



A Quality Improvement Project to provide an online training package

What was the problem?

- 'Face to face' training sessions suspended due to social distancing requirements.
- Current training package relied on 'face to face' delivery format.
- Service is commissioned to deliver training

What was the aim?

- To create an online training package that would:
- Be easily accessible
 - Enhance & compliment the current training package programme
 - Enable assessment of knowledge pre & post attendance

What did we do?

ACT

We want to continue expanding on the scope of our training sessions.
We are ensuring our online training is easily accessible.
We are introducing evaluation methods to support continued improvement of this service.

PLAN

We identified relevant skills within the staff team to support filming and review existing training packages to create a new online resource aimed at supporting Professionals, Parents/ Carers and Children & Young People.

STUDY

Although our face to face training had been well received we had not attempted to deliver our sessions virtually and had no previous experience as to how well they would translate to a virtual audience.
Feedback, sign-up & rating scale data reviewed.

DO

We launched the new online training platform in September 2020 with regular updates scheduled.
4 new sessions created.
Staff members supported with filming/editing.
Pre & post knowledge rating scale added.
New Website has been created.



The online sessions were launched on September 10th 2020 with the majority of our sessions now available and accessed by over 50 professionals and parents /carers.



A Team approach to create, deliver and continually improve the project

Feedback from staff and participants

'A valued resource to share'

'More flexible way of learning'

'It was a very helpful resource and will be useful to look back on to review learning points'

'Supported positive case management'

'Provided new insights into topics such as Self Harm and how to respond and manage this'.

'Why haven't we done this before?!'