

# The Grey Matter Group

## Improving Lives Through Learning

### Log on to Care Newsletter

Autumn/Winter 2017



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## 1. Introduction and the changes ahead

Welcome to our Autumn/Winter LOTC newsletter, after producing this newsletter in this format for the past few years, some changes to the way we work and communicate are afoot.

As winter rapidly approaches, we've added **21 new animated core subject eLearning courses and refreshers** to keep you busy and warm indoors. We also have a **new General Data Protection Regulation (GDPR) course** to help you with the new Data Protection legislation.

You will find a link to a **new quick explainer YouTube video** for our aspiring and new managers' programme. We now have dates for our Newbury based programme and currently a 50% discount on individual places. We also **share some enhancements** to our signing in process and reports.

As we move into 2018, we will be changing the format of this newsletter from a 'bulk information' communication to shorter, timely and relevant pieces of information sent by email directly to your inbox. This will allow you access to information on the latest eLearning courses and developments within TGMG eLearning as and when they happen.

Next year sees the introduction of the GDPR, and as responsible guardians of your information, we are acting now to begin the process of ensuring that we will comply with the new regulations as soon as they come into force.

In order to continue receiving updates from us, we need you to re-subscribe to our mailing list, please. This will allow us to ensure the information we hold on you is accurate, and that we are able to send information that is specific to you.

To subscribe to future updates, please visit: [tgmgroup.net/connect](https://tgmgroup.net/connect)

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## 2. New modules recently added

We have released new core subject courses in a different format to provide more flexibility of use.

**Care Certificate Animated:** We have added 21 new animated courses that can be taken independently from our assessments. These are great for people new to care who can then choose to use the assessments at a later date to check they have taken the info on-board. This can then be supplemented by the bite-sized modules to fill in knowledge gaps.

These new animated courses are:

- Introduction to the Care Certificate
- Duty of Care
- Equality and Diversity
- Communication
- Fluid and Nutrition
- Safeguarding Adults
- Safeguarding Children
- Basic Life Support
- Health and Safety
- Handling of Information
- Infection Prevention and Control
- Understand your Role
- Your Personal Development
- Working in a Person Centred Way
- Privacy and Dignity
- Mental Health Awareness
- COSHH Essentials
- Fire Safety
- Working Safely and Securely
- Manage Stress
- Lone Working

**Refreshers:** We received feedback that you wanted a separate refresher category with refresher courses, so this is now available in the same animated format.

**Care Certificate Bite-sized:** We have renamed these short course modules that are linked to each of the Care Certificate outcomes. They can be taken independently but for most people, they are best used as learning link resources from the assessments where knowledge gaps have been identified. Our work continues on further developing the courses and the knowledge guides.

**More New Courses:** The following new courses have been added recently:

- GDPR (new Data Protection legislation)
- Affordable and Social Housing
- PPE Awareness
- Interview and Selection
- Speeding under H&S

There is a downloadable pdf course list available on Log on to Care or you can click on and expand the categories on the home page to see the courses.

Visit [www.logontocarelearningcentre.org.uk](http://www.logontocarelearningcentre.org.uk) to see a complete list of available courses in our growing library.

Don't forget our Support Team are available to provide advice, support and guidance. Details at the bottom of each page of this newsletter.

### 3. GDPR Workshop?

With the change to Data Protection and the introduction of GDPR, we are considering holding workshops to support you in understanding your requirements. If you would be interested in attending a GDPR workshop, please email [peter.humphreys@tgmgroup.net](mailto:peter.humphreys@tgmgroup.net) to express your interest. If we receive enough interest we will hold workshops at our offices in Newbury.

### 4. Manager Induction Standards

Don't forget, we also have Manager Induction Standards assessments – these compliment the learning in the Skills for Care workbooks. Contact our support team if you need any guidance with this.

### 5. Lead to Succeed Programme

We now have 3 sets of dates for our Newbury based Skills for Care Lead to Succeed Programme and we are still offering 50% discount of £500. You can claim £350 of this back from Skills for Care via their workforce development fund. Places are limited to 10 per programme and we have already filled one programme and half of the second.

This 5 day leadership programme is aimed at aspiring managers, but also new managers and managers who want to refresh their knowledge of leading and managing adult social care services.

We can also deliver this programme solely for you and we can incorporate some of the key issues your organisation is facing. We are currently offering this at £2250 (normally £3000) which is extremely good value at £45 per person per day. Again, you can claim back 100% of this via the workforce development fund.



