

Case study:

SLAM Case Study

General - offers of support directed/engaging/supporting social care/care home staff/primary care staff

Review of the Support for Staff in Care Homes (Will need to obtain link as to where document is hosted)

The aim was to understand the support needs of staff in those homes, particularly (but not exclusively) context of the COVID-19 pandemic.

Interviews were conducted with registered managers of care homes, frontline care home staff, organisations supporting the care home sector, CQC, Local Authority commissioners, public health consultants, Skills for Care, care home providers identified by others as examples of good practice. Interviews were conducted by staff from South London and the Maudsley NHS Foundation Trust as part of an exercise to understand any contribution NHS might make.

Recommendations:

Short-term	<ul style="list-style-type: none">• RCM ask staff 'how are you?' and make changes as a result• Commissioners continue weekly forums and use them to:<ul style="list-style-type: none">○ embed regular 1:1 for all staff○ reflect on staff support approaches they can implement (eg relaxation room, well-being days)○ develop webinars on specific themes (eg defensible practice)○ develop BAME specific events○ build culture of continuous learning eg good practice, SI, complaints etc• Commissioners facilitate Action Learning Groups to build local care home networks supporting one another.
Medium-term	<ul style="list-style-type: none">• Commissioners share opportunities for co-production with RCM• Introduce formal qualifications for care staff (eg NVQ)• Make shared learning opportunities available and incentivised for care staff
Long-term	<ul style="list-style-type: none">• Embed career development and progression for care home staff in the wider NHS People Plan.• Commissioners promote greater collaboration between health and social care; for example, by aligning policies and procedures• Lobby for clearer policy direction