



Department
of Health &
Social Care



Care Workforce Pathway for Adult Social Care

What people told us about our plans



We asked people what skills and experience they think are important for adult social care staff.

Contents

Page 3.	Who we are.
Page 4.	Introduction.
Page 7.	What we found out.
Page 9.	What people said about the CareWorkforce Pathway for Adult Social Care.
Page 12.	What people said about training.
Page 15.	What people said about health and social care working together.
Page 16.	What people said about more money for social care.
Page 20.	What is next for the Care Workforce Pathway?
Page 21.	If you have any questions.

Who we are



We are **the Department of Health and Social Care.**

We are part of the UK government.

We help lead health and **adult social care** in the UK.



Adult social care means supporting people who have disabilities or who are ill for a long time.



For example, people with

- mental health illnesses
- physical disabilities
- learning disabilities
- autism
- **dementia.**

This makes it hard to remember, think and do things.



We want to support people to live more independent, healthier lives, for longer.

Introduction

We want adult social care to be



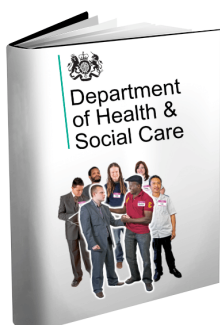
- **good quality**
This means people get the best social care and support.



- **personalised**
This means people can choose what kind of care they get.



- **caring**
This means that people feel safe and looked after by their carers.



To do this we are writing a new **Adult Social Care Workforce Pathway**.

We call this the **Pathway** for short.



We want the Pathway to help adult social care workers do their jobs well.



When we wrote the Pathway we spoke to people who use adult social care.

And to people who work in adult social care.



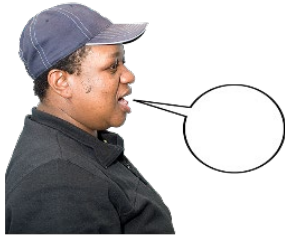
We asked people what they thought about **direct care roles**.



Direct care work is working with the people who need the care. This is sometimes called **care work**. It can also be called **support work**.



We asked people what works well. And what does not work well.



This document tells you what people said about



1. Our plans for the Adult Social Care Workforce Pathway.
This plan tells everyone how we will make things better.



2. Training.



3. Health and adult social care working together.



4. More money for adult social care.

What we found out



Nearly 600 people told us what they think about our plans.

A light blue rectangular form titled 'Please fill in this easy read form'. It features three input fields: 'Your name' with a person icon, 'Address' with a house icon, and 'Phone' with a mobile phone icon. The text is in a simple, large font.

8 people answered our Easy Read survey.



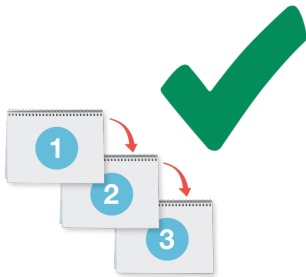
People also told us what they thought by email and in special meetings.



Most people liked our plans for the Pathway.



Most people agreed that



- adult social care needs a new plan



- the Pathway can help people understand that being a care worker is a good job



- the Pathway can help care workers get more skills and knowledge



- using the Pathway could be good for the organisation where they work.

What people said about the Care Workforce Pathway for Adult Social Care



In the Pathway we tell you our plan to have 4 types of jobs for direct care workers.

Each type of job needs different

- knowledge
- skills
- experience.



Most people like our plan to have 4 types of jobs for direct care workers.

Most people like the job descriptions.



Most people agree it is helpful for staff.



Managers said this plan would help staff know how they can get other jobs in adult social care if they want to.



The people who did not like our plan for 4 types of jobs said they do not like what we call the jobs.



Or what we said the workers would do.



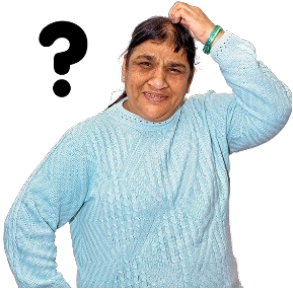
Most people said the Pathway gave them enough information.



Some people said the word **practitioner** would help people to understand how important the job is.



Other people said the word **practitioner** was not right for what direct care staff do.



Some people said that **practitioner** was confusing.

Practitioner 

So we have decided to not use this name in the Pathway.



This means adult social care providers can choose what to call the jobs.



Some people said the Pathway would mean people across England will get the same good level of care.

What people said about values



Most people think the Pathway should say what **values** adult social care workers need to have.



Values are the important beliefs we all have that guide how we behave.



Most people who use care said they think the Pathway will make their care better.



