

*applicable for those working in care settings who want to work towards or build upon formal NVQ qualifications.”*

Gordon Lishman, Director General of Age Concern England said *“Good quality care of older people is vital. This pack is an inexpensive and user-friendly way to give care home staff the ability to identify and deliver services of the highest quality.”*

**Ends**

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**Notes to Editors:**

- Radio producers please note: Age Concern offers an ISDN radio facility
- Copies are available should you wish to feature reader offers or giveaways in your publication. Please call Miriam Lea on 020 8765 7511
- Age Concern Publishing produces a variety of teaching tools for care staff involved in the training and support of other staff. They enable trainers to guide staff and reinforce skills and development by providing the material necessary to run successful training sessions. The packs can be used by experienced and inexperienced trainers alike and represent excellent value as they can be used again and again.
- *‘The Process of Care: A learning resource for care home managers and senior staff’,* (ISBN 0862422469) is available from many Age Concerns locally, from all good bookshops, or by contacting Age Concern Books directly on 0870 44 22 120, address Units 5 & 6, Industrial Estate, Brecon, Powys, LD3 8LA Cost: £25.00 plus £1.99 p+p, £0.75 for additional copies. You can also order on-line at [www.ageconcern.org.uk/shop](http://www.ageconcern.org.uk/shop)
- In Canada/USA please call 403 678 1765



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## **Age Concern launches new learning resource on care**

From April 2004, the Commission for Social Care Inspection (CSCI) will be the new inspectorate for social care. The body will be given new powers to ensure that quality of care is at the heart of care home environments.

CSCI will be charged with implementing the National Minimum Standards for Care Homes for Older People in the UK, introduced in 2000. The standards require that professional care givers and providers not only deliver the highest standards of care but that they demonstrate the work they do is of the highest quality, and inspectors can take action against those homes that fall short of minimum standards.

Age Concern's new learning resource – **'The Process of Care'** is vital for care home owners, managers and trainers who want to introduce a programme of staff development and learning around delivering the highest standards of care.

The pack is concerned with the care model, emphasizing the highest standards of person-centred care. Individual care plans are central to the philosophy of the pack and key topics are explored in detail - care process; preliminary assessment; admission; full assessment (the health rating scale); strength and needs identification; selection of appropriate strength or need; quality caring; and the review of care plans.

Highly practical, 'The Process of Care' has been specifically designed in line with current legislation and guidelines for care homes and provides learning opportunities at NVQ level. It includes a variety of methods for learning and suits a wide range of learning styles. The resource represents excellent value in that it can be used by experienced and inexperienced trainers alike, and the materials used time and time again.

The author of the pack, Neil Blacklock, has worked in different positions in the field of caring for others for the last 20 years. He has been able to draw on his experience training staff and running residential care facilities as Neil and his wife have run an award-winning retirement home since 1986. He comments "*The pack is particularly timely as it ties in with the current national strategies for improving care standards. It is*