



Safeguarding Vulnerable Persons at Risk from Abuse

Online Resource

NATIONAL FEDERATION OF VOLUNTARY BODIES

Providing Services to People with Intellectual Disability



St. Michael's House

Services for people with intellectual disabilities



**OPEN
TRAINING
COLLEGE**

Introduction

- * Raymond Watson
- * **Head of Online Learning – Open Training College**
- * Part of the Pobal Project Team
- * Included Jillian Sexton (NFVB)
- * Joanne Haffey (SMH)
- * Roísín Deery (SMH)
- * Supported by Anne Wall (HSE National Safeguarding Office)

The Project- Background

- * The project is funded through Pobal and the Dormant Accounts Fund.
- * Applications for projects were sought in July 2015 and the NFVB, SMH and the OTC submitted an application under Measure 6 b (Development of a National Training Initiative to support the "Achievement of HIQA Standards for Residential Centres for people with Disabilities". Training Initiatives could be developed in the area of Governance/ Safeguarding).
- * The online module was seen as complementing the range of face to face training programmes developed by the HSE National Safeguarding Office.
- * We were notified of funding approval on November 30th 2015 and work on the project commenced in January 2016.

The Project - Stages

- * **Stage 1:** NFVB to contact all member agencies to inform them of the proposed project and to request a copy of current safeguarding training material. The National Federation will also liaise with the HSE National Safeguarding office in relation to the Project.
- * **Stage 2:** Completion of a desk based review of all national training programmes to identify common themes/ organisation practices supporting good practice in safeguarding vulnerable adults and children (OTC and SMH).

The Project - Stages

- * **Stage 3:** Generate Key Learning Outcomes and content for online information package for all frontline staff (OTC and SMH).
- * **Stage 4:** OTC to design online information resource in consultation with the NFVB.

The Project - Stages

- * **Stage 5:** Launch online resource in a National Conference, to be attended by all PICS and Designated Persons within NFVB agencies (approx 220 people). The HSE and International Experts in Safeguarding to present at conference to provide added value and best practice (NFVB / SMH / OTC).

The Course

- * **5 modules**
- * **Online**
- * **Audio and video**
- * **Interactive slides**
- * **Supporting links and documents**
- * **Glossary of key terms**

Modules

- * Introductory Module
- * **Module 1:** Definitions and Indicators
- * **Module 2:** The Importance of a Positive Organisational Culture
- * **Module 3:** Raising and Responding to Concerns
- * **Module 4:** Assessment and Acknowledgments

