



## SPETEMBER 2022 STAFF SEMINARS

### Seminar Report

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## ATTENDANCE LIST

72% of our staff attended over the three days. 186 staff (87% of staff who attended) completed an evaluation form following the seminar, providing us with feedback on the extent to which the seminar objectives were met.

The colleagues who attend the seminars are listed below:

Adele Drever	David Bell	Helen Yorkston	Kylie Rankin
Aimee Sutherland	David Irakoze	Isobel Dowie	Kym Goodluck
Alan Duckworth	David Lloyd	Jacqueline Riddell	Lara Ritchie
Alan Webster	Deborah Ajala	Jade Logan	Laura Givan
Alex Brown	Debra Lamb	Jaimielee Clelland	Laura McIntyre
Alex Young	Derek Mack	James McGhee	Leanne Watson
Alexander Storrie	Dyan Stables	James Moncrieff	Lee Forsyth
Amie Dalgleish	Edward Paton	James Wallace	Leigh Connor
Amy Aitchison	Eilidh Samuel	Janet Goldie	Libby Aitchison
Andrea Wilson	Elaine Main	Janet Phibbs	Linsey Thomson
Angela Aitchison	Elaine Morrice	Janette Statham	Lisa Mackay
Angela Corrigan	Elizabeth Gallagher	Janette Young	Liz Malcolm
Anita Buchanan	Emma McCabe	Jeanette Hurst	Lorraine Birtley
Ann Kierzowski	Emma Wallace	Jemma Brunton	Lorraine Clark
Ann Watt	Estera Pyrek	Jenna Tennant	Louise Renton
Anne Drummond	Euan Fisher	Jessie Main	Louise Robertson
Anne MacKenzie	Evi Gkiza	Joanna Hosburgh	Lynda Dickson
Ashley Jardine	Fiona Mustarde	Joe Columb	Lynette Givan
Audrey Campbell	Fiona Oz	John Carpenter	Lynsey Brown
Bill McIntyre	Fortune Linton	John Scott	Maggie Henderson
Billy McLachlan	Frances McDonnell	Julie Jamieson	Mandy Ross
Brandon Gearie	Gary Paterson	Justine Anderson	Mandy Scott
Brian Innes	Gary Traill	Justine Giles	Margaret Duncanson
Brian Richardson	Gemma Roy	Justyna Gora	Margaret Lugton
Brigid Lynch	George Edmond	Kara Maynard	Margaret McConville
Bryan Hoggan	George Wilson	Karen Cowe	Margaret Storrie
Cameron Fairgrieve	Gillian Hamilton	Karen Stevenson	Maria Young
Carol Kay	Grant Sinclair	Kate Flory	Marie Horsburgh
Carolanne Dickson	Hazel McCombes	Katherine Fairgrieve	Marie Wills
Caroline Notarangelo	Hazel Scambler	Kathryn Hurley	Mark Devlin
Caroline Stewart	Heather Hughes	Katie Rankin	Martin Torley
Caron Forrest	Heather McKinnon	Kelli Storrie	Mary Cassar
Chanice Slater	Heather O'Reilly	Kelly Sinclair	Mary Stevenson
Clare Arron	Helen Christie	Kim Russel	Matteo Galfredi
Connor Watt-Douglas	Helen Finlay	Kimberley Hardie	Matthew Cameron
Daniel Foot	Helen Hall	Kirsty Scott	Maureen McCafferty

