



County Durham Care Academy – Virtual Workplace Tour Resource

Overview of the tour

County Durham Care Academy supports the development of a well-led, skilled, and valued adult care workforce in County Durham. They offer a range of courses from entry level right through to senior leadership and management qualifications. This 360-workplace tour gives you the opportunity to navigate your way around a Health and Social Care setting at your leisure without having to take a step through the door. As you take the tour you will meet a wide range of employees who will describe their current job roles and how their career pathways have developed. The employees will also give you an insight into the potential opportunities within the organisation as well as the importance of English and maths in their day-to-day roles. As you navigate from room to room you will have the opportunity to see what a range of Health and Social Care settings look like and the equipment that is used. You can also click on some of the television screens in each of the rooms to hear additional information.

Who will you meet?

Lee Alexander – Head of Adult Services, Durham County Council: Main Entrance

Sarah Douglas - Project Manager, Supporting the Provider Market: Crossroads

Emily Richardson - Senior Home Support Worker, Hawthorn House: Welcome to Hawthorn House

Yvonne Hayles - Social Worker, Durham County Council: Welcome to the Orchards

Donna Coyles - Clerical Officer, Durham Shared Lives: Hawthorn Sitting Room

Angela Quinn - Occupational Therapist, Adult Social Care: Hawthorn Bedroom En Suite

Jacqui Ball - County Wide Manager, Pathways Services: Pathways Day Lounge

Jackie Garside - Senior Care Support, Durham Pathways: Welcome to Pathways

Kirsty Taylor - Learning Disability Nurse, Durham Pathways: Pathways Main Hall

Katie Blissitt - Extra Care Support Worker & Acting Senior, Durham Pathways:
Pathways Sensory Room Large

Your task

To test your knowledge of County Durham Care Academy, use the 360-workplace tour and encounters with employees to answer the following questions.

You will find all of the answers by listening to each of the employees throughout the workplace.



Lee Alexander - Head of Adult Services, Durham County Council: Main Entrance

Talks about the Health and Social Care workforce detailing employment statistics in County Durham.

Q. Approximately how many people work in the Adult Social care sector in County Durham?

Q. What is another name for Domiciliary Care?

Sarah Douglas - Project Manager, Supporting the Provider Market: Crossroads

Q. List three values Sarah highlights as being important in Health and Social Care Sector.

Q. What does Sarah say the purpose of the Code of Conduct is and what does it sit alongside?

Emily Richardson - Senior Home Support Worker, Hawthorn House: Welcome to Hawthorn House

Q. What grading has Hawthorn House been given by the CQC (Care Quality Commission)?

Q. Can you list the qualifications Emily studied throughout her career pathway?



Yvonne Hayles - Social Worker, Durham County Council: Welcome to the Orchards

Q. How long did it take Yvonne to qualify as a Social Worker?

Q. Can you name some of the partner agencies the social workers work closely with?

Donna Coyles - Clerical Officer, Durham Shared Lives: Hawthorn Sitting Room

Q. What are two skills Donna highlights as being important to her role?

Q. Can you give an example of how English and maths are important within Donna's role?

Angela Quinn - Occupational Therapist, Adult Social Care: Hawthorn Bedroom En Suite

Q. Can you name some of the types of medical conditions an Occupational Therapist might support an individual with?

Q. If adaptations are not possible to a patient's home to aid the support, what can an Occupational Therapist do to support them?



Jacqui Ball - County Wide Manager, Pathways Services: Pathways Day Lounge

Q. Who are the key individuals Jacqui supports in her role?

Q. Name three of the key skills and attributes Jacqui identifies that are needed to work in the care sector?

Jackie Garside - Senior Care Support, Durham Pathways: Welcome to Pathways

Q. What is Jackie's favourite and, in her opinion, most important part of her role?

Q. Can you name two professional bodies Jackie will engage with on a typical day?

Kirsty Taylor - Learning Disability Nurse, Durham Pathways: Pathways Main Hall

Q. What type of individuals does Kirsty support in her role as a Learning Disability Nurse, Care Coordinator?





**Katie Blissitt - Extra Care Support Worker & Acting Senior, Durham Pathways:
Pathways Sensory Room Large**

Q. What qualification did Katie embark on at the age of 18 to help progress into her role?

Q. How often is the Patient Moving and Handling Training undertaken as part of the role?

Virtual Workplace Task

Using the workplace tour, answer the following questions relative to the environment of the workplace.