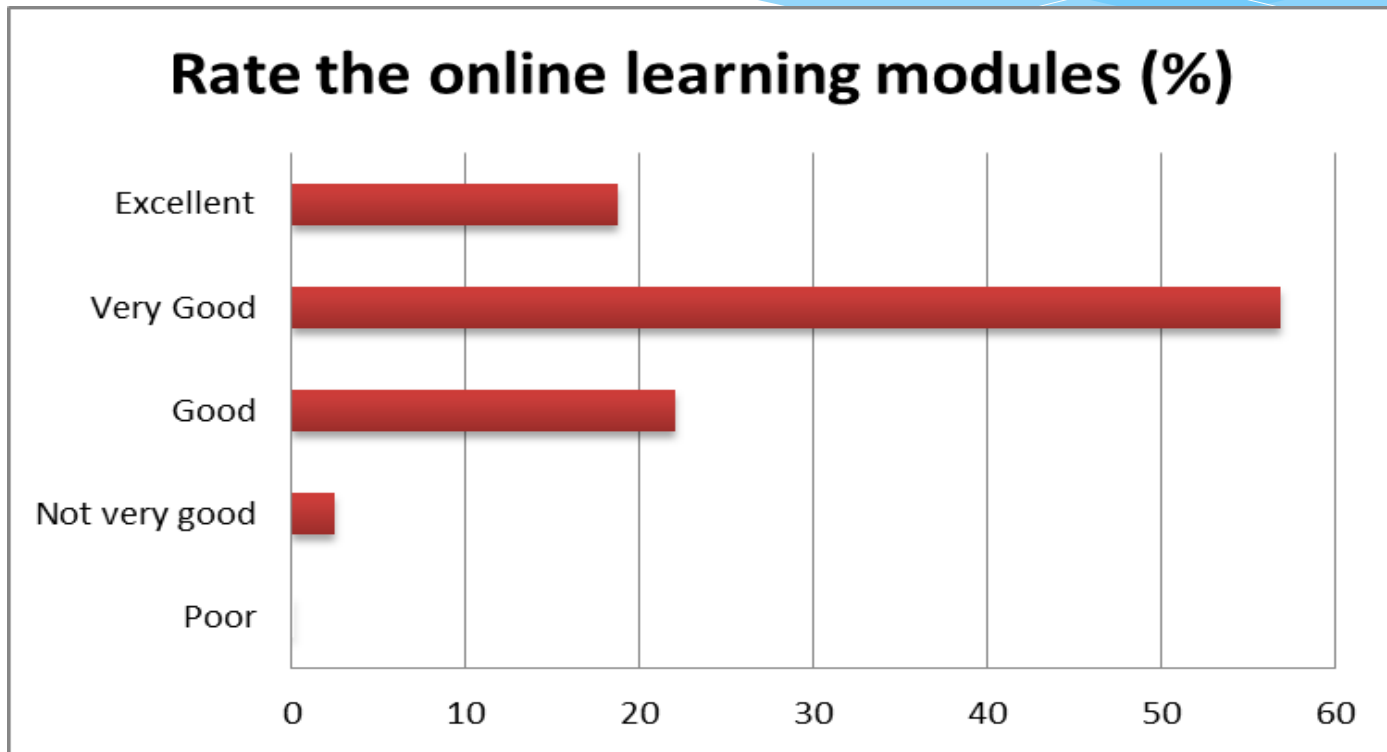
The Pilot

- * Pilot course ran from 28th September until 4th November 2016
- * 19 organisations received a number of licenses to engage with the pilot course
- * Open Training College provided e learning supports
- * 246 people were provided with licenses
- * 152 people completed the course
- * 123 people completed the evaluation

The Survey

- * The survey was hosted on surveymonkey.
- * It asked about the participants' online experience and also their views on the content, videos, audio, the assessment and the supporting documents.

Results



Results – E learning modules

- * Control easy to use (85%)
- * Graphics support the content (87%)
- * Audio complement your learning (75%)
- * Text was sufficient (94%)
- * Content (81%) and videos (77%) rated as most supportive elements for learning
- * Assessment ease of use (78%)

Results - Positives

- * Module 2 – Importance of positive organisational culture
- * Videos – Service user involvement, Paschal Moynihan's (HSE National Safeguarding Office) message
- * Flexibility of the course – anytime, anywhere
- * Collation of relevant information in one area
- * Structure and clarity of the modules

Results – Things you would change/add

- * Accessibility around IT issues
- * Assessment questions
- * Too much or too little information
- * Need for more case studies
- * Summary slides at the end of each section
- * Use of the HSE flow chart
- * Trust in care

Results – Use this course in your organisation?

- * Refresher
- * Training/HR
- * Induction/ new staff
- * For all staff
- * Just in time – something happens at local/national level
- * Team meetings

Result – Will you use the resource in the future?

- * Yes (91%)
- * No (9%) but their rationale for not using the course was technology

Areas for exploration

- * Just in time training – other areas?
- * Course for individuals who use our services
- * Technology and readiness of organisations to use e learning
- * Culture of learning – own devices, at home, emails
- * Effectiveness of team based learning (e learning plus classroom/meeting learning)

Future of the Course

- * Access to the course via openED (Open Training College's – New CPD online platform)
- * Free access to the Safeguarding Online course from 09/01/17 for 2 years
- * Tracking, monitoring, certification of staff on the course– small licensing fee

Outcomes

- * Support services to achieve HIQA compliance in the area of safeguarding
- * Promote safer services
- * Generate understanding of the importance of a positive organisational culture

Thank You

- * Pobal
- * All 9 organisations who shared their safeguarding courses for review
- * All 19 organisations who provided participants for the online pilot
- * All the participants on the videos including Ger and Joe from SOS Kilkenny
- * IPM Video
- * Longfall Design
- * HSE National Safeguarding Office