

Case Study

Carewatch (Kingston upon Thames)



The national provider of local home care, Carewatch, has been delivering care and support services to people across the UK since 1993. The company was founded on the principle of setting the benchmark standard in the provision of the highest quality of care, staff and services and this has always remained the case. Today, Carewatch provides over 19,000 people of all ages with over 200,000 hours of care and support services each week via more than 140 offices across the UK helping people maintain independence in their own homes.

Scenario

Prior to the introduction of Care Academy, Carewatch (Kingston) encountered problems common to many care provider's including:

- Ensuring care workers are compliant with latest mandatory training.
- Managing and delivering training programmes across a workforce with diverse training needs.
- Accessing specialist training courses at an affordable price.
- Preparing and collating management reports in readiness for industry inspections (Care Quality Commission).
- Training administration was inefficient and time intensive.

After making the decision to introduce e-learning, owner Veronica Miller conducted a thorough review of the marketplace to establish the most suitable provider. During this period, Veronica quickly determined that Care Academy clearly offered the best value solution in terms of course content, tracking, management reporting, innovation and ongoing support.

“I like what I see. It is thorough, with current and relevant information. Similar to the information I would be putting together if I was running a training course.”

Veronica Miller
Owner, Carewatch Kingston upon Thames

Key Results

Within the first 2 months of launching Care Academy, Carewatch has already achieved some very impressive results:

All workers requiring both mandatory and annual update training were immediately registered onto Care Academy.

In excess of 200 training programmes were assigned with more than 90 completed within the first four weeks.

More than 170 hours of learning was undertaken by care workers.

The cost currently equates to less than £3.00 per learning hour.

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Care Academy is one of the largest e-learning portals for the Social Care and Housing sector's in the UK.

We currently provide learning and assessment materials to more than 25,000 users UK wide and have completed in excess of 500,000 learning activities and assessments.

Paul Allman (Head of e-Learning) talks to Veronica Miller (Carewatch Kingston owner)

Q *Why did you decide to introduce e-learning?*

A I'd heard some positive comments from other Care Academy users and decided to find out if it could help improve my own business.

Q *What attracted you most to Care Academy?*

A From a care worker's perspective both the layout and course structure was very easy and intuitive. In particular, the self-assessment's meant that care workers were actively engaging with the learning and this clearly helped with knowledge retention.

Q *Did you experience any problems with Care Academy?*

A Initially we had some teething problems when assigning new users to courses, but this soon disappeared once we became familiar with the system. We also have to ensure employees are reminded to complete their e-learning however the tracking and reporting features is very effective and makes this relatively easy to do.

Q *Has Care Academy provided any benefits you didn't expect?*

A From an operational perspective managing and delivering annual refresher training has always been time-consuming and problematic, as any care provider will acknowledge. Providing training that fits with care worker calls and outside commitments is very difficult especially in a traditional classroom format. With Care Academy we have much more flexibility and some employees can even complete some of their training at home.

Q *Have you any plans to expand Care Academy within the business?*

A We are currently considering integrating some of the specialist courses such as Learning Disability, Dementia, Autism, Nutrition and Well-being and End of Life training.

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To discover the benefits of Care Academy,
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