Learning and Development opportunity / Weblink	Brief Description	Type / Mode	Aimed at
REPORTS/GUIDANCE/ DOCUMENTS **Domain C1: Partnership Working and communication with older people, families, and others**			
https://www.ageuk.org.uk/globalassets/age-uk/documents/information-guides/ageukig07_your_hospital_stay_inf.pdf Age UK – what older people expect of hospital services	Factsheet guide for older people to set out their expectations of hospital care	Factsheet	All
https://www.ageuk.org.uk/globalassets/age-uk/documents/information-guides/ageukig23_getting_help_at_home_inf.pdf	Age UK Information Guide – expectations and how to access help at home including social care	Guidance	All
20180702_beyond_barriers.pdf (cqc.org.uk)	CQC: How older people move between health and social care in England. This document gives background evidence and sets out actions to improve the quality of the journey for older people who move between health and social care services	Report / Guidance	All
https://www.england.nhs.uk/wp-content/uploads/2017/09/hearing-loss-what-works-guide-healthy-ageing.pdf	(2017) NHSE Guidance for commissioners and providers re: What works: hearing loss and healthy ageing A guide for commissioners and providers of social and medical care for older people with hearing loss to help maintain health, wellbeing and independence	Guidance	ALL
https://www.england.nhs.uk/wp-content/uploads/2017/08/implementation-guidance.pdf	NHSE Accessible Information Standards Guidance which directs and defines a specific, consistent approach to identifying, recording, flagging, sharing and meeting the information and communication support needs of patients, service users, carers and parents, where those needs relate to a disability, impairment or sensory loss.	Guidance	ALL

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shared-decision-making-summary-guide-v1.pdf (england.nhs.uk)	**NHS England** Shared Decision Making: A summary guide . This summary guide provides best practice guidance aimed at people leading local implementation of shared decision making (SDM)	Guidance	Healthcare Staff
https://www.nationalvoices.org.uk/sites/default/files/public/publications/narrative-for-person-centred-coordinated-care.pdf	NHSE Commissioned report into older people's expectations of integrated health and social care. Representing the views and perspectives of older people about care, support and how they wish to be communicated with. National Health Service (NHS)	Report	ALL
shared-decision-making-summary-guide-v1.pdf (england.nhs.uk)	This NHS summary guide is about shared decision making	Guidance	All
https://www.scie.org.uk/strengths-based-approaches/leadership	An insight briefing which aims to develop understanding of and provide practical advice about leading strengths-based approaches and practice that support adults with social care needs. Social Care Institute for Excellence (SCIE)	Guidance	HSCP
https://www.who.int/initiatives/decade-of-healthy-ageing	WHO guidance: decade of healthy ageing. The United Nations Decade of Healthy Ageing (2021-2030) is a global collaboration, aligned with the last ten years of the Sustainable Development Goals, that brings together governments, civil society, international agencies, professionals, academia, the media, and the private sector to improve the lives of older people, their families, and the communities in which they live	Guidance	ALL

ONLINE LEARNING & DEVELOPMENT RESOURCES

[Power of attorney - Lasting, enduring and ordinary | Age UK](#)	This web resource from Age UK sets out the information in relation to power of attorney, the different type, and how it applies when an older person loses their capacity to be able to make informed decisions	Online resource	Health & Social Care Staff
[https://www.alzheimers.org.uk/about-dementia/symptoms-and-diagnosis/symptoms/communicating-dementia-sensory-impairment](#)	Alzheimers Society UK – online resources re: communication with patients with dementia and sensory difficulties, including verbal and non-verbal communication techniques	Online resources	ALL
[Care Act: Video introduction (scie.org.uk)](#)	The Care Act (2014) sets out in one place, local authorities' duties in relation to assessing people's needs and their eligibility for publicly funded care and support. This information video gives an overview of what the local authorities responsibilities are and how the Care Act can be used to support individuals to access the support they need	Online resource	Health & Social Care Staff
[https://constanttherapyhealth.com/wp-content/uploads/2020/01/Strategies-for-Communicating.pdf](#)	Useful communication factsheet for individuals, carers and professionals re: communicating strategies after stroke or brain injury	Online resources	HSCP
[https://www.dementiauk.org/wp-content/uploads/2020/12/DUKIL04_BetterCommunication_AC_online.pdf](#)	Tips for better communication with people living with dementia	Online resources	ALL
[http://frailtyicare.org.uk/frailty-i-care/in-detail/care-and-support-planning/](#)	This web-based resource provides an overview of Care and Support Planning	Online resource	All

https://www.nhs.uk/conditions/social-care-and-support-guide/practical-tips-if-you-care-for-someone/how-to-care-for-someone-with-communication-difficulties/	NHSE factsheets re: caring for someone with communication difficulties & useful online links	Online resources	HSC
https://www.rcn.org.uk/centenary/projects/100-top-tips/communication-and-empathy	Royal College of Nursing quick guide to Communication & Empathy: focused on communicating effectively with both patients and colleagues and putting yourself in another person's shoes.	Online resources	Care Home nurses, managers and supporting professionals
https://www.rcn.org.uk/clinical-topics/older-people/professional-resources/complex-conversations-and-decisions	Royal College of Nursing online resources (videos, learning activities, slides) re: Complex Conversations and Decisions for Care Home Mangers	Online resources	ALL
https://rnid.org.uk/information-and-support/support-for-health-and-social-care-professionals/	Royal National Institute for the Deaf – Range of online advice and resources for health and social care professionals	Online resources	ALL
https://www.rcslt.org/speech-and-language-therapy/inclusive-communication-overview/	Royal College of Speech & Language Therapist – Link to a range of Inclusive Communication guidance, an approach to communication which enables as many people as possible to be included in that interaction	Online resources	ALL
https://www.skillsforcare.org.uk/Documents/Learning-and-development/Core-skills/Communication-skills-in-social-care.pdf	Skills for Care – Online factsheet basic communication skills in social care. Tips on how to communicate with the people you work with. It includes specific help when communicating with people with autism, dementia, and hearing impairments	Online resources	ALL

https://www.stroke.org.uk/resources/communication-problems-after-stroke	Stroke Association UK – range of online resources re: communication difficulties after a stroke	Online resources	ALL
https://wessexahsn.org.uk/img/projects/23%20-%20Communicating%20with%20people%20living%20with%20Frailty%20v3.pdf	Communicating with older people living with frailty factsheet	Online resources	ALL

RESEARCH ARTICLES			
https://reader.elsevier.com/reader/sd/pii/S0197457220302482?token=9D2A9DE69287824A6CA7A9C3FFDC7CF25A442F201E40928DB9ACA2B74002CAA0CDE8FAAA6EBD10382DF61C1C495A2CF0&originRegion=eu-west-1&originCreation=20211012151836	(2021) systematic review of evidence regarding implementation of person-centred care interventions for older people in out-of-hospital settings	Research review paper	ALL