



Welcome to ACC

A provider led learning community
supporting outstanding approaches to
learning and development



A shortlisted finalist for the Skills for Care Accolades 2016/17
Best endorsed provider of learning and development



Engage. Inform. Inspire.

ACC – Our Story

ACC's co-founders Andrew Ricker and Paul Bennett, developed the art of live interactive television back in the 1980's.

When Andrew and Paul turned their focus to the care sector they had a simple vision: quality of care for older people could be transformed by making TV programmes that *engage* care staff in learning, *inform* them about quality practice and *inspire* them to strive for better outcomes.

The ACC story begins in Australia back in 2003 where today some two in every three care facilities are ACC members.

The success of ACC in Australia impressed industry leaders in the United Kingdom who invited ACC to set up in the UK in 2009.

Early recognition from Skills for Care was achieved and ACC soon built a solid founding membership.

Today, ACC membership stands at over 800 care providers across the UK, from both large groups to independent providers, and membership of the learning community continues to grow year on year:





*We aim to engage with staff,
inform them of best care practice and
inspire them to make positive changes
to care practice and behaviour!*

Engaging, Informing and Inspiring best practice within the care industry

ACC is proud to be a Skills for Care 'Centre of Excellence' awarded national education, learning and training provider for residential and homecare adult social care providers.

The ACC approach is focused on sharing best practice throughout our learning community via the power of storytelling and visual learning. ACC enables this by producing courses that engage the learner, informs them of best practice and inspires the delivery of high quality care.

All courses are based around high definition television programmes created in true partnership with our member care organisations and care industry experts from the NHS, Stirling University, NAPA, Diabetes's UK and many more.

ACC supports hundreds of member organisations who are part of the ACC learning community across the UK to inspire their staff to deliver high quality, person-centred care, and ultimately improve the lives of the people they support.

ACC provides:

- **Content-rich, engaging and simple to understand** courses involving real people in real life situations, ensuring principles are learnt and can be put into practice
- **A wealth of reflective learning resources** to underpin our high definition TV programmes, promoting integration between learner and mentor to ensure best practice is embedded
- **A structured learning pathway** to support care workers embark upon a highly rewarding career in this vibrant industry

Sylvie Silver, Director, NAPA – The National Association for Providers of Activities;

"ACC is the perfect medium for bringing training to life for carers"





The ACC Course Library

Over 75 high definition courses covering a wide range of core subjects, with libraries designed for workers in both residential and homecare care settings. ACC courses include:

- **Care Certificate** – including courses to meet the required 15 standards and to deliver an effective, robust and thorough induction
- **Mental Health** – including courses covering Dementia, Depression, Bipolar and Schizophrenia
- **Care and Clinical** – including courses on Diabetes, Stroke, Arthritis, Parkinson's, Dysphagia, Wound care, Oral Hygiene, Bathing and Grooming
- **End of Life Care** – including courses on Grief and Loss, Communication, Symptom Control
- **Risk Management** – including courses on Manual Handling, Infection Control, Safeguarding, Falls Prevention, COSHH
- **Wellbeing** – including courses on Person Centred Care, Dignity in Care, Cultural Diversity, Equality and Inclusion
- **Human Resources** – including courses on Effective Supervision, Effective Written Documentation, Duty of Care and Teamwork
- **Advanced Practice** – courses for Registered Nursing staff and senior care workers. Eight new subjects a year including Use of Syringe Drivers, Managing Urinary Catheters, Administering Injections

Mark Ellerby, Deputy Manager, Meadow Lodge care home;

"We are delighted that they are so enthused by the learning offered through the ACC library"





Unprecedented access to international experts for all your care staff

To supplement ACC's wealth of varied learning courses, members also have access to our exclusive monthly live broadcasts.

Unique to the sector, ACC broadcast live programmes throughout the year to our member organisations, covering a range of topics.

At the end of each live broadcast, viewers have the opportunity to speak to the course expert live in our UK studio. The expert takes questions directly from viewers, live on air, via telephone, text, twitter or Facebook.

This provides unprecedented direct access for managers and care staff to advice from recognised industry experts, at no extra cost. Their offer of advice further promotes ACC's goal of **engaging, informing** and **inspiring** care workers to provide the very best standard of care.

For those who miss a broadcast, each live programme is recorded and added to the growing library of ACC courses to be watched anytime, anywhere. Learners watching the programme after the live broadcast are encouraged to email questions in to be answered by the team at ACC or referred on to the expert.

Margaret Teece, Manager and Owner, Meadow Lodge Care Home;

"When we watch the live ACC programmes, our staff regularly phone in to the studio with questions and we are able to get answers from the expert working on that programme. This makes the staff feel connected to the other viewers of the programme and we immediately feel we are among a like-minded community of learners, without having to travel miles to another training venue"





The ACC 3E's for assessment of learning

As part of the course of learning, ACC provide 3 levels of assessment, with flexibility for the learning co-ordinator to decide on the appropriate level for each of their learners.