They said the Pathway will help organisations employ people with good values and good ways of working.



But some people said that

- values are already important in adult social care

or

- they wanted to know more about the values so they could decide.





We worked with an organisation called Think Local Act Personal. It is called **TLAP** for short.



TLAP works with people who use care to **co-produce** values for the adult social care workforce.



Co-produce is a way of getting everyone involved in a service together to decide how to make things better.



We wanted to understand what values are important for people who work in adult social care.



We will use TLAP's values in the Pathway.



We think adult social care organisations should think about using these values in their work.

What people said about training



Most people agree that training and learning was important.



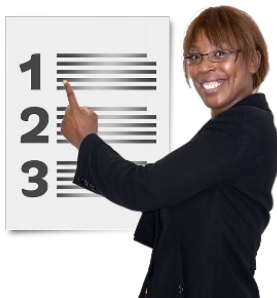
People agree training helps workers get the skills they need to do their jobs well.



And that good training helps workers to change jobs if they want to.



Most people agree that training helps make care better.



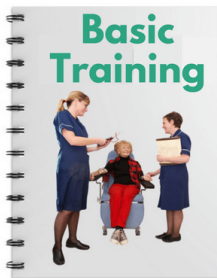
Some people said the Pathway should tell people about other training they can get.



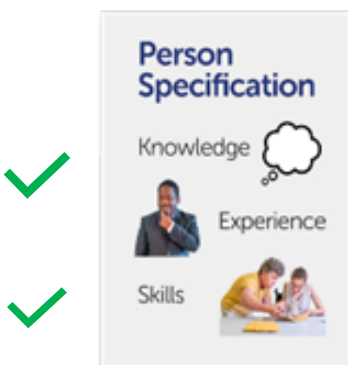
In our special meetings, some people said



- we should all understand what training workers need for each adult social care job
- leadership is important to help adult social care workers learn and feel supported
- adult social care workers should do basic training before they can work.



Some people said if adult social care workers want to change their jobs, it is important to think about



- their experience
- their qualifications
- their skills
- what they know about supervising people.



People said that adult social care workers might not always want to be managers.



They said they might want to learn more expert skills but not be managers.



People said it is important for adult social care workers to keep their knowledge up to date.



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We will keep listening to people's views about training to make the Pathway better.

What people said about health and adult social care working together



Lots of people said how important it was for health and adult social care services to work together.

Working together



And that the Pathway was a good chance to do this.

But that it could do even more.



Some people said the Pathway could do this by giving training for jobs in both health and adult social care.



They said this would give adult social care workers more ways to find good jobs.



They said this would help people to stay working in health and adult social care jobs for longer.

What people said about more money for adult social care



People told us about other things the Pathway could do.



Lots of people said the government should spend more money on adult social care.

Especially for training.



And the cost of care.



They said this was important for the Pathway to work.



And to make care better.

And to help people stay working in adult social care jobs.



In our special meetings, people said the Pathway would help everyone to understand that adult social care worker jobs are good jobs.



People said they wanted a register for qualified adult social care workers.



This means we would keep a list of people who have the right skills, experience and training to do care work.



We are already spending more money on adult social care training.

For example training about

- learning disabilities
- autism
- dementia care
- being a leader.



We are also training adult social care staff in **digital skills**.



This will help them use computers and other digital tools in direct care work.



We are also making a new **Care Certificate Level 2** qualification.

In June 2024 workers can get money to do this course.



In the future, we want all new adult social care workers to do this course when they start doing care work.



We are also making a new website for adult social care staff.

On the website they can get help about working in adult social care.



We are also helping adult social care workers to record their training.

This will help them if they want to find a new job.



Most adult social care workers work for companies.

These companies decide how much they pay their workers.



The Department for Health and Social Care gives nearly £1 billion every year to local councils to support better adult social care.



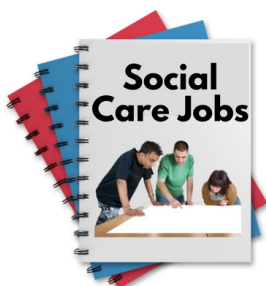
We ask councils and adult social care companies to work together to train adult social care staff and pay them well.

What is next for the Care Workforce Pathway?



We will keep working to make the Pathway better with the help of

- people who use adult social care services
- people who work in care.



We will also write a Pathway for other adult social care jobs.



We will share the digital Pathway so people can start using the training and other advice in the summer of 2024.



We will ask some adult social care services to test the Pathway for us to make sure it works.



They will tell us what they think. We can then make the Pathway even better.

If you have any questions



If you have any questions about this document you can



email us

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phone us on

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