Domain A

| Domain A: Values Attitudes, Safe and Ethical Practice | | | |
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| REPORTS/GUIDANCE/ DOCUMENTS | | | |
| Learning and Development opportunity/ Weblink | Brief Description | Type /Mode | Aimed at |
| REPORTS / GUIDANCE / DOCUMENTS | | | |
| https://www.ageuk.org.uk/globalassets/age-uk/documents/reports-and-publications/later_life_uk_factsheet.pdf | Population Ageing & Health: This factsheet is a collection of statistics on ageing and later life, compiled by Age UK | Report | ALL |
| https://www.ageuk.org.uk/siteassets/documents/reports-and-publications/reports-and-briefings/health--wellbeing/state-of-health-and-care/state-of-health-care-of-older-people-in-england-2025.pdf | This Age UK annual report now in its tenth year sets out the harrowing experiences of older people seeking health and social care. Alongside challenges also highlights opportunities the shift to neighbourhood health brings and the need to prioritise older people in health reforms | Report | ALL |
| safe_to_be_me.pdf | The Age UK safe to be me resource guide offers practical advice on providing the kind of service in which older lesbian, gay, bisexual or transgender (LGBT) people can feel safe to be themselves. This resource is written for anyone working or volunteering in health, social care or the voluntary sector who would like to support older people who are LGBT. It will also be helpful for training providers to ensure courses integrate discussions and scenarios relating to the needs of people who are LGBT + | Guidance | ALL |
| https://www.bgs.org.uk/nhs-ten-year-health-plan-how-it-affects-you | Here, the BGS pull out the key points, explain the impact they may have on older people's care, and suggest some questions for | Commentary on Guidance | ALL |

| | BGS members to ask local decision-makers | | |
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| https://www.bgs.org.uk/resources/end-of-life-care-in-frailty-law-and-ethics | This useful guide from BGS, covers the legal and ethical implications for care at the end of life for older people | Guidance | HCP |
| Core20Plus5 framework | BGS / NHSE - The Core20PLUS5 approach is designed to support Integrated Care Systems to drive targeted action in healthcare inequalities improvement for people aged over 65 in community and acute care | Guidance | Health & Social Care Profs |
| https://www.cqc.org.uk/sites/default/files/20180911_QI_hospitals_FINAL.pdf | Care Quality Commission: Quality improvement in hospital trusts Sharing learning from trusts on a journey of QI. This report is not a 'how-to guide', but uses the words of hospital staff and case studies of successful initiatives to share learning about trusts on a journey of QI | Guidance | Health Care Profs & Managers |
| Summary \| The State of Ageing 2025 \| Centre for Ageing Better | This summary report from Centre for Better Ageing draws attention to disparities in resources, opportunities and outcomes that exist between different geographic areas – whether regions or local authorities. Findings show enormous variation in how people across England experience later life | Report | ALL |
| https://ageing-better.org.uk/sites/default/files/2017-12/Inequalities%20insight%20report.pdf | Inequalities insight report.pdf (ageing-better.org.uk) Centre for Ageing Better: Health Inequalities report. This review looks at the evidence on the nature of inequalities in later life in England. This review illustrates stark contrasts in people's experiences of later life in terms of health, financial security, and social connections. | Report | ALL |

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| https://www.collectivevoice.org.uk/news/reducing-health-inequalities-for-people-living-with-frailty/ | This resource from members of the VCSE Health and Wellbeing Alliance sets out practical recommendations and examples - Aimed at how commissioners, service providers and health, care and support staff can successfully overcome barriers to healthcare for people at greater risk of frailty because of health inequalities | Report | ALL |
| https://www.gov.uk/government/publications/care-act-2014-part-1-factsheets/care-act-factsheets | Department of Health & Social Care factsheets explaining local authority responsibilities, as outlined in the Care Act (2014) | Guidance | ALL |
| https://www.gov.uk/government/publications/care-act-2014-part-1-factsheets/care-act-factsheets | Health Care Professions Council: This document provides guidance on some of the issues relating to how health and care professionals handle information about service users. It has been written by the Health Professions Council, but it is also helpful to employers and other people who want to know professionals should approach issues of confidentiality | Guidance | ALL |
| https://www.hcpc-uk.org/globalassets/resources/guidance/confidentiality---guidance-for-registrants.pdf?v=63710644255000000 | Health Care Professions Council: This document provides guidance on some of the issues relating to how health and care professionals handle information about service users. It has been written by the Health Professions Council, but it is also helpful to employers and other people who want to know professionals should approach issues of confidentiality | Guidance | ALL |
| https://www.kingsfund.org.uk/publications/making-our-health-and-care-systems-fit-ageing-population | Within each component of care, this report sets out the goal the system should aim for, presents key evidence about works, gives examples of local innovations, and some pointers to major reviews and relevant guidance. It argues that if the health and care systems can get services right for our older | Guidance | ALL |