We call these the 3 E's: Essential, Extension and Evidence.

- **Level One: Essential Assessment** – an intuitive multiple choice assessment which provides a test of knowledge and understanding once the learner has viewed the programme
- **Level two: Extension Assessment** – provides an opportunity for reflective practice and encourages discussion between the learner and the supervisor
- **Level three: Evidence Assessment** - provides tools for the supervisor to observe learning in practice, check competence and to record the development areas to be carried through to the next supervision meeting

ACC's learning resources are designed not just to ensure learners understand the core aims and objectives, but to capture their thoughts and feelings and to provoke deeper thinking and empathy with the person they are supporting and what is important to them.

Each course is mapped to CQC Fundamental Standards and our content meets the needs of those with culturally and linguistically diverse backgrounds.

ACC's courses deliver the underpinning knowledge to support QCF and CPD.

Pierre Falleth, Owner, Milford Care Group;

"Using the flexibility of ACC learning materials has helped us to establish and build a culture of continuous learning"





Any **Time**



Any **Where**



Any **Device**

Accessible Anytime, Anywhere

At ACC we understand that in order to *engage, inform* and *inspire* care staff it's important that they have quality learning content that is both accessible and delivered through a variety of methods.

At ACC we have worked hard to make this a reality.

- ACC courses can be completed **anytime, anywhere**, via any internet enabled device, including laptops, tablets and smart phones
- If an internet connection is not available, all courses are also available to complete via DVD
- Learning resources and assessments are all available online or in paper format
- Owners, Managers & Co-ordinators have a wealth of reports to monitor learning within your care organisation via ACC's live online learning management system

This flexibility of access to ACC courses allows managers and training coordinators to create a blended approach of both group based and individual learning, to suit all styles, whilst ensuring compliance to CQC regulations.

Therefore, there are no limitations to accessing ACC's library of high quality learning courses!

Isabel De La Haye, Managing Director, Ashley Grange Wiltshire;

"We are delighted with this innovative approach to training, enabling staff to access training flexibly at a time that suits them as well as be involved in some of the live sessions. The easy to access training records are excellent for auditing and scheduling"





Benefits of ACC Membership

At ACC we pride ourselves on being a membership organisation. We see ourselves as ambassadors working with, and on behalf of, our members to produce the very best in education and learning.

Our valued members are part of a national and international learning community sharing the very best care practice, to achieve brilliant outcomes to those requiring support.

By joining the ACC learning community, our members also enjoy a whole host of additional benefits that are designed to help *engage, inform* and *inspire* care staff to provide the very best standard of care.

By joining the ACC learning community, members benefit from:

- **Unlimited access** to learning courses for staff, volunteers, service users and their families
- **Automatically updated courses**, including any updates in best practice or legislation
- **Dedicated support teams**
- **Support and advice** around legislation and policy changes
- **Opportunities to be involved in the filming** of programmes and creation of courses
- **Consultation** on new course subjects
- **Direct access** to over 50 international experts

At ACC's core is our desire to serve and support our members with integrity and in a way which helps them meet the full range of needs of those they care for.

Therefore, we continually strive to identify new and innovative methods of production, delivery and support for the benefit our members. Most often those methods come directly from our members!

Pierre Falleth, Owner, Milford Care Group;

"It quickly became apparent that there were significant benefits in terms of cost, quality and time"





A Skills for Care 'Centre of Excellence' education, learning and training provider

ACC's innovative approach to learning in the care industry, alongside our high quality courses has earned us the Skills for Care endorsement as a Centre of Excellence for learning and development.

Endorsement is about identifying and promoting high quality learning and development providers that are relevant and fit for purpose within the sector.

ACC are proud to have achieved renewal of our Centre of Excellence status since 2013, which provides our members with the peace of mind that they are accessing amongst the very best in education and learning available in the UK.

Claire Poole, Nottinghamshire County Council Optimum Workforce Leadership;

"ACC's Excellent Status through the Skills for Care Endorsement Framework is an important sign of their and our commitment to the provision of quality products and services for our members."



ACC are also proud to have been shortlisted as a finalist for Skills for Care Accolades 2016/17 'Best endorsed provider of learning and development'.

Bruce Adams, Business Development and Member Support Director, ACC;

"To be shortlisted as a finalist for the Skills for Care Accolade for Learning and Development provider of the year is a huge honour. ACC is provider driven at every stage, so credit must go to our brilliant members, since ACC and our learning content is only as good as the sum of our parts".





Working in partnership for the benefit of the whole learning community

ACC works closely with national and local organisations that share our goal and ethos of improving lives for people receiving care.

We welcome the expertise that like-minded organisations can bring to the ACC learning community.

