

# WEST YORKSHIRE & HARROGATE EXCELLENCE CENTRE

- JANUARY 2020 ISSUE 10 -



Welcome to our 10th Issue of the West Yorkshire and Harrogate Newsletter. We would hope you all had a lovely Christmas and a Happy New Year. We have had a busy few months, and would like to take this opportunity to tell you about what has been happening, and share some of our upcoming events .

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A photograph of a sunset over the ocean. The sun is low on the horizon, creating a bright orange and yellow glow in the sky and reflecting on the water. The clouds are dark and silhouetted against the bright sky.

**You don't need a  
new year to start  
over, you only need  
a new mindset.**

## Core Offer:

The WYHEC was formed in 2016, a collaboration of LTHT & BDCFT in affiliation with the National Skills Academy for Health, with a purpose of driving quality education and training for the support staff workforce. The Health & Care system in WYH has moved at pace since then and as you all know, we now all work within the Integrated Care System - the West Yorkshire & Harrogate Healthcare Partnership. The time has come for WYHEC and our hosts to re-evaluate how we go forward. Since the 1st Nov 2019, the NSAH no longer exists and its portfolio now sits within Skill for Health, where the focus will be on promoting the SfH Quality Mark- achieved in recognition for quality training delivery.

Both LTHT and BDCFT have received the Quality Mark in recognition of the training each organisation delivers. If you want to find out more about how your organisation can achieve the Quality Mark, please contact [qualitymark@wdtrust.org.uk](mailto:qualitymark@wdtrust.org.uk) or to find out more information about the changes in relation to Skills for Health, check out

<https://www.skillsforhealth.org.uk/>

What this means- is that for now, the WYHEC work on the three identified projects is continuing ...but ...the resource to support enabling works in our area is being reviewed. If you would like to contribute to the review by detailing any works that you have found to be of benefit as a result of the WYHEC, please email us at [leedsth-tr.wyhexcellencecentre@nhs.net](mailto:leedsth-tr.wyhexcellencecentre@nhs.net) so we can pass the information on.

We will keep you updated via the newsletter, our website and social media.

£320,000 of HEE Support Staff Workforce Development Funds has successfully been allocated across the region for plans to benefit the priorities for the WYH support staff workforce. If you want to find out more about the projects funded in your area, please contact your nominated 'Place' lead as detailed below.

Some of the SSWDF has been directed to training which has been identified as needed across the region and the WYHEC have or are in the process of commissioning this. Check out the great training available to book now:

<https://www.skillsplatform.org/organisation/west-yorkshire-excellence-centre>

Additionally some SSWDF monies are being used to deliver a conference on 12th March 2020 at Cloth Hall in Leeds. The conference is aimed at existing staff in the sector across West Yorkshire & Harrogate who are employed in what traditionally would be called supporting roles. This includes staff working in supporting roles across the voluntary and private sector.

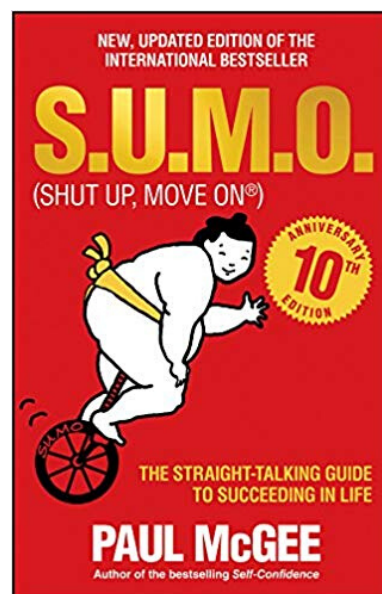
The theme of the day will be 'One Workforce' and will allow the attendees an opportunity to learn about the ICS and what it means for them.

Additionally the day will provide an opportunity for existing staff to find out about training, development and career options.

Paul McGee, The Sumo Guy is attending as a guest speaker and will make a great addition to the day. Most importantly we aim that our existing support staff leave the day feeling valued for the role they do and excited about their future contribution. Please spread the word as tickets are going fast.

