

# WEST YORKSHIRE & HARROGATE EXCELLENCE CENTRE

- NOVEMBER 2019 ISSUE 9 -

The National  
Skills Academy  
HEALTH  
West Yorkshire and Harrogate  
Excellence Centre

save the date

WY&H Support Staff Conference

**12.03.2020**

Welcome to our 9th Issue of the West Yorkshire and Harrogate Newsletter. Autumn has brought with it a busy time for the team. In this issue you can see what we have been doing as well as find out what's been happening and what's coming up in and around the WY&H region. Don't forget to check out the website [www.wyhec.wyhppartnership.co.uk](http://www.wyhec.wyhppartnership.co.uk) and follow us on social media @wyhexcellence for the most up to date information or if you would like to get in touch.



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## Core Offer:

### What we have done:

- Co-ordinated the allocation of support Staff Workforce and Development funding to 11 projects across the WY & H locality, working collaboratively with employers to agree impact measures that will enable evaluation of the activities
- Progressed ambitions for a WY&H conference for support staff in March 2020
- Promoted a range of local courses, developmental opportunities and workforce well-being initiatives via social media, the Skills Platform and the WYHEC website
- In response to identified demand, agreed a suite of new courses which will be free to access in Autumn and Spring and funded and commissioned by the Excellence Centre
- Promoted, co-ordinated and evaluated WYHEC courses plus the delivery of four stroke masterclasses on behalf of the Clinical Stroke Network, and enabled video recording of four of the sessions for those who were unable to attend
- Worked with Leeds Teaching Hospitals NHS Trust on the submission of their annual renewal for the Skills for Health Quality Mark
- In collaboration with the Local Maternity System, promoted workforce ambitions related to Maternity Support Workers through a written blog and the advertisement of "showcase" events scheduled in the next three months
- Invited stakeholders to highlight support staff, trainers/mentors and teams who go out of their way to make a difference so that we can showcase their contribution and award a WYHEC accolade
- Developed a Training Evaluation Framework to be shared via the WYHEC website
- Enabled nine health and care support staff to access a funded part time GCSE Science course to progress their career ambitions

### The aims of this Workstream:

We provide support for "core" activities aimed at maximising the contribution of the existing health and care workforce, and supporting retention and progression of staff. We do this through collaborative working and through the use of social media, the Skills Platform (to advertise training) and the WYHEC website.

### Our new aims:

Over the next few months we're going to continue our core work and aim to do the following:

- Publicise and co-ordinate the new WYHEC training offer
- On receipt of nominations, showcase support staff learning through monthly accolades
- Continue to support communities of practice to share best practice; highlight workforce well-being initiatives and promote training and development opportunities
- Monitor progress of projects funded through the SSWDF and support employers to achieve and demonstrate impact outcomes

## Careers:

At the heart of everything is our focus on getting more people into training for a future career in health and care.

### What we have done:

- We've created a careers hub with a clickable map which has information for future employees, employers and education establishments  
<https://www.wyhec.wyhpartnership.co.uk/careers-hub>
- We've designed career pathways, with clickable links, for nursing, practice managers and mental health careers  
<https://wyhec.wyhpartnership.co.uk/careers-hub/career-pathways>
- We've liaised with key stakeholders (LWAB, 6 trusts, HEE, NHS employers & Primary care) to find out their offers

### Employability

- We have mapped employability schemes across the region to get other areas engaged/excited about how to support a more diverse group of people to work in health and care. We highlight these schemes and other successes in our spotlight on success section on the careers hub.

### Measuring impact

- We have implemented strategies to measure the impact of our campaigns and the careers hub.

