering and promoting people's rights

Resources currently available:

Type of resource	Summary	Aimed at	Suggested use	Related chapters
PowerPoint	Explores thoughts about risk and what we mean by balancing risks, rights and responsibilities and stories from practice	Workers Manager Leaders	Standalone training, slides used in team meetings	