

# National Telecare development programme

## Training for Call handlers

*workshop 30 April 2009*

*“supporting health and social care partnerships”*

## Training needs.....

- ***Service needs***
- ***Individual aspirations***
- ***Requirements...***
- ***Occupational Standards***

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# Registration Requirements

- *↑ Scottish Social Services Council*
- *Will need to register housing support and home care staff*
- *Timetable uncertain-probably after 2011 for housing support staff*
- *Likely to express training requirements in terms of SVQ*

## Care Commission

- ***Standards always include reference to good staff development arrangements, and SSSC requirements***
- ***Likely to be influenced by TSA Accreditation requirements***

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## A 'model' Induction

- *An attempt to draw together 'best practice'*
- *Note the length of time (4-6 weeks) and the extent of supervision*
- *Hope it will be useful in evaluating what you do already*

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## Post Induction training needs...

- *Changing technology; telehealthcare and client need*
- *The place of telehealthcare in community health and social care*
- *Skills and attitudes appropriate to responding, monitoring, proactive work*

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**and...**

- ***At least level 2***
- ***Available in Scotland,***
- ***Accessible-  
partime,inservice,multimedia,local***
- ***Credible,accredited,likely to lead  
somewhere***

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## Search results....

- *The SQA catalogue*
- *The Chartered insitute of Housing*
- *Local Commissioning*
- *NHS 24*
- *CSHS*

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