### Current focus:

#### Work experience/Schools

- We are creating a CPD event for I Care careers ambassadors to encourage more school age and adult job seekers into health and care
- Campaigns; We are focusing on Psychiatry, Mental Health Nursing and Learning Disability Nursing to encourage more people into these areas
- We are examining means of targeting carers to entice them into a career in Mental Health and Learning Disabilities

- We are creating a community where employers can share good practice reduce isolation, break down barriers and bring more people into health and care
- We have produced a toolkit for work experience guidance to share best practice ideas and guidance on work experience

With the last 2 points in mind

**Have you ever thought about offering work experience but don't know where to start?**

**Think that there's too much 'red tape' or barriers?**

**We can help you!**

**We're offering a short information session on how to run work experience easily using the work experience toolkit we've just finished putting together.**

**If you'd like to attend this free session, please register your interest with Charben Alilio at [charben.alilio@nhs.net](mailto:charben.alilio@nhs.net) or call 07880157215.**



## Apprenticeships:

### What we have done:

Since our last newsletter we have been moving on with our project to maximise the usage of the apprenticeship levy across West Yorkshire and Harrogate, and we have had a number of successes. In just over four months, over 200 potential apprentices have come through to the team from across the health and social care sector. We predict that, if all of these apprentices come online, that we will have spent over £800,000 of the available transfer pot. We have also worked to increase awareness of our offer from across the region by promoting it via our networks and promoting our website.

### What we do:

We support employers to employ apprentices through several means:

- We can help employers identify roles that would suit apprenticeships, and match a desired role to an available apprenticeship training programme.
- We can give advice on the infrastructure needed to host an apprentice.
- We can help non-levy paying employers get set up onto the relevant online system (the digital apprenticeship service).
- We can match non-levy paying employers to levy paying employers who will give them money to pay for the training.
- We can offer E-mail, telephone and face to face advice to employers.

### Our new aims:

Over the next few months we're going to continue our work to support health and social care to employ apprentices. To this end we aim to do the following:

- Publish at least one new case study of an employer we've supported every month.
- Publish at least two new apprenticeship standards every month.
- Investigate and put a plan in place to address the lack of End Point Assessment organisations for Nursing Associates.
- Continue to promote apprenticeships and support employers to employ apprentices.

These aims are in addition to our core work- which is to transfer levy funds to support employers- and our essential offer health and social care organisations remains unchanged.

**Each yellow dot on this map shows an Apprentice that we have been able to help!**



### Level 6 Public Health Apprenticeship:

A regional symposium is being held on Thursday 14th November, to look at the demand within the system for this new apprenticeship standard. This may be of interest to NHS Health and Social care, commissioned service providers and voluntary organisations.

The symposium will explore opportunities for new entrants into the system as well as existing staff as part of their ongoing personal development pathway.

Bookings are now being taken via Eventbrite: [www.eventbrite.co.uk/e/level-6-public-health-practitioner-apprenticeship-symposium-tickets-71265437843](http://www.eventbrite.co.uk/e/level-6-public-health-practitioner-apprenticeship-symposium-tickets-71265437843)