| | population – those with the highest complexity, activity, spend, variability, and use of multiple services – they should be easier to get it right for other service users | | |
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| https://gettingitrightfirsttime.co.uk/six-steps-to-better-care-for-older-people-in-hospital-are-outlined-in-new-guidance/<br><br>PowerPoint Presentation | In conjunction with the British Geriatrics Society (BGS), Getting It Right First Time (GIRFT) have produced this guidance to accompany the GIRFT Hospital Acute Care Frailty Pathway, setting out six steps acute hospitals should take to improve care for older people living with frailty | Guidance | HCP |
| NHS England » Fit for the Future: 10 Year Health Plan for England | This NHS Ten Year Plan was published in 2025 and sets out key ambitions for the service over the next 10 years. There is a focus on three main priorities – shifting care from hospitals to community settings, transitioning from analogue to digital services, and emphasizing prevention over treatment | Guidance | ALL |
| NHS England » Providing proactive care for people living in care homes – Enhanced health in care homes framework | An NHS framework which identifies seven care elements that describe the Enhanced Health in Care Homes model, recognised and representing existing good practice. Version 3 of this framework augments those care elements with additional sub-elements which reflect the continued learning of stakeholders working in this area and which will further improve the offer to people living in a care home. | Guidance | ALL |
| https://www.nationalvoices.org.uk/publications/our-publications/im-still-me | This is a report of National Voices' narratives on person-centred coordinated care. This narrative describes the way older people | Report | ALL |

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| | want high quality coordinated care to support them, from their perspective | | |
| https://www.nice.org.uk/guidance/qs194 | NICE guidance: This quality standard covers decision making in people aged 16 and over, using health and social care services who may lack capacity to make their own decisions (now or in the future). It aims to support implementation of the aims and principles of the Mental Capacity Act 2005 and relevant Codes of Practice | Guidance | ALL |
| https://www.scie.org.uk/mca/practice/representing-the-person/lasting-power-of-attorney/ | This is a useful summary guide to Lasting Power of Attorney principals | Guidance | ALL |
| https://www.skillsforcare.org.uk/Documents/Standards-legislation/CQC/Guide-to-improvement.pdf | Skills for Care Guidance: Guide to improvement How to improve your service to meet, maintain and exceed CQC standards | Guidance | Social Care |
| 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, 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 | | ALL |
| **ONLINE LEARNING AND DEVELOPEMNT RESOURCES** | | | |
| https://www.ageuk.org.uk/siteassets/documents/factsheets/fs62_deprivation_of_liberty_safeguards_fcs.pdf | This Age UK factsheet looks at the Deprivation of Liberty Safeguards (DoLS). It covers what deprivation of liberty means, the required procedure for authorisation, the procedures and protections required once someone has been deprived of | Online resource | ALL |

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| | their liberty, and what can be done if there are concerns about a deprivation of liberty | | |
| https://www.ageuk.org.uk/information-advice/money-legal/legal-issues/power-of-attorney/ | 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 adult loses capacity for decision making | Online resource | ALL |
| Centre for Ageing Better \| Action today for all our tomorrows | The Centre for Better Ageing website offers a host of information and online resources, including short videos and infographics. These are aimed at representing older people, celebrating ageing and diversity and, challenging discrimination, inequalities, and ageism | Online resources | ALL |
| https://portal.e-lfh.org.uk/Component/Details/515189 | E learning – leading change / adding value | e-learning | ALL |
| https://portal.e-lfh.org.uk/Component/Details/38053 | E-Learning for Health: Quality Improvement for Community and Primary Care Settings. This session aims to introduce the principal methodologies used within healthcare to improve services, specifically methods relating to community and primary care type settings and supports the development of leadership in clinical settings | e-learning | ALL |
| Cultural Competence and Cultural Safety - elearning for healthcare | An e-lfh e-learning tool to support health care professionals in developing cultural competence and cultural safety | E-learning | All |
| http://frailtyicare.org.uk/wp-content/uploads/2021/08/Factsheet-Self-Assessment-Reflection.pdf | This is an EnCOP Factsheet that may help you if you are new to self-reflection and self-assessment | Online resources | All |
| MDTea'm' Kindness – The Hearing Aid Podcasts | A series of free online podcasts focussing on the personal side of how we work | Online resources | |

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| | together in our teams? How can we look after ourselves and our teams so that we can keep doing our jobs well, for the long term, with the enjoyment and satisfaction of working with older adults? | | |
| http://frailtyicare.org.uk/frailty-i-care/in-detail/care-and-support-planning/ | NENC ICB Living and Ageing Well Network present web-based resource provides an overview of Care and Support Planning | Online resources | ALL |
| https://jackiesstory.co.uk/ | NENC ICB Living and Ageing Well Network present Jackie's story: Online resource that is all about people, those who receive advice and support, and those who give it. Jackie's Story takes the user on an 'ageing well' journey through the true-life course of a person called Jackie. Jackie's story can be used as a resource to demonstrate how best to deliver and plan services that support older people, families and carers | Online resources | ALL |
| https://www.health.org.uk/publications/quality-improvement-made-simple | The Health Foundation – Quality Improvement Resources | Online resources | ALL |
| https://www.hqip.org.uk/resource/guide-to-quality-improvement-methods/#.YQF7EY5KhPY | Quality Improvement Tools. Health Quality Improvement Partnership (HQIP) | Online resources | ALL |
| https://www.kingsfund.org.uk/ | Kings Fund: a wealth of information that can support improving care, including latest research, conferences and free on-line events | Online guidance / resources | ALL |
| https://myhomelife.org.uk/ | My Home Life is an organisation that offers advice, research and training to support care delivery within the care home sector. This web page contains information of their services, as well as lots of practical resources that can support care delivery | Online resources | Care home staff and others working with care homes |