Meg Corner	Rhiannan Ritchie	Sharon Boyd	Susan Gray
Megan McKeown	Rhiannon Kennedy	Sharon Simpson	Susan Muir
Megan Robson	Robert Bell	Sharon Wilson	Suzan Chambers
Morag McCathie	Robert Tonkiss	Shirley Henderson	Telma Brown
Nakita Main	Robert Wilson	Shirley Higham	Theresa Cherrie
Naomi Jenkins	Roddie Cameron	Shirley McDonald	Tracey Carter
Neale Ogilvie	Rona Passmore	Shona Morgan	Tracy Anderson
Nicole Pollard	Rose Brown	Sohail Butt	Tracy Mearns
Nikita Crombie	Ross Henderson	Sophie Sheerin	Vicky Begbie
Owen Kinsella	Ross Quinn	Stacey Duncan	Vivien Holmes
Paul Henderson	Ruth Grant	Stacey Storrie	Wendy Menzies
Paul White	Ruth Harkess	Stacey Turner	Willyam Bucciarelli
Pauline Branley	Sandra Donaldson	Stephen Banks	Yvonne Johnstone
Pauline McIntosh	Sandra Raeburn-Small	Stephen Fernie	Yvonne Lees
Racheal Dunn	Sarah Drever	Stewart Dobbie	Yvonne Swan
Rachel Stead	Sarah Fergusson-Tyson	Stuart Cockburn	Zack Anderson
Rebecca Craig	Sarah Gillies	Sula Gowers	

## FEEDBACK ON SEMINAR CONTENT

### THE FRASER CENTRE

*I now know what the Fraser Centre offer as a valuable resource for our community.*

Strongly Agree	Agree	Neither Agree nor disagree	Disagree	Strongly disagree
61%	35%	4%	0%	0%

*The venue was suitable for ELCAP staff seminars.*

Strongly Agree	Agree	Neither Agree nor disagree	Disagree	Strongly disagree
45%	36%	16%	3%	0%

*I enjoyed the catering*

Strongly Agree	Agree	Neither Agree nor disagree	Disagree	Strongly disagree
34%	37%	26%	3%	0%

**Your questions and comments on The Fraser Centre:**

8% enjoyed the presentations on the Big Screen.

8% said that the seminar was overcrowded and/or noisy at group discussions.

3% said that the hospitality was excellent and staff were friendly and helpful.

70% of staff did not have any questions or comments the remaining 11% of staff told us:

- Disappointed we couldn't have fruit instead of hot roll but happy to bring our own next time.
- The venue was a little cold at times.
- Lovely community building, so much nicer than previous venues.
- As I live and work in Midlothian this is too far for me and parking was a big issue.
- The Fraser Centre is a good venue but for what the company was using it for I don't feel it was the most ideal. The fact that a lot of people were having to sit in the hallways and not part of the full seminar separated them from the experience.
- Also that we all had to keep going between two separate halls wasn't the most ideal either. Especially if anyone had mobility issues and had to go up and down the steps at the cinema.

Telephone: 01875 814 114 Address: Woodbine Cottage, West Loan, Prestonpans EH32 9WU Website: [www.ELCAP.org](http://www.ELCAP.org)

ELCAP is a Scottish charity (SC003159) and a company limited by guarantee (SC116745). We are registered with the Care Inspectorate.

- The end section on staff satisfaction didn't work well in the space.
- The place was great and the catering was lovely but there was a member of staff who got a black pudding roll and the black pudding was visibly raw which put me off a bit.
- Breakfast rolls weren't fresh.
- The breakfast rolls were cold and I arrived at 9am.
- Some of the rolls were not cooked properly/ fully.

## CHIEF EXECUTIVES UPDATE

***I am up to date with current developments and progress on ELCAP's strategy.***

Yes	No	Not sure
97%	0%	3%

***I felt encouraged to ask questions, including difficult ones.***

Yes	No	Not sure
84%	5%	11%

**Your questions and comments on the Chief Executives update:**

97% of staff did not have any comments or questions the remaining 3% said:

- Paul answered questions provided and answered about the apparent loss of a lot of people from head office close together which was on my mind.
- Yes I could have after reading through.
- I did ask a question and thought it was answered truthfully.
- Everything was quite clear.
- I did not attend but have no problem asking questions.

