



Case study: Enfield Council

ENFIELD COUNCIL TAKES CARE OF TRAINING

PC Coaching mobile learning rooms provide IT training solution for 450 social care staff

Need

- The Department of Health set clear, strategic objectives for improved information management to support the delivery of better care where it's needed most.
- By October 2005, all social services departments were asked to provide a holistic view of each new case file electronically for all new referral. This is known as Electronic Social Care Records (ESCR).
- To contribute to achieving this goal, Enfield Council required a cost-effective means to ensure its social care team (operational, management and admin staff) were fully up-to-speed with the necessary IT skills to carry out what is expected of them.
- Staff with differing levels of IT skills & abilities need to input and update information into the social care records (approx 4,000) of current service users which will be held electronically.
- Training staff off-site presented logistics issues, while using already heavily-subscribed on-site training space meant timing complications and potential interruptions, when delegate focus was required.

Solution

- Assessing the external/in-house options, Jan Bedford, Enfield Council's Training Officer for ESCR decided upon PC Coaching's mobile learning rooms.
- Skills audit of approx 800 social care staff identified those staff needing specific Word and Excel training for supporting them in the workplace. In addition, Jan Bedford wanted to enhance staff IT skills and improve individuals' competencies and confidence in preparation for the implementation of the ESCR.
- A PC Pod and PC Coach, with an external trainer providing continuity for the 450 staff who required half/full day training sessions, were selected as the most convenient, cost-effective solution to meet required needs.

Result

- 450 Enfield Council social care staff (including 80 managers) received IT training to time/budget constraints.
- Delegate feedback was extremely positive – people liked the PC Coach/Pod learning environment, disruptions were avoided.

Jan Bedford: "We're delighted with the outcome. Working with PC Coaching also enabled our team to build - and maintain - our comprehensive service user database. Through training courses designed for individual needs, delegates learned new IT skills too."

"With the mobile training units sited at our Civic Centre head offices, all we required was readily to hand. It all ran smoothly - and to plan"