<https://wyhec.wyhpартnership.co.uk/support-staff-conference-2020>

Place	SSWDF Nominated Place Lead
Leeds	<a href="mailto:Karen.Vella@nhs.net">Karen.Vella@nhs.net</a>
Bradford, Craven & Airedale	<a href="mailto:maureen@pinnacleperformancedevelopment.co.uk">maureen@pinnacleperformancedevelopment.co.uk</a>
Harrogate	<a href="mailto:shirley.silvester@hdfnhs.uk">shirley.silvester@hdfnhs.uk</a>
Kirklees	<a href="mailto:Steve.Brennan@northkirkleescg.nhs.uk">Steve.Brennan@northkirkleescg.nhs.uk</a>
Calderdale	<a href="mailto:Rebekah.Drury@cht.nhs.uk">Rebekah.Drury@cht.nhs.uk</a>
Wakefield	<a href="mailto:jeanette.cookson@skillsforcare.org.uk">jeanette.cookson@skillsforcare.org.uk</a>



# Wyeth Support Stabb Conference

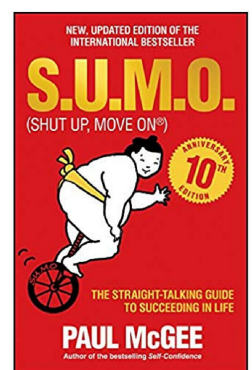
CLOTH HALL COURT, LS1

9.30AM-4PM

WORKSHOPS INCLUDE: DISABILITY  
AWARENESS, DEMENTIA BUS EXPERIENCE  
AND GUEST SPEAKER  
PAUL MCGEE

PLEASE FILL IN FORM TO REQUEST PLACE, (TICKET NOT GUARENTEED)

[HTTPS://WYHEC.WYHPARTNERSHIP.CO.UK/SUPPORT-  
STAFF-CONFERENCE-2020](https://wyhec.wyhpартnership.co.uk/support-staff-conference-2020)



**12.03.2020**



West Yorkshire and Harrogate  
Health and Care Partnership



## Careers:

"Getting more people into a career in health and care."

### Careers hub

Our careers hub is being continuously refreshed and now shows you how to access a career in mental health or learning disability nursing, even if you are completely new to these fields

<https://wyhec.wyhpартnership.co.uk/careers-hub>.

If you have not worked in care or health previously then there are volunteering opportunities that you might like to access to gain exposure to these exciting new careers, or if you would like to develop your career then we have added more information on the job opportunities and training opportunities that you might like to take advantage of!

### Employability

We have analysed our employability data and have concluded that employability schemes are a fantastic method of getting people into a career in health and care. 89% of those who completed an Employability Programme secured permanent employment following taking part in the schemes who responded to our survey. WYHEC would still love to hear about any of your employability schemes so please do share these with us so that we can use them in our spotlight on success section on the careers hub.

### I CARE

This month we have attended a number of careers events to observe the content of these and see how they encourage school children to pursue a career in health and/or care. We have also co-hosted a CPD event for new I Care careers ambassadors to support them with taking on this valuable role.

### \*NEWS FLASH\*

Nursing students will receive additional support of at least £5,000 a year starting September 2020. The funding will be given to all new and continuing degree-level nursing, midwifery and many allied health students.

The UCAS university application deadline is on the 15th January 2020. Find out more here:

<https://www.gov.uk/government/news/nursing-students-to-receive-5-000-payment-a-year>

### Campaigns

The team have been working with Just R to arrange the filming at locations across West Yorkshire and Harrogate, sourcing images for our psychiatry, learning disability nursing and mental health nursing campaigns which will launch in January 2020.

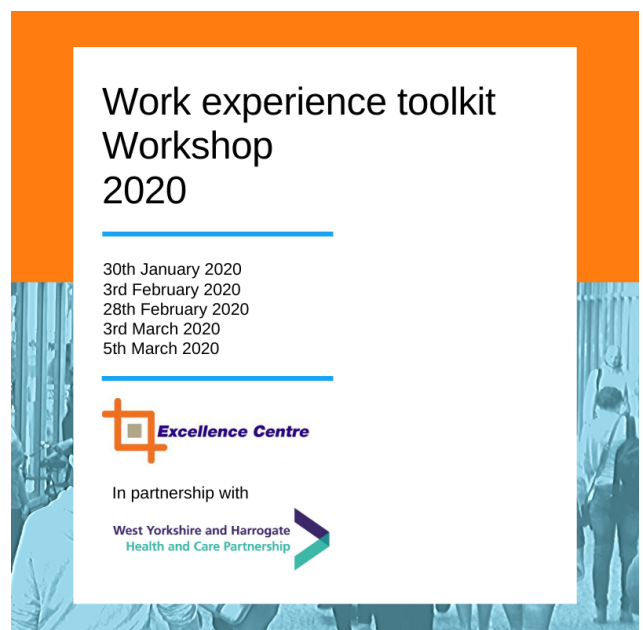
We have also liaised with voluntary agencies across WYH to highlight health and social care as a career option for carers. We want to encourage them to consider a career in nursing utilising their talent gained through personal experiences.