[Click here to watch a short video about this programme](#)

## 6. Single Sign On

We are delighted to announce that we have completed the first phase of our project to improve the user experience for customers that use CareCertificate.co.uk and Logon to Care together. We know that it can be a struggle to remember two different sets of login details. From now on anyone logging in to the assessment site CareCertificate.co.uk or TGMGroup.net will be able to click on an eLearning button which will automatically take them to Logon to Care and automatically log them in. We are rolling this option out as a request feature so do get in touch if you'd like to start using this.

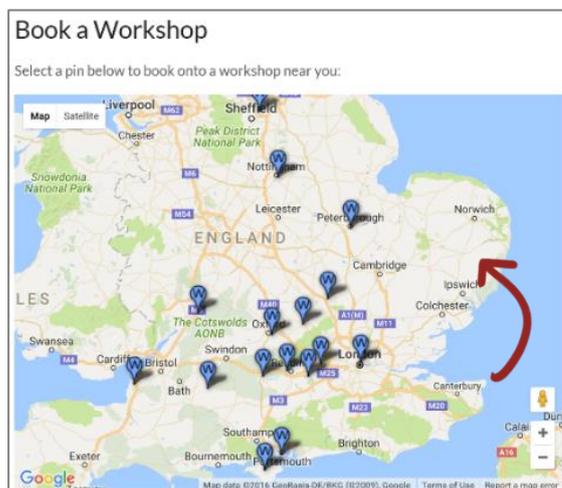
## 7. Free future workshop dates

We have been busy adding new features to our system and finding easier ways of working. Book onto one of our free managers and assessors workshops to find out more.

Future dates booked in partnership with your Local Authority who fund access for you to use these resources free of charge are updated on our website.

Been before? Come again and find out about our exciting new developments.

The latest workshop dates and locations are always on our website.



## 8. Free Care Certificate webinar dates

Register for one of our Care Certificate webinars – more dates available:

[Webinar 1 – Essential Info, Legislation & Guidance \(10am for 30-45 minutes\)](#)

[Webinar 2 – Implementation & Assessor's Role \(11am for 30-45 minutes\)](#)

**The next webinars are being held on 14th Dec 2017**

The webinars are free for anyone to attend. They are aimed at managers and assessors. Full details of the content can be found on our website.

[Contact our Support team to find out more and to register.](#)

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## 9. New Completion reports for eLearning

Following your feedback we have improved the ability for managers to access certificates and reports more easily. The latest report gives high level statistics on usage by your staff and the ability to generate an up to date certificate of all eLearning completed by the staff member. This is another request only feature so please email our support team to be added to the list of customers who receive this report.

### Report options

 <b>Reports by Location</b> View assessments taken by location	 <b>Reports by Person</b> Provides reports based on a specific profile	 <b>Activity Overview</b> Select all assessments taken between selected dates
 <b>Login History</b> Profile login history between selected dates	 <b>Reports by subject</b> <b>Beta</b> Provides reports based on a specific subject	 <b>eLearning</b> <b>Beta</b> Provides reports based on a eLearning activity

## 10. TGMG Support Service during Christmas 2017

The Christmas decorations and chocolates have hit the supermarket shelves so it must be time to talk about Christmas! This year we will be giving our team some extra time off and providing a reduced support over the Christmas period.

Traditionally we receive very few support requests at this time and as a result we will be closing the office and running a remote support service for essential requests only. Please do take advantage of our fantastic support and make sure you have placed any requests well in advance. A timetable of support hours will be produced closer to the time.

## 11. Regular Social Media and News Updates

Follow The Grey Matter Group on social media for the latest updates on all of our services, including eLearning:



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## 12. eLearning activity statistics

In the last quarter (from 1<sup>st</sup> July 2017 to 30<sup>th</sup> Sept 2017) 125,790 eLearning modules were taken. This was 18,910 more than Q2 last year, an increase of 17.7%.

The Care Certificate courses are the most used followed by Medication - Administer, Mental Capacity Act Essentials, Moving and Handling, Emergency First Aid and Medication - Supporting and Assisting.

## 13. TGMG Team – how can we help?

Thank you all for your continued support. If you have any questions, comments or suggestions, please don't hesitate to contact a member of the team who will be very happy to support you.

Don't forget, to continue receiving future updates, please visit: [tgmgroup.net/talk](http://tgmgroup.net/talk)

Sarah Knapp  
Managing Director

