

## ADAPTING for CHANGE (AFC) TRAINING PROGRAMME March 2017

### Overall approach

The training programme has been designed to be delivered in localities by inter-agency (Housing, Health & Social Care) trainers. The format is classroom based and will utilise case-studies (Service user stories) and demonstration areas where possible (e.g. Stairlifts, bathrooms, Telecare etc...) to help with the assessment element of the modules.

Training packs have been developed which will act as a reference tool. Note: it is expected that consideration needs to be given to the development of online materials, and the utilisation of video/digital stories, particularly to focus on the service user stories.

There are 3 levels of Training Module within the training programme. The first level (Module 1) encompasses the key principles and aims of the AFC programme, and sets the tone for the overall approach in terms of 'acting early' and having 'the right (housing) conversations'. This can be delivered to all staff who come in contact with people who need timely and effective advice about a range of Housing based solutions. Modules 2 & 3 will be for those staff who have a designated assessing role for the provision of adaptation and technology solutions.

### Module 1-3 Training Objectives

By the end of the training module(s), staff will be able to:

- describe the key principles and aims of the AFC programme;
- outline the key considerations for the effective identification of Housing based solutions (housing options/rehousing, technology, equipment, and adaptations) across all tenures;
- describe the key elements of the 'right housing conversations'
- explain their role in the service pathways;
- Demonstrate their understanding of how to effectively assess for relevant housing based solutions (*Level 2 & 3 Modules*)

**MODULE 1 –HOUSING SOLUTIONS**

**Duration:** Half day session

**Target trainees:** This course is relevant for staff who will be able to provide advice and also for those who will have a role in assessing need, and making service provision. This will encompass a wide range of front-facing staff in community based housing, Care & Repair/Handyperson services, relevant social care, AHP’S (OT, Physio, Podiatrists etc..) and nursing staff in health and social care services, and hospital based settings. Key staff to be identified for each individual test site.

<ul style="list-style-type: none"> <li>• <b>Intro’s &amp; training objectives</b></li> <li>• <b>Session 1 Key principles and aims of AFC</b></li> <li>• <b>Session 2 Best practice in identifying Housing based solutions</b></li>   <li>• <b>Session 3 Understanding Roles and responsibilities....<i>Housing Solutions are everyone’s responsibility!</i></b></li>   <li>• <b>Session 4 Course Summary</b></li> </ul>	<p>Group session</p> <p>Overview of the Adapting For Change programme.</p> <p>This session will discuss/explore/identify:</p> <ul style="list-style-type: none"> <li>- The knowledge, behaviours and attitudes that support good practice, illustrating how agencies can work more effectively, e.g. ‘Acting early’ and ‘having the right housing conversations’. Key triggers and considerations for the identification and provision of different solutions...Housing options; Technology; Equipment; &amp; Adaptations. (These will be defined)</li> </ul> <p>Case studies will be used to help identify what ‘best practice’ looks like/how different solutions can be utilised to deliver effective person-centred service user outcomes/what can go wrong, and why....and how to try to avoid that happening!</p> <p>Recognising triggers will support staff in applying good practice. The case study examples will emphasise the importance of ‘acting early’, good conversations/signposting, and... that sometimes there are still no easy solutions.</p> <p>This session will help participants understand their own roles and responsibilities, and those of others at key stages in the service pathways.</p> <p>A Group exercise will be used to explore current understanding of roles, and then, how roles can be applied most effectively with reference to previous session case studies.</p> <p>Key themes will include:</p> <ul style="list-style-type: none"> <li>- Identifying that it is everyone’s responsibility to help identify if a person may have a need for Housing Solutions;</li> <li>- Establishing the principles of a ‘personal outcomes’ approach</li> <li>- Being realistic and practical</li> <li>- Challenging ‘gate-keeping’</li> <li>- Signposting and providing the right information, including using technology</li> </ul> <p>Summary of key learning themes &amp; Evaluation</p>
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**MODULE 2 –HOUSING SOLUTIONS - MINOR ADAPTATIONS**

**Duration:** 1 day

**Target trainees:** Housing officers, Physio’s, nurses, support & social care staff, Occupational therapists, Care & Repair staff etc..

