

## CASE STUDY

### **DIGITAL AND VIRTUAL LEARNING FOR NEW CASE MANAGEMENT SYSTEM IN ADULT SOCIAL CARE**

Me Learning partnered with Stockton-on-Tees Borough Council to deliver a programme of digital and virtual learning for 330 employees to support the implementation of a new adult social care case management system in 2021. The council was keen to look at alternative solutions to train-the-trainer and classroom learning because of lockdown and social distancing measures, so turned to Me Learning for a technology-led training solution.

#### **THE PROJECT DELIVERED**

- Online training to 330 employees working in adult social care, within a seven week window prior to the system going live.
- A combination of online digital learning, virtual learning with a live trainer and virtual floor walking.
- Fewer helpdesk queries than other major system implementations.
- Ongoing access to training materials for existing employees and new starters beyond the project.
- No travel incurred for training – all training materials and support was online.
- None of the scheduling problems associated with classroom training.
- Full access to learner progress reports via Me Learning's LMS to ensure compliance.

#### **THE SOLUTION**

Me Learning worked with Stockton-on-Tees Borough Council to take learners on a journey to full competency.

This started by preparing learners for the programme of learning by explaining its purpose and what would be covered during training.

All system users undertook online digital training using a suite of generic modules to get them up to speed on the basic functionality. They were able to access this from any device with internet access and work at a pace and at a time which suited them so they could fit learning around other commitments.

Each learner then supplemented their initial training with specialist digital learning modules. They were allocated to one of six main frontline workforce groups which determined the specialist modules they would take from a selection of 60 different modules in total. This allowed learners to quickly build confidence and understanding of how they would actually use the system in their everyday work. It also helped to minimise unnecessary training as they were able to focus their effort on learning the aspects of the system which would be most relevant to them. Digital online learning was then complemented through live virtual sessions with a Me Learning trainer where learners were able to build greater understanding and interact with each other and the trainer. This helped manage detailed queries and unusual scenarios which hadn't been anticipated.

Finally, post go-live a Me Learning trainer ran virtual floor walking sessions providing advice via six MS Teams channels. This provided timely support when and where people needed it during the first few weeks following system go-live, including advice relevant to different departments in Adult Social Care at Stockton-on-Tees.

Tim Whitfield - Snr Systems Support Officer. Stockton-On-Tees Borough Council said:



*Me Learning were engaged as the prime partners to deliver digital and virtual training to support Stockton's LiquidLogic LAS system training. I was hugely impressed by the level of engagement, support and subject knowledge that Me Learning were able to bring to bear.*

*Me Learning's professional and experienced Team exhibited a 'can do' approach throughout their involvement. The quality and speed of development to deliver digital training materials was impressive.*

*The digital and virtual tools employed allowed Stockton's end users to build their system skills and confidence, and to achieve system Go Live as planned. Per User, the overall time spent training was less than a traditional classroom based approach, allowing workers to maintain frontline delivery, with the added benefit of residual training materials for workers to revisit as and when required.*

*User engagement was excellent and workers gave very positive user feedback on their Me Learning at all stages of the training programme.*

*I would echo the positive experience of other Local Authorities and have no hesitation in recommending Me Learning as a proven, effective, trusted supplier of cutting edge digital training and virtual post go live support for Adults or childrens social care systems, in particular, LiquidLogic LAS.*

To find out more about this solution contact Anne Clayton at [anne.clayton@melearning.co.uk](mailto:anne.clayton@melearning.co.uk) or 07860 854 192