

## CASE STUDY

# DIGITAL LEARNING FOR NEW STARTERS ON CARE CASE MANAGEMENT SYSTEM AT LOCAL COUNCIL

## THE CHALLENGE

At a council in north east London, a specific case management system is used to manage adult's, children's and finance cases. This requires a large number of users to understand how to get the best out of this system, so that data is recorded accurately and people receive the care they need.

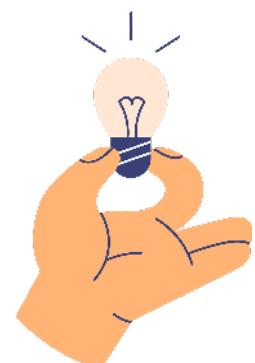
Because of a steady churn of employees and the use of agency and locum staff, in-house business analysts were spending a large part of their working week running remote classroom training sessions to get new starters up and running on basic system functionality.

With more pressing priorities to focus on, they were keen to work with Me Learning to create a technology-driven training solution using digital learning so all new starters could develop a baseline level of understanding of their case management system without the need for remote training sessions.

## THE SOLUTION

Me Learning created role-specific, digital learning which was configured to match the specific needs of the council. New users follow a learning pathway appropriate to their role and the way they use the system. This provides all learners with a good understanding of basic functionality.

As with all of Me Learning's digital training products, learning is broken down into bite-sized modules to aid retention of key information. And training incorporates interactive elements as well as knowledge checks to test comprehension.



## THE RESULT

By creating consistent online learning which could be accessed any where at any time, this helped to free up time so employees can concentrate on other pressing priorities. This includes directing their efforts to follow-up remote training sessions on the case management system for users who are required to use more complicated aspects of the system and to take them through local process.

Additionally, new users receive access to online training as soon as they start employment. This means they are able to make a full contribution more quickly, as they didn't need to wait for a training place to become available on a remote course before being granted access to the system.

As the training was launched early in the pandemic, the timing has helped the council to continue to provide learning during lockdowns and while social distancing guidelines were in place.

A key member of their team mentioned that they have no intention of going back to classroom training because the feedback has been so positive. As a council, they now realise that using high quality digital learning is a much better way to deliver this type of training.

Also, the Me Learning training modules are available as a refresher for users so individual learners are able to access training again at any time, reducing the number of queries received on the system.



To find out more about this solution contact Anne Egede, Marketing and Communications Manager at 01273 091 301 or [anne.egede@melearning.co.uk](mailto:anne.egede@melearning.co.uk)