### Work experience

WYHEC have produced a toolkit for guidance to share best practice and ideas on work experience. We are offering a number of free workshop sessions to go through the toolkit with employers to help simplify the work experience process. We are hoping that these sessions will work towards creating a community where employers can share good practice and good ideas with one another.

The workshops are filling up fast but we still have a few places left....

If you'd like to find out more or book onto one of these free sessions please use this link <https://bit.ly/375QjYL>



# **EVER WANTED TO OFFER WORK EXPERIENCE BUT THOUGHT IT WAS TOO DIFFICULT?**

**Do you want to develop your future  
workforce, your current staff &  
increase engagement?**

**We've created a toolkit to make work  
experience easy and we'd like to share  
it with you.**

**Book onto one of our free workshops  
using this link <https://bit.ly/375QjYL>**

West Yorkshire and Harrogate  
Health and Care Partnership



[www.wyhec.wyhpartnership.co.uk/careers-hub](https://www.wyhec.wyhpartnership.co.uk/careers-hub)

**NHS**  
Yorkshire  
Ambulance Service  
NHS Trust



# THIS IS AYESHA.

## NOW PICTURE HER SELF-HARMING.

It's what you have to be able to do here at Yorkshire Ambulance Service to really help our patients. You have to be able, from the other end of the phone, to visualise the situations our patients are in.

Listening to what they tell us, concentrating and imagining what they're going through, it stretches all our clinical assessment skills to get them the right care and quickly.

One phone call to you could make all the difference. The rewards are knowing that you got your patient the best help for them at that time.

### Senior Clinical Advisors

Full and part-time vacancies  
at Wakefield and Rotherham

**It's a tough job, but you're the  
nurse or paramedic to do it.**

[yas.nhs.uk/join-our-team](https://yas.nhs.uk/join-our-team)

## Apprenticeships:

### What we do:

We support employers to recruit 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.

### What we have done:

The last couple of months have been as busy and exciting as ever for the apprenticeships team. We have been working to provide advice and support for employers and training providers across the region, alongside our work to support apprenticeship levy transfers.

We are pleased to report that we now have funded over 60 new apprentices, resulting in over £40,000 that would otherwise have gone back to the central government being transferred into the wider health and social care system via levy gifting. We anticipate that, by the end of the financial year, we will have supported over 100 apprentices in West Yorkshire and Harrogate. This will equate to around £200,000 being invested into apprenticeships in health and social care.



On top of this WYHEC has also taken forward its efforts to support employers to recruit apprentices through the production of resources.

<https://wyhec.wyhpартnership.co.uk/apprenticeships>

WYHEC continues to promote our work and case studies of our successes to the wider system. Our latest case study talks about our work with Active Social Care to support the recruitment of Adult Care Workers, and can be found on page 11.

### What we are doing in the future:

The continued growth of apprenticeships is vital to the future workforce in health and social care, but it is also important that we ensure the apprenticeships offered are successful. To this end we are pleased to announce that the WYHEC team has produced a toolkit for employers apprenticeships. To launch this toolkit we will be running a workshop for employers that will focus on the theme of Employers Roles and Responsibilities when employing an apprentice. The workshop shall run on the 3rd of February at Cloth Hall Court, Leeds to coincide with National Apprenticeship Week 2020. We would invite employers, potential apprentices and current apprentices to join us for what we hope will be a useful and informative session. To book a place, please visit: <https://www.skillsplatform.org/courses/7328-apprenticeships-what-you-need-to-know-workshop-for-employers>



MONDAY 3RD FEBRUARY 2020  
CLOTH HALL COURT  
9AM-12PM

# APPRENTICESHIPS WORKSHOP

WHAT YOU NEED TO KNOW...

AS PART OF NATIONAL  
APPRENTICESHIP WEEK WE WILL BE  
HOSTING AN EVENT TO ANSWER  
ALL OF YOUR QUESTIONS ON  
APPRENTICESHIPS.