<ul style="list-style-type: none"> <li>• <b>Intro’s &amp; training objectives</b></li> </ul>	Group session
<ul style="list-style-type: none"> <li>• <b>Provision of Minor Adaptations</b> <i>*see list of adaptations below</i></li> </ul>	<p>This session will discuss:</p> <ul style="list-style-type: none"> <li>- Policy, Criteria and funding arrangements</li> <li>- Influencing strategy and housing planning....design, supply</li> <li>- Local processes and systems – forms, authorisation, use of IT, service providers and installation...</li> </ul> <p>Checklists/flowcharts can be used to assist participants understand how the local processes work.</p>
<ul style="list-style-type: none"> <li>• <b>Assessing for Minor Adaptations</b></li> </ul>	<p>This session will discuss Assessment practice in the provision of all listed Adaptations including, Managing Risk; future needs; Contraindications; needs of family/carers; common conditions ....</p> <p>Visual aids/practical hands-on illustrations should be used where possible/example Assessment tools.</p>
<ul style="list-style-type: none"> <li>• <b>Course Summary</b></li> </ul>	Summary of key learning themes & Evaluation

**\*Minor Adaptations:**

- Internal grabrails
- External handrails
- Internal bannisters
- Special door handles/taps
- Key safes
- Door entry systems

**Other relevant solutions:** Telecare

\*Common minor adaptations have been selected however there will be variations between Partnerships in terms of policy and the type of solutions which can be provided. This will be clarified in the local training.

**MODULE 3 –HOUSING SOLUTIONS - MODERATE & MAJOR ADAPTATIONS**

**Duration:** 1 day

**Target trainees:** likely to be mainly Occupational therapists based in a variety of service settings (hospital, and HSCP community services)...local areas to confirm their target group.

<ul style="list-style-type: none"> <li>• <b>Intro’s</b></li>   <li>• <b>Provision of Moderate &amp; Major Adaptations</b> <i>*see list of Adaptations below</i></li>   <li>• <b>Assessing for Major Adaptations</b></li>   <li>• <b>Course Summary</b></li> </ul>	<p>Group session</p> <p>This session will discuss:</p> <ul style="list-style-type: none"> <li>- Policy, Criteria and funding arrangements</li> <li>- Influencing strategy and housing planning....design, supply</li> <li>- Local processes and systems – forms, authorisation, use of IT, service providers and installation...</li> <li>- Roles and responsibilities</li> </ul> <p>Checklists/flowcharts can be used to assist participants understand how the local processes work.</p> <p>This session will discuss Assessment practice in the provision of all listed Adaptations including, Managing Risk; complexity of need, environmental issues, future needs; Contraindications; needs of family/carers; common conditions etc</p> <p>Visual aids/practical hands-on illustrations should be used where possible/example Assessment tools.</p> <p>Summary of key learning themes &amp; Evaluation</p>
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**Moderate & Major Adaptations:**

Access – external	Bathrooms/kitchens/bedrooms	Access – internal
<ul style="list-style-type: none"> <li>- footpaths/steps</li> <li>- ramps</li> </ul>	<ul style="list-style-type: none"> <li>- overbath showers</li> <li>- wet floor showers</li> </ul>	<ul style="list-style-type: none"> <li>- Stairlifts</li> <li>- CT Hoists</li> </ul>

\*The most common Adaptations are the focus for this training but localities can included other relevant information as required, to supplement this Pack.

To discuss this programme please contact: **Alison Docherty**, [Alison.docherty@sw.glasgow.gov.uk](mailto:Alison.docherty@sw.glasgow.gov.uk)

**Place, Home and Housing**

iHub, Supporting Health & Social Care Integration