

LIVE CPD WEBINAR

The importance of staff training and the risk of failing to embed knowledge in an organisation.

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 11:00 AM BST

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Who are we?



- ✓ CareTutor is a social care training provider delivering the following:
 - Pathway our video-based eLearning platform with over 100 video-based courses
 - Leadership training programme - SfC designed, instructor led, fully funded, delivered by webinar
 - TeamTalk our team learning toolkit
- ✓ Courses are Peer reviewed by organisations such as the Social Care Institute of Excellence.
- ✓ We are a Quality Assured Care Learning Service
- ✓ Great for induction, refresher and Care Certificate Training
- ✓ Feature-Packed Learning Management System - Track Your Team Learning Progress

What these cases remind us

Training completion does not always mean knowledge is embedded.

Providers need to know:

- ✓ Staff understand the learning.
- ✓ Staff can apply it in practice.
- ✓ Managers follow up.
- ✓ Evidence shows learning has changed day-to-day care.



Effective training is more than completion

Effective training should be:

- ✓ Relevant to the role and setting.
- ✓ Linked to local policy and procedure.
- ✓ Reinforced after completion.
- ✓ Checked through discussion or observation.
- ✓ Refreshed when risk, guidance or practice changes.



Why knowledge does not always embed

Knowledge can fade when:

- ✓ Training happens only at induction.
- ✓ Staff complete too much at once.
- ✓ Learning is not discussed afterwards.
- ✓ Managers do not check confidence.
- ✓ Incidents or audits are not used as learning opportunities.

The assurance ladder

Completion.

Staff completed the training.



Understanding.

Staff can explain the key points.



Application.

Staff can use the learning in practice.



Evidence.

Managers can show follow-up.



Improvement.

Learning leads to safer, better care.



Evidence that learning has landed

Useful evidence may include:

- ✓ LMS completion records.
- ✓ Supervision notes.
- ✓ Team meeting records.
- ✓ Competency observations.
- ✓ Reflective learning logs.
- ✓ Audit actions.
- ✓ Refresher training.
- ✓ Lessons learned from incidents.

The manager's role after training

Managers can ask:



What were the key messages?



What does this mean in our service?



What should we do differently?



What might make this difficult?



What support is needed?



How will we know this has been applied?

Keeping learning alive

Learning can be reinforced through:

- ✓ Short reflective discussions.
- ✓ Team meetings.
- ✓ Handovers.
- ✓ Supervision.
- ✓ Refreshers.
- ✓ Competency checks.
- ✓ Learning after incidents, audits or complaints.



How TeamTalk can support this

TeamTalk is CareTutor's reflective learning toolkit. It helps managers run short, practical learning discussions using:

- ✓ A short video.
- ✓ A Session Guide.
- ✓ Discussion questions.
- ✓ Key learning points.
- ✓ A Session Evidence Log.

Purpose: To help learning move from completion into team discussion and practice.

TeamTalk 45-Day Free-Trial

- ✓ Strong services need more than compliance.
- ✓ They need learning that is revisited, discussed and applied.
- ✓ TeamTalk helps make reflective team learning easier to run in practice.
- ✓ Leadership development helps managers lead culture more confidently.
- ✓ Together, they offer a practical route from compliance to culture.



**Signup for a 45-Day
Free-Trial and get full access**



Practical actions providers can take now

Choose one high-risk topic.

Then ask:

- ✓ Has training been completed?
- ✓ Has learning been discussed?
- ✓ Has confidence been checked?
- ✓ Has practice been observed if needed?
- ✓ Has follow-up been recorded?
- ✓ Has learning been revisited?



Q&A

Training records matter.

But stronger assurance comes when providers can show that learning has been:

Completed. Discussed. Applied. Evidenced. Improved.