



WCS Care want to ensure every day is a day well lived for their residents and staff. So every day, they invite people to choose the things they want to do and try new opportunities. WCS Care currently run 13 care homes across Warwickshire, including six (6) which have been recognised as 'outstanding' by the Care Quality Commission (CQC).

Altura Learning is proud that WCS Care is a valued member.

What does WCS Care like about Altura's learning resources?

- ✓ The real-life scenarios in the films make them engaging and stimulating, and having had the opportunity to work alongside Altura Learning to produce two films makes our team feel valued for their contribution to the wider sector.
- ✓ We know our training is up-to-date with the latest regulation and legislation because the content is regularly updated.
- ✓ The content is user-friendly, and suitable for people at every level of the organisation – from bedside to boardroom.
- ✓ Because it's web-based it's accessible from anywhere so people can be flexible about when and where they do their training or refresher learning.



ALTURA
learning

How has WCS Care made learning fun?

- ✓ WCS Care's all about fun – one of our values is 'play'!
- ✓ Every session includes buzzer rounds, points – which of course win prizes – and other ways to engage people positively.
- ✓ We ask people to leave their inhibitions at the door so they can get fully involved.
- ✓ Breakout sessions which incorporate fun games give everyone the opportunity to be creative.

How has WCS Care used Altura's learning resources in an innovative or different way?

- ✓ We've shared training with local community members to enhance their understanding of people's needs.
- ✓ We're running taster days for volunteers, introducing them to bite- sized relevant learning. And if they join us they can login themselves to learn more whenever they like.
- ✓ We open up the training to residents and relatives for a shared learning approach in cases where this can be helpful.

How do staff respond to Altura's learning resources and how the training is delivered?

- ✓ For starters they have fun and are engaged!
- ✓ The short courses help staff to concentrate, giving them improved learning outcomes.
- ✓ Staff feel valued that they're given a personal login which can of course help them in their personal lives as well as the work environment.

How do WCS Care fit training around staff shifts to ensure learning is available to all?

- ✓ We deliver a duty manager concept 7 days a week throughout the waking day. Each manager is trained to deliver and support training through Altura Learning and has immediate access to the platform so they can be responsive to particular training needs such as infection control and outbreaks.
- ✓ The platform means we can do training at any time – day, night and at the weekends.

Do WCS Care involve residents and relatives in training sessions?

- ✓ Residents are at the heart of everything we do, to the point where a resident wrote his own training course so staff could have a better understanding of his physical disability – promoting self- directed care. We used Altura's learning video to complement his course material.