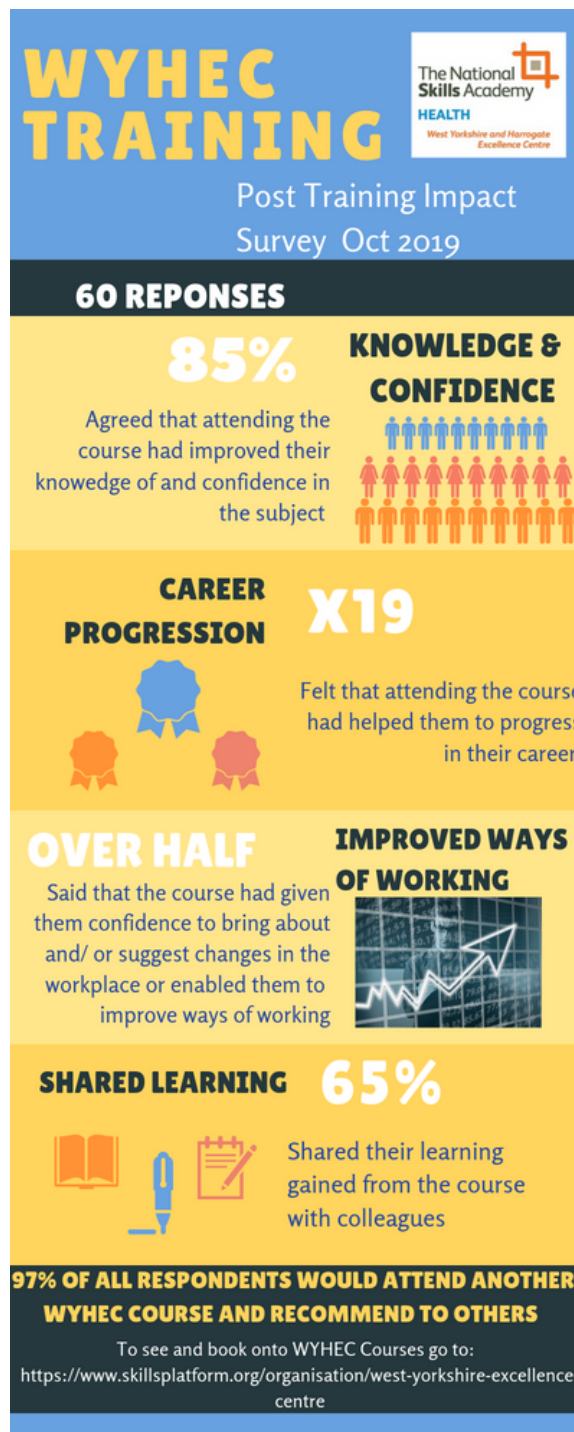
## Monthly Accolade

Working in health and care can be both rewarding and challenging. We all know support workers, apprentices, unpaid carers, volunteers, workplace teams and organisations and individuals who champion support staff training and development. The Excellence Centre team are keen to showcase these colleagues and recognise the contribution they make to the health and care system in West Yorkshire and Harrogate, awarding them with an accolade and sharing their stories through @wyhexcellence and on:

<https://wyhec.wyhppartnership.co.uk/showcase/success-stories>

If you have colleagues who deserve to be recognised, please drop us an email at: leedsth-tr.wyhexcellencecentre@nhs.net with some brief background information and reasons why you wish to nominate them.

**“Amazing contributions deserve recognition”**



## New Training Courses available:

Keep an eye out on the Skills Platform for these exciting new courses

- Motivational Interviewing
- Care Certificate Assessor
- Managing Time and Stress Reduction
- Quality Customer Experience
- Managing Challenging Behaviours
- Minute Taking
- Speed Writing

[www.skillsplatform.org/dashboard/organisation/1047/courses](https://www.skillsplatform.org/dashboard/organisation/1047/courses)







## West Yorkshire and Harrogate Excellence Centre *Spotlight on Success*



With a 10-year track record, **Fair Train** is an expert in quality assurance in all forms of Work-Based Learning, including:

- School work experience
- 16+ placements (incl. T-Levels)
- Traineeships
- Internships
- Apprenticeships
- Volunteering

Its 5-year partnership with Health Education England is focused on supporting trusts to achieve the most effective, high quality work-based learning, significantly raised the profile and fulfilment for participants and the trust's staff, through Fair Train's prestigious **Work Experience Quality Standard** accreditation and service:

- A comprehensive "how to" guide, supported by specialist resources, policy guides and templates
- Advice, guidance, and bespoke personal support
- Events, conferences, workshops for face-to-face sharing of best practice
- Connection with organisations in one's specialist field
- Connection with other accredited organisations in a broad multi-sector network
- Profile-raising marketing and communications advice

Fair Train's "Work Experience Quality Standard" accreditation was developed with leading bodies, including the DfE, Ofsted and the TUC - and it has now been achieved by more than 500 organisations, including more than 60 NHS trusts.

Funding is available for trusts seeking this accreditation and all the benefits that come with it.

