

## CASE STUDY

# Integrating CDEP with a Trust's LMS



### THE CHALLENGE

- A Trust-wide review across physical health, community services, children's services, learning disabilities, urgent care and mental health *identified a gap in diabetes education.*
- *Diabetes and insulin-related incidents* further highlighted the need for consistent, up-to-date training.

#### Key challenges included:

- *Engaging non-prescribing staff* (e.g. OTs, physios, dietitians) who did not initially view diabetes as central to their role.
- Ensuring training was *relevant* to both *physical and mental health services.*

### THE SOLUTION

#### Preparation and Governance Approval

- *Service leads* across physical health, mental health and community teams were *consulted to identify training gaps.*
- *Collation of incident data* relating to diabetes and insulin.
- *A volunteer from each service tested CDEP* and provided feedback.
- Findings were compiled into a *formal report* and presented to the Trust's *Education Strategy Group (ESG).*
- Approval was granted to *implement CDEP Trust-wide for all patient-facing roles.*

#### Mandatory Topics

- *3 CDEP topics* (aligned to high-risk areas) were made *annual mandatory training* for all *patient-facing staff.*

#### LMS Integration and Rollout

- *All 30 CDEP's topics* were added to the Trust's Learning Management System, L&D 24/7 for learning and enrichment.
- *3 mandatory topics* were allocated to relevant staffing groups, with *automatic visibility* on each staff member's training matrix.
- *CDEP levels* were aligned for *role-relevance.*
- *Trust-wide communication* and *Team Invites* were issued to promote awareness.

### THE BENEFITS

#### Trust-Wide Standardisation

For the first time, *all patient-facing staff* across mental health, physical health, community, children's services, urgent care, and learning and development have *access to consistent, up-to-date diabetes training aligned with national diabetes competency frameworks.*

#### Role-Relevant Learning

CDEP's *different levels of training* were aligned to job roles, reducing resistance and *improving engagement.*

#### Strengthened Mental Health Awareness

Mental health teams report *improved understanding of the reciprocal relationship between diabetes and mental health,* covering a wide spectrum from diabetes distress to serious mental illness.

#### Measurable Compliance

*Embedding CDEP within the L&D 24/7 system enables:*

- annual mandatory training compliance
- monitoring of engagement
- alignment of training uptake with incident trends.

#### Positive Staff Feedback

- **2,250 staff accessed CDEP within the first 5 months - with 2,486 topic completions!**
- Feedback on CDEP training has been described as *"brilliant"*, with staff highlighting:
  - > ease of access to training
  - > clear, step-by-step structure
  - > practical relevance to patient care

*Loading all the CDEP modules onto our L&D 24/7 system was incredibly easy!*

*The fact that there are different training levels and we're able to adapt the audiences to job roles has been a real bonus.*

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