## DISCUSSIONS AROUND WORK PRACTICE

*I understand that I must adhere to ELCAP's policies and procedures.*

Yes	No	Not sure
100%	0%	0%

*I understand why I must demonstrate ELCAP's values in the course of my work.*

Yes	No	Not sure
100%	0%	0%

*I understand why I must follow Scottish Social Service Council's codes of practice.*

Yes	No	Not sure
100%	0%	0%

*I understand why I must meet professional standards and follow support plans.*

Yes	No	Not sure
100%	0%	0%

*I understand why I must meet Health & Social Care standards.*

Yes	No	Not sure
100%	0%	0%

### *Your questions and comments on Discussions around practice*

97% of staff did not have any comments or questions the remaining 3% said:

- It was a shock to be needed to facilitate my table at short notice but I was glad I could help.
- This was a really useful session.
- A lot of the above questions, should all be as standard, that way you get the right people doing a great job
- Sometimes the guide lines are not clear with health professionals e.g. doctors.
- The main concern is for the safety and health of the person I support.

## ANNUAL LEAVE PLANNING

*I understand the new process for requesting annual leave.*

Yes	No	Not sure
91%	1%	8%

*I understand that all annual leave requests must be authorised by my manager.*

Yes	No	Not sure
98%	0%	2%

*I understand that any annual leave not requested for by the deadline will be allocated by my manager.*

Yes	No	Not sure
98%	1%	1%

*I understand any changes to annual leave must be authorised by my manager.*

Yes	No	Not sure
98%	1%	1%

## FEELING VALUED AT WORK

*It was useful to consider what makes us feel valued at work.*

Yes	No	Not sure
88%	9%	3%

*We asked you to tell us "on a scale of 1-10 where one is the lowest and 10 is the highest, this is how valued I feel at work"*

1	2	3	4	5	6	7	8	9	10
2%	1%	6%	2%	11%	10%	19%	27%	9%	13%



### ***Your questions and comments on feeling valued at work:***

93% of staff did not have any comments or questions the remaining 7% said:

- When we were doing the group work on feeling valued at work my whole table had the service users at the top of feeling valued I would just like to say for me it's quite the opposite I feel most value from my work colleague, operational lead and ELCAP as a whole.
- We had a good discussion in the group but it was another one that I tried to facilitate but as the process went on the group was harder to channel and it broke up into smaller groups chatting rather than engaging.
- I have a 30 hour contract, which is what I wish to fulfil, not 40 plus hours which is more current right now.
- This was the group I felt over crowded could not hear what was being discussed.
- This session was confidential. I don't feel that it is appropriate to ask for person specific opinions at this time, particularly when you have asked for a name at the start of this evaluation. This is better carried out during CPL if the information is required.
- Some staff just see me as a tool to cover shifts
- I value the team that I am part of and enjoy working with my colleagues.
- At times I feel support practitioners are constantly on call for services, their own and others.
- The thank you emails could be more person centred rather than the same exact email to everyone at once.
- Don't think the hired consultant contributed much. And people didn't all write their comments; there is a fear of this rebounding on them.
- I know the rules regarding annual leave, but I don't complete a form because I am only a casual member of staff.
- I think there should be a way to prevent Support Practitioners from ganging up against certain staff members, unfortunately it happens a lot and it makes it hard for individuals to feel valued.
- Elcap is a good company to work for.
- Constant aggro and passive aggressiveness in my team, constant undiscussed rota changes and several failed attempts to talk to the team to work out next year's annual leave has gone ignored leaving me frustrated and anxious about work and next year's annual leave. So I'm now feeling less valued than ever before.