### Leeds Teaching Hospitals Trust (LTHT) Apprenticeship Success

LTHT NHS Trust has recently renewed its Fair Train Work Experience Quality Standard accreditation and to reflect its increasing quality of delivery has upgraded to Gold level.

LTHT has been ranked as the top NHS employer of Apprentices, with over 600 joining the Trust between April 2017 and March 2018. The feedback received from those who attended its bi-annual Apprenticeship Open Day in 2018 was extremely positive, with the majority stating that they would like to apply for an apprenticeship at LTHT.

There are 3 other trusts in the West Yorkshire and Harrogate area which have started the process of being awarded their Fair Train Work Experience Quality Standard:

- Mid Yorkshire Hospitals NHS
- Airedale NHS
- Bradford Teaching Hospitals NHS

*"The launch of our apprenticeship programmes, which took us from no apprentices to more than 250 in just over a year, coincided with us achieving our Fair Train accreditation. "Quality" is essential to that success and Fair Train has been a key element in us achieving that. It's also very useful, as an Employer/Provider to be accredited with a quality kite - mark that was developed in association with Ofsted."*

**Lisa Hill**  
Widening Access Development Manager  
North West Ambulance Service  
NHS Trust

*"What we really value in our association with Fair Train is not just the recognition of our efforts and achievements that their Work Experience Quality Standard brings... but how much we can benefit from their cross-sector experience and knowledge. It's really helpful to find out how other organisations are tackling challenges that are common to many of us, both outside and in the NHS... We're sure we'll benefit even more as we continue to work with Fair Train."*

**Tracy Newbold**  
Project Manager  
Shropshire Health and Social Care  
Rotational Apprenticeship Scheme  
The Shrewsbury and  
Telford Hospital NHS Trust

If you would like find out more about the funding options available or about the accreditation process, please visit [www.fairtrain.org](http://www.fairtrain.org) or contact **Paul Parker: [paul.parker@fairtrain.org](mailto:paul.parker@fairtrain.org) 07526 524 339**

## Update on 2019/20 Support Staff Workforce Development Funding (SSWDF)

A total of 14 proposals were received requesting SSSLD funding. A panel met in September where allocations were agreed.

11 of the original proposals were successful and allocated funding, although a number of the proposals have been required to be resubmitted so as provide more information and clarify objectives which will enable improved evaluation

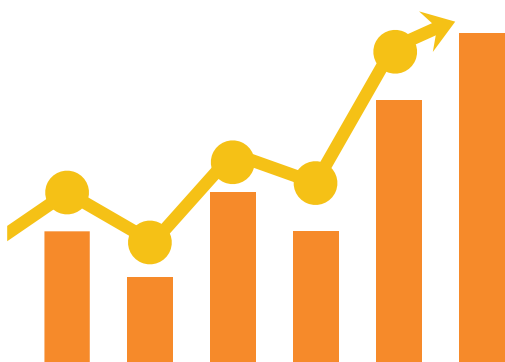
of impact for the proposed activities.

The process of sharing the proposals with locality leads proved to be helpful as the panel were able to use their feedback to make informed judgements on allocations and provide assurance that the proposed activities were in alignment with local priorities and have potential to impact system working.

Most of the available funding was allocated to individual projects, however a proportion of the funding has been top sliced for a support staff conference (scheduled in March) and to commission funded face- to- face courses through the Excellence Centre.

Individuals working in Health and Care settings, including volunteers will be able to access these courses on the first come first served basis regardless of where they work. The courses are to be advertised on the Skills Platform where bookings can be made.

Those who submitted successful proposals will be required to submit two activity reports for funding to be released. The first including an evaluation plan with impact measures, the second by the end of Feb 2020 detailing activity.



