# CareKnowledge, Community Groups, MyCPD & The Bookshelf

## Service Definition

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# CareKnowledge – Core Product Service Overview

CareKnowledge is a Continuing Professional Development (CPD) resource that provides the social care workforce with up-to-date information across adults and children's social care.

Information is categorised into Research, Legal, Reports, Opinion pieces and Analysis. There is a combination of commissioned content written by expert authors and curated content.

Twice weekly email bulletins alert users to the latest important information relevant to their area of practice.

Users can search for information via a keyword search, or by using the drop-down menus.

CareKnowledge monitors all credible sources of social care information (key government departments, charities and research organisations) and provides direct links to ensure users can access, in one place, all of the relevant information they need.

A personal homepage enables each CareKnowledge user to pull together all relevant new information and easily identify any resources they have saved to read later.

CareKnowledge provides meaningful learning experiences through a series of CK Live webinars designed to positively impact on outlook, improve practice and energise. Video and podcast recordings of these events are available on the CareKnowledge website.

# MyCPD

MyCPD allows social work staff to track and evidence all of their continuing professional development activity, both from CareKnowledge and external sources, such as virtual training sessions, webinars and study days. Key functionality includes:

- Individual CPD log to help practitioners track and evidence their learning for their continual professional development

- Practitioners can add a piece of content that they have viewed on CareKnowledge and capture the learning they have gained from looking at this content

- Practitioners can add any external learning (virtual training, external conferences, Blogs etc.) and also attach any supporting documents

- CPD learning logs can be exported easily to a word document and shared at supervision/ management meetings

- Any learning that has been logged can be re-visited, enabling practitioners to add to their existing log how they may have applied the learning into practice.

The MyCPD learning log aligns to the requirements of Social Work England. We will continue to review the format to align with Social Work England's requirements going forward.

# Community Groups

Community Groups is a unique and innovative feature embedded into CareKnowledge. Community Groups are made up of users who share a common purpose/professional interest or requirement to collaborate, i.e. a group of people who form a community of practice. For example, NQSWs on an ASYE programme or members of a CSE delivery group.

CareKnowledge with Community Groups capabilities allows:

- Each user to belong to different groups, dependent on their role or specialisms

- Every member of a community group can share information with other group members

- All members of a Community Group will see, and can search for, information shared in the group allowing them to collaborate with their colleagues and identify and share learning and development activities and opportunities

- Personalised search results, returning results simultaneously from both the CareKnowledge knowledge base and from information shared in the Community Groups they belong to (e.g. local policy and procedures, team meeting notes, best practice resources, FAQ's from the legal team)

- A personal homepage tailored to the individual's areas of practice – returning links to: relevant new information; information they have saved to read later, updates from their Community Groups

- The Community Group to act as a smart way to search for and save information users need in their practice.

- The ability to trace back conversations, which can often be lost in a defunct email account if somebody has left the organisation or is left in an overflowing inbox

- The ability to learn from colleagues' training and development activities - share conference papers, notes, reflections etc.

- The ability to identify colleagues/partners with expertise/experience in a specific area of practice.

## The Bookshelf

The Bookshelf provides full access to social care books from Pavilion Publishing and Critical Publishing. The books are searchable with relevant chapters returning independently in search results. Topics include: analytical assessments, intellectual disabilities, mental health, supervision and trauma.

We have started to add  audio versions of some book chapter to give users the opportunity to listen and learn 'on the go'. This development allows users to have access to high-quality and well-respected publications.

## The following outlines why users should subscriber to CareKnowledge:

- At CareKnowledge we recognise the importance of joined-up support and that social care teams no longer focus on just one area. We therefore incorporate information on both adult and children's social care, across a huge variety of topics, all on one website, under one subscription.

- CareKnowledge content can be embedded into OLM's ECLIPSE case management system and provide guidance to support work processes.

- CareKnowledge allows you to develop a learning culture - making sharing information, resources and expertise the norm.

- Improve productivity among staff - less time working with overflowing email inboxes and providing all the information needed in one place.

- Supports the establishment of active and effective communities of practice - enabling people to work collaboratively, despite the challenges presented by remote working.

- Improve organisational memory - when people leave the organisation, their contribution to discussions and the content/ experience/ expertise they've shared continues to benefit remaining colleagues.

- New staff instantly feel supported and part of a community.

- Legal, Learning & Development and HR teams can proactively engage with the social care workforce and streamline processes to reduce the burden of admin.

- Allows you to highlight innovation and best practice within your organisation.

- The seamless integration of the CPD tracking tool, with the professional body of social care knowledge, encourages individuals to be proactive about engaging in CPD activities and recording their learning.

- Sharing key information (local policies and procedures, key dates, meeting notes etc.) and resources (training materials, reflective blogs) in CareKnowledge gives the workforce compelling reasons to proactively engage with it, thereby minimising the challenges typically faced with getting people to use information services.

## Organisational subscriptions

CareKnowledge subscriptions are designed to be flexible. You can add your choice of Community Groups, MyCPD or the Bookshelf to build a complete solution that meets the needs of your workforce. You can choose your subscription term and decide exactly how many staff need access. You can also allow your partner agencies access, thus enabling them to keep informed of the latest information in their area of practice.

To find out more, arrange a free trial period, or discuss how a subscription can suit your organisation, please contact us.