

SOLLA CARE STANDARD

2014 Prospectus *For those delivering Information and Advice about care*



SOLLA
CARE

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About the SOLLA CARE STANDARD (SCS)

What is the SOLLA CARE standard (SCS)?

In recognising that people will choose to access information and advice from a range of sources. The SOLLA Care Standard has been developed to meet the need to ensure a consistency of quality in providing this including how a care need is identified, met and funded

Who is the SOLLA CARE standard for ?

If you are actively involved in the provision of information and advice for adult care and housing then you should consider the SCS.* It gives you **independent** recognition for your advice and information skill whilst helping to identify you to the public as someone who will understand their needs and be able to help.

The SCS is awarded to an **individual** rather than their organisation so, subject to specific conditions, the SCS is transferable if you move to another organisation.

Before you undertake the Standard, this document will help you decide if this is right for you and will help you to prepare. It outlines:

- The entry requirements
- The standards you need to achieve
- What will be required of you ongoing to maintain the standard



* Regulated Financial Advisers must be Accredited members of the Society of Later Life Advisers

About the SOLLA Care Standard

Entry Requirements

In order to apply for standard you must:

- have achieved the Care Adviser Award
- continue to maintain your knowledge in relation to the older client care information and advice.
- be able to identify when someone requires regulated financial advice and will benefit in being referred to an adviser who is a fully Accredited member of the [Society of Later Life Advisers](#).
- agree to abide by a code of best practice

Details of the Care Adviser Award can be found [here](#)



The SOLLA Care Standard in detail

Standard 1 - The Care Adviser Award

You must have achieved the Care Adviser Award which is a 3 hour online exam assessing the required knowledge for the SOLLA care standard. The award consists of a 50 multiple choice questionnaire and two case study exercises. To pass each part you must achieve at least 75%

This is to evidence a good working knowledge and understanding of information and advice on care issues.

Standard 2 - Maintaining your Professional Development and knowledge

You must continue to maintain your competence and undertake an annual assessment online.

Training opportunities including refresher workshops directly related to the older client care information and advice matters as appropriate.

Standard 3 - Recognise the need to refer on for regulated financial advice

You need to be able to identify when someone needs regulated financial advice will benefit by being referred to an Accredited member of the Society of Later Life Advisers

Standard 4 - Abide by a code of Best Practice

This is to evidence that you will deliver an individual needs and person centred approach. The 'Code supports and reflects the values, behaviours, conduct and working practices expected of the SOLLA Care Standard



Standard 1—The Care Adviser Award



The Care Adviser Award is a the online assessment tool providing independent certification providing the required standard and giving reassurance that those who have achieved it can be trusted to give accurate information and advice on choosing and paying for older peoples care which is relevant and appropriate to their circumstances.

Each candidate must complete

- Section 1 - 50 Multiple Choice Questionnaire within 1 hour and 30 minutes.
- Section 2 – Two Case Study exercises which must be completed within 1 hour and 30 minutes

Grading/Marking

- The Multiple Choice Questionnaire section is scored on line once completed and submitted. The case study tasks are marked by a 'Complete Care Adviser' and externally verified by a City and Guilds approved centre.
- This is a pass or fail assessment so to pass the Care Adviser Award a minimum of 75% must be achieved on each part of this on line assessment.

What topics are covered in the award?

- Choosing Care for adults -Types of care, Housing options, Local community resources and appropriate sign-posting/referrals, including how to access help from the Local Authority and raise safeguarding concerns
- Funding Care for adults -Benefit entitlement, NHS and Local Authority funding, accessing care for an adult in need, raising safeguarding and deprivation of liberty concerns, how to access specialist advice independent financial advice/legal advice.

Standard 2 - Keeping your Professional knowledge and skills up to date

You will need to take an online re-assessment annually. Continuing to keep your knowledge up to date is an important aspect of all applications and an individual will be expected to expand and maintain their knowledge on older client care issues specific to their area of expertise and practice. Training opportunities including refresher workshops directly related to the older client care information and advice matters as appropriate will be available.

The **Society of Later Life Advisers (SOLLA)** provides regular training workshops and webinars on a variety of topics related to the older client care information and advice market. These are available at preferential rates for those with the SOLLA Care Standard.

For more information visit:
[events@ societyoflaterlifeadvisers.co.uk](mailto:events@societyoflaterlifeadvisers.co.uk)

Paying for Adult Care - Learning Outcomes

- 1 **Basic benefits** – Identify potential benefit entitlement and explain how this is payable in a variety of care settings
- 2 **Local Authority funding** – Identify and explain what Local Authority funding is available and how to access it
- 3 **NHS Funding** – Identify and explain what NHS Funding is available and how to access it
- 4 **Legal capacity** – Identify legal capacity in place or appropriate and advise/signpost/refer for specialist advice accordingly
- 5 **Independent Financial Advice** – Identify need for and sign post/referral for specialist advice from SOLLA accredited adviser

Choosing Adult Care - Learning Outcomes

- 6 **Housing options** - Be aware of the housing options available and how care may be managed within them
- 7 **Type of care provision** - Understand the types of care available and who may provide it
- 8 **Community resources** - Be aware of the services available and how to access them
- 9 **How to access care** – Know what services the LA and NHS can offer and how to access their services, understand and explain the assessment process for both agencies
- 10 **Independent living** – Advise on services that could enable independent living
- 11 **Using other services** – Identify when another service may be required and use effective signposting/referral procedures to access other relevant services
- 12 **Safeguarding** – Identify and raise safeguarding and Deprivation of Liberty concerns