Q. What equipment do you notice is fixed to the walls in the hallway to support the residents?

Q. Why do you think the hallways and doors are extra wide?



County Durham Care Academy – Virtual Workplace Tour Resource

Answer sheet

Lee Alexander - Head of Adult Services, Durham County Council: Main Entrance

Q. Approximately how many people work in the Adult Social care sector in County Durham?

A. There are currently around 14,000 people working in Adult Social Care in County Durham

Q. What is another name for Domiciliary Care?

A. Domiciliary care is also known as Home Care

Sarah Douglas - Project Manager, Supporting the Provider Market: Crossroads

Q. List three values Sarah highlights as being important in Health and Social Care Sector.

A. Values that are important for working in the Health and Social Care Sector include: treating people with dignity and respect, good at working with others, committed to quality care, willing to learn and develop at work.

Q. What does Sarah say the purpose of the Code of Conduct is and what does it sit alongside?

A. The Code of Conduct sets out the minimum requirements of behaviour for safe effective compassionate care and sits alongside the care certificate.

Emily Richardson - Senior Home Support Worker, Hawthorn House: Welcome to Hawthorn House

Q. What grading has Hawthorn House been given by the CQC (Care Quality Commission)?

A. Hawthorn House has been rated as Outstanding by the CQC

Q. Can you list the qualifications Emily studied throughout her career pathway?

A. Work based apprenticeship in residential & Nursing Care provided the employee with GNVQ in H&SC & NVQ 2/3. Employee also went on to study Teaching Award 7307

Yvonne Hayles - Social Worker, Durham County Council: Welcome to the Orchards

Q. How long did it take Yvonne to qualify as a Social Worker?

A. It took Yvonne 3 years to qualify as a Social Worker

Q. Can you name some of the partner agencies Yvonne work closely with?

A. Social Workers work closely with partner agencies such as Housing services, the Police, the Voluntary Sector, GP's (General Practitioner), Forensic Services, and the Courts



Donna Coyles - Clerical Officer, Durham Shared Lives: Hawthorn Sitting Room

Q. What are two skills Donna highlights as being important to her role?

A. Donna highlights Communication and Organisation as being the two most important skills for her role.

Q. Can you give an example of how English and maths are important within Donna's role?

A. English is important for writing reports and maths is important as she often works with data

Angela Quinn - Occupational Therapist, Adult Social Care: Hawthorn Bedroom En Suite

Q. Can you name some of the types of medical conditions an Occupational Therapist might support an individual with?

A. An Occupational Therapist might support people with conditions such as Multiple Sclerosis (MS), Parkinson's Disease, short term and temporary difficulties following a road traffic accident (RTA) or work-related injuries.

Q. If adaptations are not possible to a patient's home to aid the support, what can an Occupational Therapist do to support them?

A. If adaptations are not possible in a patient's home an Occupational Therapist can help the patient move to a more suitable property.

Jacqui Ball - County Wide Manager, Pathways Services: Pathways Day Lounge

Q. Who are the key individuals Jacqui supports in her role?

A. Jacqui supports individuals with learning disabilities and mental health issues

Q. Name three of the key skills and attributes Jacqui identifies that are needed to work in the care sector?

A. Jacqui highlights the following skills and attributes as being important to work in the care sector: caring, patience, resilience, reliable, trustworthy, good communication skills, ready to listen, compassionate and respectful.

Jackie Garside - Senior Care Support, Durham Pathways: Welcome to Pathways

Q. What is Jackie's favourite and, in her opinion, most important part of her role?

A. Jackie's favourite part of her role is engaging with service users (patients)

Q. Can you name two professional bodies Jackie will engage with on a typical day?

A. Jackie is likely to engage with physiotherapists, occupational, speech and language therapists

Kirsty Taylor - Learning Disability Nurse, Durham Pathways: Pathways Main Hall

Q. What type of individuals does Kirsty support in her role as a Learning Disability Nurse, Care Coordinator?

A. Kirsty supports Adults with Learning Disabilities living in the Durham area

Katie Blissitt - Extra Care Support Worker & Acting Senior, Durham Pathways: Pathways Sensory Room Large

Q. What qualification did Katie embark on at the age of 18 to help progress into her role?

A. Katie started studying an undergraduate degree in psychology with counselling studies

Q. How often is the Patient Moving and Handling Training undertaken as part of the role?

A. Patient Moving and Handling Training is undertaken annually by care workers

Virtual Workplace Task

Using the workplace tour, answer the following questions relative to the environment of the workplace.

Q. What equipment do you notice is fixed to the walls in the hallways to support the residents?

A. Handrails are fixed to the walls in the hallways to support residents

Q. Why do you think the hallways and doors are extra wide?

A. The hallways and doors are extra wide to accommodate wheelchair users