


# **A skilled workforce – right people, right skills**

Scottish Social Services  
Council Conference 2010

# Objectives

- Outline the current skills needs and issues for the sector
  - Highlight some of the key issues raised by people who use services and carers
  - Discussion:
    - Key skills needs and issues for the sector
    - Implications for a) workforce planning b) recruitment and training
- 

# Current skills needs and issues: key themes (Sector Skills Assessment, 2009/10)

<b>Registration requirements</b>	<b>Other obligatory training demands</b>
<b>Soft skills</b>	<b>Service design and effective use of workforce's skills</b>
<b>Commissioning and contracting / tendering skills</b>	<b>Partnership working</b>
<b>Ability to work autonomously</b>	<b>Developments in technology</b>
<b>Skills needs of migrant workers</b>	<b>Workforce of the future – recruitment and training</b>
<b>Accessibility of training for the rural workforce</b>	<b>Funding for training in social services</b>
<b>Service user specific skills</b>	

## Skills needs and issues (continued)

**Improved assessment skills**

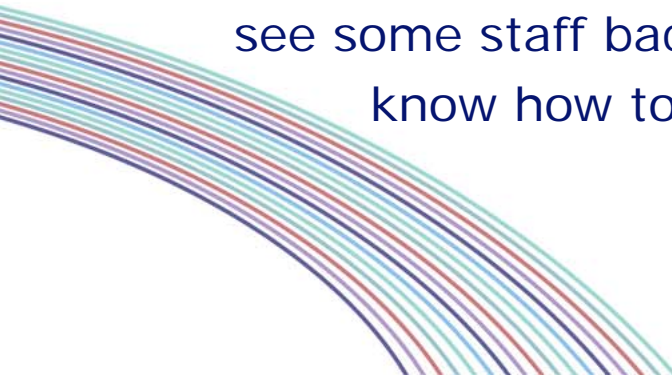
**Time management skills**

**Analytical skills**

**Support and training for carers,  
and more involvement in staff  
training**

**Need to develop clear career pathways**

## Views of carers and people who use services

- “Staff lack the right bedside manner, and they are not caring enough.”
  - “My husband had home helps in and they didn’t know how to handle him and he was falling – they’re getting moving and handling training now, but that took over a year.”
  - “Mistakes were made about medicines and misunderstandings about diet as well, all sorts of problems....”
  - “I put my husband in a home and he has dementia – you can see some staff back away from him, because they don’t know how to deal with it.”
- 

## Discussion

- What are the key skills needs and issues for the sector?  
Are there others? (in addition to those listed earlier)
  - Are some skills needs more relevant to some workers than others?
  - What are the implications of key issues and skills needs for:
    - Workforce planning
    - Recruitment and training
- 