[WWW.SKILLSPLATFORM.ORG](http://WWW.SKILLSPLATFORM.ORG) COURSES 7328-  
APPRENTICESHIPS-WHAT-YOU-NEED-TO-  
KNOW-WORKSHOP-FOR-EMPLOYERS

PAY AND CONTRACTS

APPRENTICESHIP LEVY: EXPLAINED

ROLE OF THE EMPLOYER

WHAT 20% OFF THE JOB REALLY MEANS

APPRENTICESHIP AGREEMENT



**Apprenticeships**

National Apprenticeship Week  
3 to 7 February 2020



**Excellence Centre**

West Yorkshire and Harrogate  
Health and Care Partnership





## Monthly Accolade

Samuel Grant has worked at BDCFT as a Healthcare Support worker within the Assessment and Treatment Unit for 12 months caring for patients who have Learning Disabilities and mental health issues aged 18 years and above.

On commencement in post Sam completed the care certificate. His attitude & behaviours whilst completing the care certificate demonstrated his commitment to the 6 C's & Sam was always willing to learn, reflect & respond positively to feedback from his assessor. On completion of the care certificate Sam was eager to build on this by commencing further development pathways in health & social care & was supported to apply for & commence the level 2 apprenticeship route at Shipley college.

He takes great pride in his work both on the Unit and at College. Sam has such a calm approach towards his patients, constantly promoting person centred value, putting the patient at ease and his practical assessment of patients is outstanding.

We really feel that Sam deserves this award to show him that he is a valuable member of the team.

# Congratulations

# “Amazing contributions deserve recognition



The presentation was made on behalf of the West Yorkshire and Harrogate Excellence Centre by Jane Hutchinson, Education and Training Facilitator (BDCFT) and Lyndsay Willis, Health & Social Care Assessor (Shipley College).

## New Training Courses available:

These new courses are now available to book on the Skills Platform. [lick on the link below to see available dates and times](#)

- **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](http://www.skillsplatform.org/dashboard/organisation/1047/courses)





# I Care... Ambassadors



West Yorkshire and Harrogate  
Health and Care Partnership

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

### I Care...Ambassadors

I Care...Ambassadors promote social care, helping people to decide if a career in care is for them. They explain what it's like to work in the sector through attending recruitment fairs, careers fairs and also delivering a range of activities in schools, colleges and Jobcentres.

These are the words from local I Care Ambassadors explaining why they work in care and the advantages of becoming an I Care...Ambassador.

### Lisa is a Reablement Team Leader for Calderdale Council

Lisa knew from a young age that she wanted to work in care. She registered to become an I Care...Ambassador as she wanted to share her passion for her job. She enjoys coming to career events as she sees a lot of her own characteristics in the children.

Lisa enjoys working with other ambassadors from different parts of the sector. She says that "it's an absolute privilege to work with people of a different job role...they are creative in a different way to me, but we all have one clear vision and that's to get people into adult services in whatever department they want to come in." When asked why she thinks people working in care should consider becoming a career ambassador,

she says that it's all about learning and development. She says that "you learn so much from other people's knowledge" and that working with people from different backgrounds gives her a better understanding of the overarching goals they all want to achieve.

### Bernie is a Business Relationship Manager for Calderdale Council

Bernie was part of the team that promoted the I Care...Ambassadors service in Calderdale. She saw that it tied in well with a programme 'called 'Future Focus Framework' which was designed to help aspiring or newly appointed managers in social care to develop their confidence and skills. The feedback that they received was very positive. The Managers who went into Schools found that speaking with the children really boosted their confidence. Bernie says that they now feel more comfortable talking to people and it's even helping them change the way they think about recruitment into roles in care. Bernie says that "it's making them think about [recruitment] holistically not just the interview process."

These stories demonstrate that becoming an I Care...Ambassador is a great opportunity to develop as an individual and also to promote the benefits of working in social care. It's a great way to inspire people to think about a future career in social care and educate them about the different roles available within the sector.