## A Stroke Master Class...



All but one of the planned six stroke masterclasses have now been held - the last course "Intra-Arterial Therapy and Thrombectomy" will be delivered and recorded 11 November at Leeds General Infirmary. Further information can be found and bookings made via the Skills Platform <https://www.skillsplatform.org/courses/7105-intra-arterial-therapy-thrombectomy-stroke-masterclass>

The masterclasses have evaluated well, much of the learning being taken back onto the workplace, and it is hoped as a result that masterclasses will be offered again in the future.

A number of the sessions have been recorded and transcripts of these along with evaluation summaries are available in the Maximising the Contribution of the Workforce page (stroke section) of the WYHEC website: <https://www.wyhec.wyhpартnership.co.uk/maximising-contribution>



## Bye Alison...

This month we said goodbye to Alison who is retiring to Norfolk and leaving her post within the Excellence Centre. Alison was a founder member of the West Yorkshire and Harrogate Excellence Centre back in 2016, and has passed on her passion, energy and enthusiasm for support staff development to all of us in the Excellence Centre team.

Although Alison leaving us will be a great loss to the team not just professionally, but also personally we are committed to continue and build on her fantastic work. We are sure you will join us in wishing her all the best in her next adventure.



*“It has been a pleasure working with colleagues, many of whom have become good friends, and I will miss the buzz and excitement of working collaboratively to instigate innovative interventions and training and development solutions for the crucial staff who can and do have a positive impact on and make such a difference to care services and the experience of the people who access them”*

From all your colleagues at WYHEC, we will really miss you and wish you the best of luck in the future.



## Social Media:

We now have a Twitter, Facebook, Instagram and LinkedIn account. Please follow us for the latest updates and news from WYHEC!



@wyhexcellence



@wyhexcellence



@wyhexcellence



@WYHECCentre

Our next Newsletter is out January 2020.

Our Website is constantly being updated and added to. Please check out our new updated content:

<https://wyhec.wyhpartnership.co.uk/>



West Yorkshire & Harrog... · 14/10/2019

Places are available on the Skills for Life Strategic Masterclass. To book a place email: talent [forcare@hee.nhs.uk](mailto:forcare@hee.nhs.uk) @NHS\_HealthEdEng @WYHpartnership



West Yorkshire & Harrog... · 14/10/2019

Happy Work Experience Month! Have you checked out our toolkit? We made it to make the process of providing work experience in your organisation easier. Check it out at [bit.ly/2IDbKFH](http://bit.ly/2IDbKFH)  
[#wyhec](https://twitter.com/wyhec) [#healthandcare](https://twitter.com/healthandcare) [#WEM2019](https://twitter.com/WEM2019) @FairTrainOrg



West Yorkshire & Harrog... · 16/10/2019

Check out our new Apprenticeship Standards of the month- Registered Nurse and Clinical Coder: [ow.ly/guJ850wMvA2](http://ow.ly/guJ850wMvA2)  
[#WYHEC](https://twitter.com/WYHEC) [#Apprenticeships](https://twitter.com/Apprenticeships) [#HealthAndCare](https://twitter.com/HealthAndCare) [#Nurse](https://twitter.com/Nurse) [#ClinicalCoding](https://twitter.com/ClinicalCoding) [#BlazeATrail](https://twitter.com/BlazeATrail) [#FireItUp](https://twitter.com/FireItUp)



West Yorkshire & Harrog... · 16/09/2019

Last Friday we held our guiding board with the new team members. Proud of everything we've achieved & looking forward to what the future holds!  
[#Teamwork](https://twitter.com/Teamwork) [#WYHEC](https://twitter.com/WYHEC) [#HealthCareWorkforce](https://twitter.com/HealthCareWorkforce) [#Apprenticeships](https://twitter.com/Apprenticeships) @BrentKilmurray @saz\_knight @Ash0Hara @KarenVella23 @JennyCLewis @julianhartley1



# Save The Date!

WEST YORKSHIRE AND HARROGATE  
SUPPORT STAFF CONFERENCE  
CLOTH HALL COURT, LEEDS, LS1

West Yorkshire and Harrogate  
Health and Care Partnership



12.03.2020