## CREATING LINKS IN OUR COMMUNITY

***I understand the role of ELCAP's new Community Coordinator.***

Yes	No	Not sure
96%	0%	4%

***I understand the plans for strengthening links in our community.***

Yes	No	Not sure
99%	0%	1%

***I understand by sharing information that I am developing links with our community.***

Yes	No	Not sure
98%	1%	1%

***I will support the individual/s I work with to engage in community events and contribute to developing events where there is a gap.***

Yes	No	Not sure
97%	0%	3%

***These are the community activities the individual/s you support would like:***

Arts & Crafts club	Dance	Music	Tennis
Advisory Council	Day trips	Pool/Snooker	
Badminton	Football	Pottery	Theatre
Bowling	Fraser Centre activities and films	Seated Exercise	Volunteering with animals
Cinema	Horses	Social Club	Walks/Walking groups
Coffee mornings	Karaoke	Starz Disco	Yoga
Curling	Lunch Club	Swimming and Water sports/exercise	Zumba

97% of staff did not have any comments or questions the remaining 3% said:

***Your questions and comments on creating links in our community:***

- Have to plan activities on the day as I feel we promise a client an outing and the next thing we know we are being moved to another service to help out.

- I would like to find something or any ideas for an individual I support that doesn't mix with other people.
- The individual I support is very prone to infection and with COVID we as a team try to keep her safe.

## OVERALL THOUGHTS

On a scale of 1-10, where one is the lowest score and 10 is the highest, how enjoyable was the seminar for you?

1	2	3	4	5	6	7	8	9	10
5%	0%	1%	1%	10%	7%	20%	25%	16%	15%

On a scale of 1-10, where one is the lowest score and 10 is the highest, how relevant was the seminar to you?

1	2	3	4	5	6	7	8	9	10
4%	1%	2%	1%	10%	5%	13%	23%	20%	21%

**This is what you said you will change about your work practices following this seminar:**

35% of staff said they would not change anything.

20% of staff said they would follow ELCAP Policies & Procedures, SSSC codes of practice, Health and Social Care Standards.

9% of staff said they would link in with our community coordinator and/or look for more activities.

13% of staff said they would speak more with their team/team work.

8% of staff said they would change how they plan their annual leave.

4% of staff said they would follow ELCAP's values.

3% of staff said they would be willing to learn more.

*The remaining 8% of staff said:*

- I am hoping to get back to my contracted hours and not have so much overtime so I feel better at my job.
- Try and involve service users to do more.
- I will action the feedback from the valued session to ensure we can improve this for our colleagues.

- To join in in more activities at the Fraser centre.
- I will be more mindful about different types of abuse.
- I always strive to enrich the life of my service user.
- It was not helpful to the person I support it was all about management.
- Everything covered was relevant.
- Continue to develop.
- Everything that's brought up at these seminars as a team we always give it a shot if we feel it will improve our service.
- Not holding the team together and let them learn themselves as I'm there go to all the time even my days off the text and call me.
- Better understanding on what is happening in my role of support practitioner.
- I always strive to be the best I can but I will try even harder.
- Make sure to regularly check support plans.

**These are the topics you have suggested for the January 2023 staff seminar agenda:**

- Autism.
- Back to basics on diary entries, audits and recording relevant info.
- Back to Basics to highlight bad practices.
- Bereavement.
- Bradford score works.
- Bullying & Harassment.
- Communicating within a team in a context of self-organised teams.
- Community Coordinator could run a group based upon supporting services accessing groups and finding activities. I know sometimes we get emails just forwarded to us but having a person whose job it is to channel these will make it easier to work with.
- Cooking. For new starts.
- Cost of living increase, money saving ideas.
- CPL.
- Dementia in people with learning disabilities, how different is this for individual we support or may support.
- Discussion around staff's values towards managers.
- Dress code.
- Drug administration in the workplace.
- Emailing individuals and groups.
- Equalities and anti-discrimination training; a staff member told us of a colleague who had left due to racial abuse in her team.
- Explanation of the role of a welfare guardian and what individuals can expect from them.