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| [Actions to help provide effective acute care for older people living with frailty - Getting It Right First Time - GIRFT](#) | In conjunction with the British Geriatrics Society (BGS), NHS Getting It Right First Time (GIRFT) have produced this guidance to accompany the GIRFT Hospital Acute Care Frailty Pathway, setting out six steps acute hospitals should take to improve care for older people living with frailty. | Guidance / online resource links | |
| [https://portal.e-lfh.org.uk/Component/Details/512444](https://portal.e-lfh.org.uk/Component/Details/512444) | Elfh - Assessing mental capacity in older people | E - learning | ALL |
| [https://www.e-lfh.org.uk/programmes/healthliteracy/](https://www.e-lfh.org.uk/programmes/healthliteracy/) | Elfh - Promoting health literacy is everyone's responsibility. The programme introduces health literacy, why it is important and the core techniques that can be used to improve health literacy to improve how they communicate and check understanding with others | E-learning | ALL |
| [https://www.wearehourglass.org/action-elder-abuse-now-hourglass](https://www.wearehourglass.org/action-elder-abuse-now-hourglass) | Hourglass (previously Action on Elder Abuse) are the only UK-wide charity dedicated to calling time on the harm and abuse of older people. Hourglass, and their 24/7 helpline, we work for safer ageing and a fairer society and collaborate with key stakeholders and other frontline organisations to nurture our safer ageing agenda | Online resources | All |
| [NHS England » Looking after your team's health and wellbeing guide](#) | NHS England guide offers a range of resources designed to help you and your team explore what being part of a healthy team means for you and how you can work as a team to improve things together | Online resources | ALL |
| [Layout 1](#) | NHS First Steps to Quality Improvement - If you are involved at any level in improving health or social care, this resource will provide the information you need for your first steps towards making quality improvements, | Online resources / guide | ALL |

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| | giving your improvement project the best possible chance of success. | | |
| **https://www.personalisedcareinstitute. org.uk/your-learning-options/** | The Personalised care institute offers a range of training on subjects relating to personalised care, including care and support planning and shared decision making | e-learning | ALL |
| https://www.promentalcapacity.co.uk/training/video/deprivation-of-liberty-safeguarding---dols | This short video explains Deprivation of Liberty Safeguards (DOLs) | Online resource / Video | ALL |
| Dignity in care - SCIE | Social Care Institute for Excellence: Dignity in care means providing care that supports the self-respect of the person, recognising their capacities and ambitions, and does nothing to undermine it. This on-line resource has lots of tips and useful resources including videos to ensure that we always respect and preserve dignity for those who we support and care for | Online resources | ALL |
| https://www.scie.org.uk/care-act-2014/video.asp | 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 / video | ALL |
| https://www.scie.org.uk/mca | The Social Care Institute for Excellence has a raft of useful information on this website relating to applying the Mental Capacity Act and supporting individuals with best interest decision making | Online resources | ALL |

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| https://www.scie.org.uk/contact/concerns/whistleblowingvideo | This short video offers an overview on whistleblowing to encourage staff to raise concerns at work to improve the quality-of-care delivery | Online resource / video | ALL |
| Wellbeing | Skills for Care Wellbeing web landing page offer a range of resource links to support wellbeing of health and social care staff | Online resources | ALL |
| Abuse of older people | This World Health Organisation (WHO) Fact Sheet highlights the scope of the problem regarding the abuse of older people, and priorities to tackle this globally within the UN Decade of Healthy Ageing (2021 – 2030) | Fact sheet | ALL |
| Preventing abuse of older people | WHO presents a range of interesting and useful online articles and resources aimed at preventing abuse of older people globally | Online resources | ALL |
| **RESEARCH ARTICLES** | | | |
| https://evidence.nihr.ac.uk/collection/improving-the-quality-of-care-in-care-homes-what-does-the-evidence-tell-us/?source=chainmail | A NIHR collection of research studies / evidence related to improving care for older people residing in care homes | Research Articles Collection | Care Home staff and others working with care homes |
| NIHR Policy Research Unit in Healthy Ageing \| Resources | National Institute of Research Policy Research Unit in Healthy Ageing produce a range of resources including reports, publications, blogs and videos | Research resources | ALL |
| https://doi.org/10.1136/bmj.r2536 | BMJ editorial entitled 'Science of Longevity Medicine' Considers the evidence base of ageing and longevity versus commercially driven lifestyle wellness medicine. Links | Journal Article | ALL |

| | to physical, psycho-social ageing and population / cultural narratives. | | |
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| https://doi.org/10.1136/bmj.r2048 | People over the age of 75 are routinely being left out of clinical studies, and resulting gaps in the data are harming them. | Journal report / feature | |