



Click eLearning platform
helps Liver Care to
provide outstanding
levels of care

**LIVER CARE
CASE STUDY**

Click®



Background

Liver Care is a Liverpool-based not-for-profit charity providing care and support services to adults with identified health or social care needs.

Liver Care, established in 2010, supports people living in the Merseyside area suffering from poverty, hardship, and distress because of youth, age, ill-health, disability, financial hardship, or other disadvantages through the provision of accommodation, including housing, support, and advice.

Across the Liverpool City Region, Liver Care provides its 20 clients with supported living services. Services are delivered by a 26-strong workforce that comprises support workers and managerial colleges.

Liver Care places a huge emphasis on its ability to deliver high-quality, person-centred care to each of its clients.



The Challenge

Due to the size of the business and staffing capacities, in 2018 Liver Care faced time constraint issues when sending employees to complete training.

Staff were unable to spend days away from the business to complete face-to-face training and development. Consequently, this limited the flexibility of opportunities. Organisational Development Manager at Liver Care, Lisa Bloom said: “When there is limited access to training and development there is a risk of compromising the quality of care and compliance.

“As a business, we became very aware that changes needed to be made for us to continue providing the high-quality, person-centred care our clients had come to know and expect.”

In addition to time constraint issues, Liver Care noticed that its staff had different capabilities relating to literacy and numeracy skills. The difference in capabilities meant there wasn't a 'one size fits all' solution to Liver Care's training and development needs. Instead, the solution needed to cater to the individual needs of the business and its staff.





The Solution

Eddie Stevens, Customer Relationship Manager from Grey Matter Learning said: “Our eLearning platform ‘Click’ is built to meet the individual needs of social care providers and their staff.

“Click enables providers to take control of courses and manage inductions of staff by assessing what they know and tailoring learning to fill knowledge gaps. By doing this, providers can induct staff with pace and efficiency.

“The platform offers a high degree of flexibility, delivering accessible training at the touch of a button. Staff can access courses wherever, whenever. But our online platform is just one part of the jigsaw. Our customer service and commitment to fostering strong and positive working relationships with each of our customers are what helps us provide a 360-degree service.”

Liver Care stressed that customer service is a core element of the service package provided and the transparent and mutually respectful way of working elevates Grey Matter Learning above other providers. Eddie continued:

“Our entire business is built on a foundation of transparency and trust. In some instances, providers will ask us to add new courses to the platform – conversations we are always open to having. We are committed to delivering the best possible service to each of our customers and are always developing our platform to meet their needs.”





Result

Click has enabled Liver Care to provide flexible and accessible training and development opportunities to their staff. Colleges can now access training at any time without having to spend extended periods away from the business.

Lisa Bloom said: “Working with Grey Matter Learning has revolutionised our operations, they really are a ‘one-stop-shop’. The platform has opened the door to flexible and accessible training and development opportunities for our staff. Even our staff who have different literacy, numeracy, or digital capabilities can use the platform seamlessly.”

“With Grey Matter Learning you get more than you bargain for. There are so many added extras and benefits that are extremely valuable. The frequent blogs constantly include ‘take away tips’ which I find myself using in my day-to-day role.”

Lisa highlighted that the package provided stretches far beyond the online learning platform. She said: “The customer service is second to none. They have fostered an ‘open-door’ policy culture whereby we can ask questions, raise topics and no question is ever too taboo. As social care sector alums, the team have a wealth of combined knowledge, so the added extras are valuable. Eddie’s support has been instrumental in helping my professional development and enabling me to extend my knowledge to staff. The Lead to Succeed course has had a fantastic impact on our operations – I was able to incorporate aspects from the course into our core values. This boosted retention rates and improved our quality-based processes.”

When asked if she would recommend Grey Matter Learning, Lisa said: “100%. The team are proactive, responsive, open, and eager, not to mention the price is right. One thing I love about the platform is that it’s scalable to your organisation size, so it really will work for any organisation.”