*"The message we are trying to put across is that social care is very varied...it is more than just looking after people...[it's] knowing that what you're doing is making a massive difference to someones life and it's a very rewarding role."*

**Bernadette (Bernie) Mazurke**  
Business Relationship Manager  
Calderdale Council

*"It's about spreading the goodness of care, speaking about roles in care, looking out for gems that could work in care and inspiring them... If you are a carer and love the job, this opportunity takes it to the next step"*

**John Carrington**  
Czajka Care Group  
Bradford

**If you are interested in joining I Care... Ambassadors in the Yorkshire region follow this link to find your nearest contact:**

<https://my.skillsforcare.org.uk/ICASearch/SearchServices?Region=Y%26H&PartnershipType=>

**If you would like to find out how your organisation can register to offer the I Care...Ambassador service go to**  
<https://www.skillsforcare.org.uk/Documents/Recruitment-and-retention/ICA/Guides/Options-for-joining-I-Care-Ambassadors.pdf>

# West Yorkshire and Harrogate Excellence Centre

## Spotlight on Success

### Active Social Care Limited



**The Organisation:**

Active Social Care, an organisation that supports adults and children with care needs.

**The Ask:**

Active Social Care wanted to increase the skills and knowledge of existing staff through putting them onto an apprenticeship- however they themselves could not afford to do so as their apprenticeship levy was too small. They heard about the WYHEC offer at a network meeting and contacted the WYHEC apprenticeship team in July 2019 to request transferred levy funding. This funding would support 9 staff to complete an apprenticeship, including 6 staff on Adult Care Level 2 standards, 2 staff on Adult Care Level 3 standards and 1 staff member Human Resources Level 5 apprenticeship.

**What we did:**

We were able to guarantee over £30,000 worth of funding to support this. We worked with the employer to ensure that all staff were eligible for an

Apprenticeship, and discussed the infrastructure needed to host an apprenticeship with the employer. We also facilitated conversations with the desired training provider. After the start date for the apprentices had been agreed we were able to transfer levy funds from our partner organisations to pay for the apprenticeship.

**Results:**

The results from this has been fantastic, with the organisation able to offer high quality training to staff that would otherwise not have been able to afford it. This has also supported the staff members to achieve a nationally recognised qualification which helps to increase their skills and so provide a better service. The most obvious benefit though has been to show that the organisation values and supports staff through supporting their development. This in turn has aided staff retention.

“As an employer in Health and Social Care being able to offer our staff an apprenticeship scheme gives the staff a chance to achieve a recognised qualification, so that they feel valued and supported in their career development. The apprenticeship scheme helps staff to develop new and existing skills as a worker, learning how to apply these skills to work a person centred way. This is of benefit to both the staff member and the clients we support”.

**Training and Development Manager  
Active Social Care**

**Active Social Care  
8 Cartwright Court  
Bradley Business Park  
Huddersfield  
Hd2 1GN**



## Social Media:

We 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 March 2020.

Our Apprenticeship Standards of the month are:

Ambulance Support Worker (Emergency, Urgent and Non-Urgent) Apprenticeship Standard Level 3 and HR Support Apprenticeship Standard Level 3. Click here for more information : <https://wyhec.wypartnership.co.uk/apprenticeships>

**West Yorkshire & Harrogate Excellence Centre** @wyhexce... · 13 Dec ✓  
Happy Christmas Jumper Day! Our team members @hezistarr and @cballilo are getting into the Christmas spirit wearing their fab-yule-ous Christmas jumpers! Are you wearing yours? #ChristmasJumperDay @SavetheChildren



**West Yorkshire & Harrogate Excellence Centre** @wyhexcelle... · 22h ✓  
Did you know that Social isolation can increase the risk of having a stroke by a third? (Health Foundation, 2018). Follow @WYHpartnership's 'Looking out for our neighbours' campaign to see how you can be there for your neighbours this winter time. [ow.ly/AgSa50xxAKs](https://ow.ly/AgSa50xxAKs)



**West Yorkshire & Harrogate Excellence Centre** @wyhexce... · 10 Dec ✓  
We had a brilliant time with @skillsforcare recruiting new I Care Ambassadors for the Bradford, Airedale and Craven area! It was great to meet all of the passionate individuals who attended. Thank u @UniofBradford for providing the space for the event #oneworkforce #healthandcare



**West Yorkshire & Harrogate Excellence Centre** @wyhexce... · 28 Nov ✓  
In case you missed it, we have a Toolkit that provides information on Work Experience. Click here to have a look: [ow.ly/USTg50xkTnX](https://ow.ly/USTg50xkTnX)



**West Yorkshire & Harrogate Excellence Centre** @wyhexce... · 19 Nov ✓  
Did you know we offer free training courses? One of our aims within WYHEC is to support the current health and care workforce through providing free resources and training. Find out more about our offer here: [wyhec.wypartnership.co.uk/maximising-con...](https://wyhec.wypartnership.co.uk/maximising-con...) #workforce #training #resources #support