The SOLLA Care Code of Best Practice

At all times

Treat people with respect and dignity in a non judgemental manner

Work to National and organisational policies for confidentiality and where appropriate hold a current DBS check

Comply with data protection and health and safety requirements

Prior to an interview will;

Provide accessible interview facilities and adequate systems for responding to enquiries

Identify and work to overcome communication barriers and individual need

Ensure provision of appropriate equipment for engaging in a full and open interview

During an interview will;

Behave in a welcoming, polite and professional manner, giving clients full attention

Explain role and boundary of adviser and service provided

Identify a need for other appropriate professional services

Collect and assess information needed to clarify key issues, priorities, goals and information needs.

Understand how to put person centred values into practice considering; Individuality, independence, privacy, partnerships, choice, respect and rights.

Understand the importance of history, circumstances, wishes, needs, preferences and risks.

Use a clear, non jargon easy to understand way to explain information

Identify communication barriers and when insufficient information prevents proper diagnosis to assist clients

Offer only relevant information and advice, consider privacy and confidentiality

Summarise agreed further actions, close interview and provide a summary of interaction keeping client updated.

Meet the standards in a lawful, safe and effective way being mindful of a clients well being.

Post interview will;

Provide a summary of contact and any further action agreed upon

Keep client informed of any further action

Provide appropriate and safe storage for record keeping



The Application Process

1. Registration

Review the Standards and ensure you have achieved or are ready to proceed with the Care Adviser award

Register by visiting :

www.societyoflaterlifeadvisers.co.uk

The application form can be found under the 'For Advisers' section.

Upon receipt, we will allocate you a candidate number.

2. Evidence for SOLLA Standard

On your application form you will need to provide evidence of your Care Adviser award and details about the main areas information and advice you offer and in what setting you deliver this advice.

All evidence will ONLY be accepted electronically with any supporting documents in PDF file format.

For further information contact

care@societyoflaterlifeadvisers.co.uk



The ongoing maintenance of the standard

Renewing your SOLLA Standard

- You will need to apply annually for a relicense
- At annual re-licensing, to maintain your listing you will be required to evidence that you are maintaining the standard through an online assessment.
- You will need to have kept up to date with the latest changes and developments in the older and adult care and housing.

SOLLA Care Standard holders must undertake to inform SOLLA immediately if their circumstances change, such as change of employer or any complaints.



Award and Application Fees

Care Adviser Award	An independent online exam. This can be booked, paid for and taken through the Care Adviser Network	£125
SOLLA Care Standard	Initial application and registration	£175
Annual renewal	The cost of renewing your SOLLA Standard each year	£125
Annual Assessment Award	This covers the cost of the annual assessment for expected continued professional development	£75



Frequently Asked Questions



Q. Who is the SCS for?

Anyone who is giving information and/or advice on choosing and paying for adult care whether as a paid employee, volunteer or as an individual providing informal care or support. Even if this is only a small part of your service provision you will benefit from this standard. For example; Adult social care and NHS teams, care agency/home workers, support brokers, personal assistants, specialist care advice agencies, Accredited later life financial advisers, Solicitors, advice teams from voluntary organisations/charities and other professionals.

Q. How long does it take?

Once your Care Adviser Award results have been submitted and you have satisfactorily completed your application form and your award it is usually around 2 working weeks

Q. How is this different to the SOLLA Accreditation scheme for financial advisers?

This is a standard for those offering unregulated financial advice and is not an accreditation.

Q Why do we need a 'standard' ?

The ageing population and the advent of the Care Act 2014 has led to a rapid growth in the care profession and the ever increasing wealth of information and advice available from a variety of sources. This can only be useful if it is consistently both accurate and personalized and to a standard that is widely recognized. Those with the SOLLA Care standard will be listed on a register so that those needing quality assured information and advice on choosing and paying for adult care and housing needs can find this.

If you have any further questions or require any help with your online application, please contact our administrator at care@societyoflaterlifeadvisers.co.uk.

T. 0845 303 2909

Useful Links



Here are some useful websites and links to help you prepare and cover a broad range of older client issues and knowledge

Action on Elder Abuse www.elderabuse.org.uk

AgeUK www.ageuk.org.uk/publications/age-uk-information-guides-and-factsheets

Benefits—Gov.UK www.gov.uk/browse/benefits/entitlement

Care Adviser Network
www.careadvisernetwork.co.uk

Care Act 2014
<http://services.parliament.uk/bills/2013-14/care.html>

Care Aware www.careaware.co.uk

Care Quality Commission www.cqc.org.uk

Carers UK www.carersuk.org

Department of Health www.dh.gov.uk/en/index.htm

Elderly Accommodation Counsel and FirstStop
www.eac.org.uk

The National Dignity Council
www.dignityincare.org.uk/NationalDignityCouncil/

Local Authority finder
www.gov.uk/find-your-local-council

Mental Capacity Act
Office of the Public Guardian
www.justice.gov.uk/about/opg

Solicitors for the elderly
www.solicitorsfortheelderly.com

Society of Later Life Advisers
www.societyoflaterlifeadvisers.co.uk



