Care worker experience of online learning to deliver

ACTIVE at home

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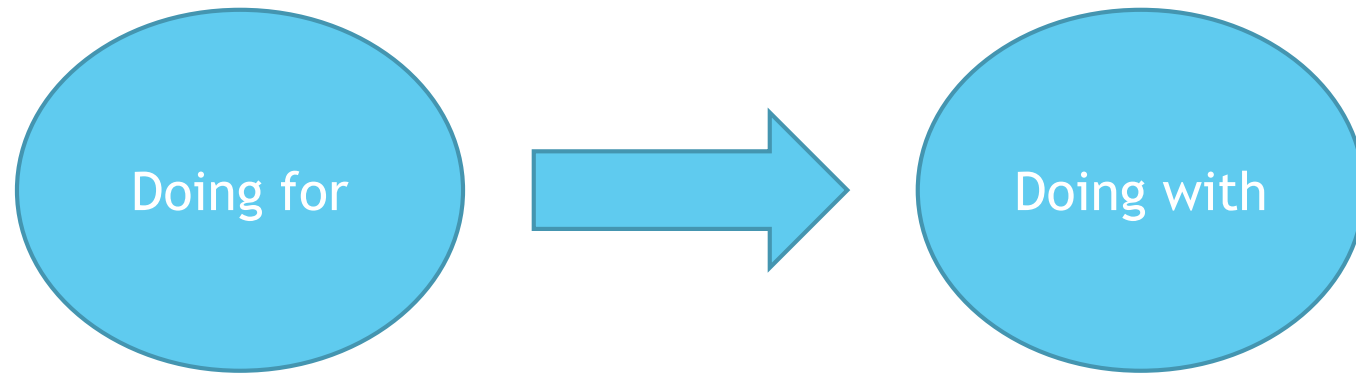
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Home care workforce

▶ Average age 52 (national average 40)

▶ Personal care worker

▶ Domestic assistant

▶ Lifestyle facilitator

▶ Home care worker

▶ Care worker

▶ Community care worker

- Personal care
- Domestic work
- Mobility assistance
- Social support
- Respite care
- Meal support

Mavromaras K, Knight G, Isherwood L, Crettenden A, Flavel J, Karmel T, et al. The aged care workforce, 2016. Canberra: Australian Government Department of Health, 2017.

Wellness and reablement

Doing for → Doing with

Department of Health. Wellness and Reablement Review: Summary of Consultations. Canberra: Australian Government, 2018.

Exercise & physical health

- Muscle strength
- Muscle endurance
- Aerobic fitness
- Mobility
- Flexibility
- Balance
- Independence
- Autonomy
- Participating in activities
- Socialisation

Wellness and reablement

Regular contact → Appropriate training → Simple exercise → Outcome measures

ACTIVE at home

Henwood T, Hetherington S, Purss M, Rouse K, Morrow J, Smith M. Active@Home: Investigating the value of a home care worker-led exercise program for older adults with complex care needs. Journal of Aging and Physical Activity. 2018; 27(2): 284-289.

Training delivery

- Accredited unit of competency
    - Certificate II in Sport and Recreation
    - SISXCAI002 - "Assist with activity sessions"
    - Contextualised for the Active at Home content delivery

- Delivered online by a Brisbane-based RTO

- Mixed more learning
    - Videos
    - Case studies
    - Written content

Assessment

- Knowledge assessment
  - Online quizzes – instant feedback
  - Workbook case studies –marked by workplace assessor

- Practical skill assessment
  - Two video assessments demonstrating practical skills to deliver the program content – marked by workplace assessor

Care worker experience of completing the training and assessment tasks

Method

- 7 'soft launch' organisations invited to train staff at no charge in return for feedback on training

- 11 care workers completing the training

- From 3 organisations (NSW & QLD)

- Semi-structured telephone interviews

Findings

- 11 care workers   (10 female, 1 male)

- Average age   47.5 ± 7.6 years   (33 to 59 years)

- Average time in role 6.2 ± 5.0 years   (1.5 to 18 years)

- Main theme areas
  - Role alignment
  - Experience of online learning
  - Experience of assessment tasks

Findings – role alignment

"That plays a big role, being able to deliver the Active at Home program to the clients that are not currently doing any exercise. Yeah, it's quite relevant, and the fact that we're already there, doing a service, we're able to incorporate that into the service."

Findings – Role alignment

It engages them, it gives them more self-esteem to engage with the community. They feel more safe and secure in their mobility. They tend to get out in the community a lot more, which is why I like the program. –P11

It just seems that we get loaded with all these extra things but we don't get paid any extra for doing these things. –P2

That plays a big role, being able to deliver the Active at Home program to the clients that are not currently doing any exercise. Yeah, it's quite relevant, and the fact that we're already there, doing a service, we're able to incorporate that into the service. –P4

Findings – Experience of online learning

Everything we needed to do was pretty much laid out for us. All the expectations were there and results, what we can do with this program, how we can implement it. Everything was laid out for us. It was very user-friendly. –P1

Yeah, I was very impressed with it. It was easy to navigate. I didn't really have any problems with it. [..] I like the fact that I could go back if I needed to. – P10

Findings – Experience of assessment tasks

The [assessment tasks] were really good until we got to the filming part of it. –P9

I've done all the work and all the videos, but it has to be uploaded and I'm having trouble editing and things like that. –P2

Doing it in a class environment and having good trainers helped. [Our team leader] is just a natural trainer. [..] Without her I don't think we would have got through it so easy. –P8

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► What is the capacity of the workforce to successfully engage with the technology being used by the training provider?

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► Organising group study sessions to discuss concepts and new knowledge can boost the confidence of this learner cohort.

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- The presence of an organisational champion to guide learners can significantly improve their engagement with the training and their chances of success.

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- The presence of an organisational champion to guide learners can significantly improve their engagement with the training and their chances of success.

- Organisational champions should have a good understanding of the learning and assessment requirements and the technologies employed in assessment tasks.