- Explanation of the role of the learning disability nurse and what individuals can expect from them.
- Finance and drugs audits.
- Food hygiene.
- Grief.
- Health and safety policies.
- Healthy eating.
- Holidays.
- How are we recruiting? Where are we recruiting? What are we spending on recruitment etc.?
- How to effectively help team if a colleague phones off sick and no staff cover that day.
- I would like to do my SVQ3 and some other learning.
- I would like to learning sign language.
- It would be good to have talk back from a service user. Hear their stories straight from them.
- Lack of support for support workers.
- Management of + and o hours in areas.
- Meeting the new CEO. Learning about their goals for the company.
- Mental health.
- Nutrition.
- Paperwork.
- Peg training for all staff.
- Professionalism at the job of a support worker.
- Progress on valued at work.
- Rota planning.
- Session on self-directed learning and how to access more resources for CPL. Places like skills network, free Open University courses etc.
- Staff shortages and what we can expect put in place to reduce overworking of staff.
- Team work.
- Training about choking risks.
- Values not only being relevant to staff and individuals, but office staff and managers need to be valued to for all the great work they do.
- We once split into groups and did things like rota or IT skills and you could choose which one you wanted to go to.
- Why there is no HR to discuss personal problems with.

**This is what you said you enjoyed the most about the seminar:**

40% of staff said they enjoyed meeting up with other colleagues across.

20% of staff said they enjoyed the scenarios.

12% of staff enjoyed everything.

8% of staff said the Fraser Centre is a better venue.

5% of staff enjoyed the talk about the Fraser Centre.

5% of staff enjoyed hearing about community links.

4% of staff enjoyed the big screen.

2% of staff enjoyed annual leave.

**This is what you said you enjoyed the least about the seminar:**

45% of staff there wasn't anything they didn't like.

21% of staff didn't like the group work, found it noisy or too crowded.

5% of staff said they didn't like the Valued at Work session with 3% stating it was poorly organised.

3% of staff did not like having to travel to the venue or found issues parking.

3% of staff did not like the session on Annual Leave.

2% of staff felt the food was cold, undercooked and not enough choice.

12% of staff did not answer the question.

The remaining 9% of staff who completed the survey said:

- Attending seminars when not getting enough days off.
- Being told where to sit.
- Doing scenarios again seemed a bit repetitive.
- Having to speak out.
- Interaction with my colleagues.
- Length of time.
- Should be done online.
- Sitting with staff from other areas as this makes me not want to talk.
- Some of the negativity for other staff.
- Some of the scenarios found it quite sad people we support put their trust in us through their everyday life.
- The travel.
- There was a few remarks made about people being over worked and instead of feeling valued it came across that it was okay and that everyone should feel the same level of over worked.
- To hear that AL is going to be even less favourable to what we would like. I think for us it always worked well discussing as a team. It's difficult if you are trying to plan a holiday with your whole family trying to get dates.
- Too long.
- Too much time spent on answering the question maybe.

- Valued at work session was very uncomfortable with managers sitting at the tables and staff making unkind comments.

**Training you would like to improve your knowledge and skills:**

- ADHD.
- Autism.
- Challenging behaviour.
- Choking.
- Computing.
- Counselling course.
- Dementia training for learning disabilities.
- Dementia/Alzheimer.
- Diabetes.
- Epilepsy.
- First aid training.
- How to be professional at our job.
- Makaton
- Managers and leadership course.
- Medications audits.
- Mental Health.
- Mobile phone sending rotas. More often than not experience problems, yet I think I follow some procedures every time.
- Money saving training as to support the individual I work with the soaring cost of prices.
- Paperwork.
- PEG feed.
- Recognised qualifications.
- Schizophrenia.
- Sign language.
- Something digital if we are required to use laptop at work.
- Speech and communication.
- SVQ.
- Training to help me go a full year without falling out with someone at work.
- Waiting to go on team teach.

## THANK YOU

Special thanks to our planning group:

Gill Hamilton, Liz Gallagher, Rebecca Craig, Lara Ritchie, Karen Cowe, Marie Horsburgh, Paul White.

Thanks to our guest speakers: David Orr, The Fraser Centre and Jan Williamson, JW consulting.

Finally, a huge thank you to each and every one of you for taking part in the staff seminars and for all the helpful feedback you have given us.

We will use your feedback to improve future seminars.

Warmest regards

Maggie Henderson  
Administrator.