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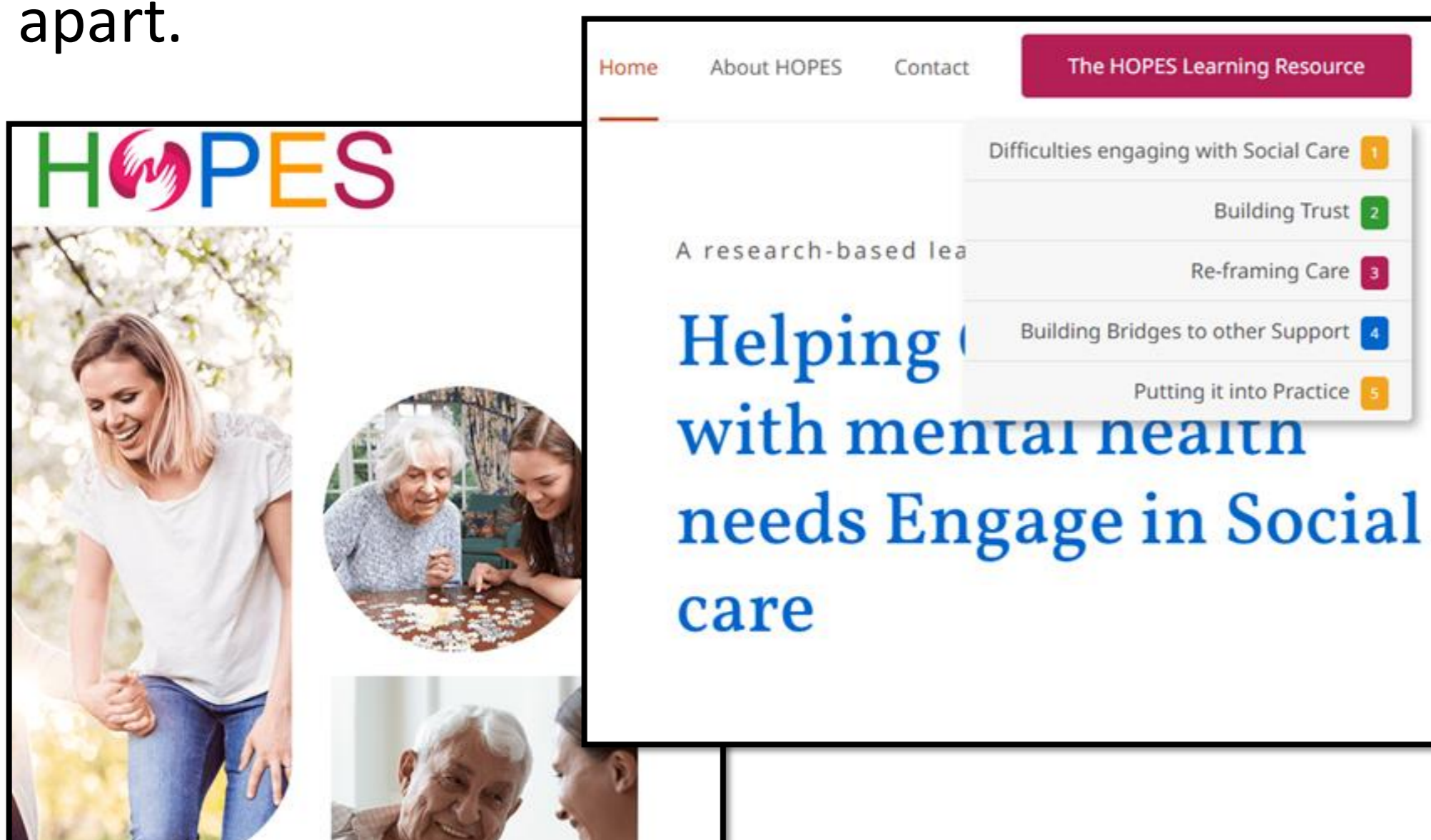
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# Helping Older People Engage in Social care (HOPES): Enhancing support worker skills through a prototype learning and development course

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## What is the problem we are trying to address?

This project is about the care of older people living with dementia or complex mental health needs. Many studies show that outside help can be hard to accept for people living with mental health or memory difficulties. Sometimes people will reject the care verbally or physically. Providing care in these situations can be hard, especially when home care workers are under pressure to deliver care in short timeframes. Relationships between the individuals and providers can sometimes fall apart.



## What have we done so far?

- We have designed a new learning programme in partnership with support workers, experts by experience and other sector stakeholders.
- This has drawn on research interviews with support workers, managers and people who have experienced difficulties receiving social care.
- The learning is now being piloted and evaluated through two cohorts of learners.



## What can be done about it?

Our previous research suggests that specialist support workers within community mental health services may help older people to accept social care. However, these support workers often say that they do not have the chance to learn or share knowledge, strategies and skills between themselves.



## What does the learning consist of?

Five online modules led by practice experts:

1. Difficulties Engaging with Social Care
2. Building Trust
3. Re-framing Care
4. Building Bridges to Other Support
5. Putting it into Practice

A mix of interactive activities / discussion, teaching, opportunities for reflection and an online learning resource at: [www.hopes.org.uk](http://www.hopes.org.uk)