

West Yorkshire & Harrogate Excellence Centre Newsletter May 2018

Welcome to the West Yorkshire and Harrogate Excellence Centre Newsletter for May 2018

Latest News

Membership

Since the launch of the WYHEC training offer membership has grown to over 269 organisations. Members include health and care service provider organisations from the NHS, justice sector, primary and community care, independent and voluntary sector as well as training providers and strategic organisations. Some of the benefits of being a member include involvement in WYHEC Activities, access to funded training and development opportunities and the opportunity to shape training and development opportunities for the current and future support healthcare workforce.

Up and coming courses June and July 2018

The courses listed in the table below are part of the West Yorkshire and Harrogate Excellence Centre offer and can be accessed free of charge by anyone who works in Excellence Centre member organisations. Non -members can also attend the courses, however this will incur a course fee. Places on courses are filling up quickly so if interested you are advised to book in advance and as soon as possible (there is an option to cancel up to 7 days prior to course date).

Find details of the range of courses and book on course via the Skills Platform <https://www.skillsplatform.org/organisation/west-yorkshire-excellence-centre> If you the

course that you are interested is full there is an option to contact us and we will inform you if delegates cancel. Alternatively, where there are sufficient numbers we may be able to consider putting an additional course on in your area. Please contact the team directly to discuss.

Date	Course	Duration	Training Venue	
4th June	Delegation/Emotional Intelligence	1 day	Kings Medical Practice	FULL
5 June	Leading Customer Experience	1 day	Cedar Court Hotel Harrogate	Spaces
7 June	Supporting People to take Medications	1 day	Kings Medical Practice Normanton	Spaces
14 June	Resilience	½ day	Kirkwood Hospice Huddersfield	Spaces
20 June	Personal Effectiveness	1 day	Brighouse Civic Hall	Spaces
21 June	Managing Difficult Behaviours	1 day	Kings Medical Practice Normanton	Limited spaces
22 June	Medical Terminology	1 day	Cedar Court Hotel Wakefield	Limited spaces
2 July	Compassionate Communication	½ day	Huddersfield Town Hall	Spaces
11 July	Care Certificate Assessor Training	1 day	ShIPLEY College	FULL
13 July	First Aid level 3 (accredited)	1 day	ShIPLEY College	FULL
13 July	Quality Customer Experience	½ day	ShIPLEY College	Limited Spaces
20 July	Minute Taking	1 day	ShIPLEY College	FULL

Special points of interest:

Latest News

Up and coming Training

Apprenticeships

Humber Coast and Valley

Save the Date

Kirkwood Hospice

OOMP! Session

National Awareness days/weeks

Distance Learning

Dedicated Website

Care Certificate

WYHEC Training Offer

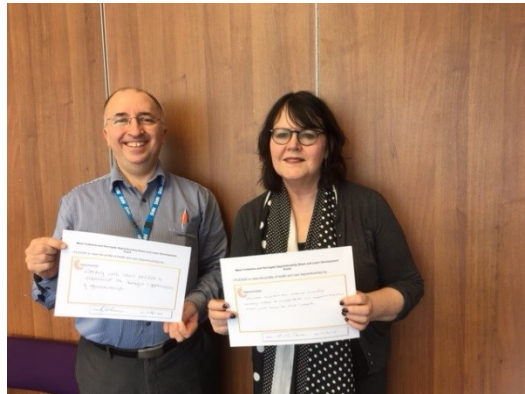
Apprenticeship Share and Learn Event

To support the work plan, The West Yorkshire and Harrogate Excellence Centre have a rolling programme of personal development events planned for 2018. The first of these with an Apprenticeship theme was held on 17th April 2018 providing an opportunity for attendees to update their knowledge on apprenticeships, come together to share ways of working and explore common challenges.

Following an update on Apprenticeship reforms and a myth busting question and answer session, attendees shared their experiences of setting up and supporting apprenticeship programmes, discussed the benefits of using apprenticeships in their organisations, and explored solutions to related challenges. This enabled them to suggest a number of ways in which the Excellence Centre could through collaborative working and sharing of expertise to support apprenticeship growth across the regional health and care economy (in so doing address one of the key goals of the West Yorkshire and Harrogate Excellence Centre). Some of the interventions suggested included:

- ◆ Guidance for non- levy employer organisations - developed by employers through a task and finish group approach.
- ◆ Regular updates on the status of standards being developed including non -health and care specific to keep employers up to date
- ◆ Continued identification Collaborative working to jointly commission locality based or regional apprenticeship programmes A type of "trip advisor" -like directory for employers to signpost them to quality Apprenticeship training providers.

All those attending the session pledged personal actions to support apprenticeship growth within their role



We are looking at sourcing the level 4 Associate Project Management Apprenticeship through the West Yorkshire and Harrogate Excellence Centre with a Learning Provider who can provide additional benefits such as the opportunity to gain the "Prince 2" Exam following the apprenticeship at no additional cost. See more info on the Project Management Apprenticeship here: <https://findapprenticeshiptraining.sfa.bis.gov.uk/Apprenticeship/Standard/128?keywords=project%20management>

The standard outline can be accessed here: <https://www.instituteforapprenticeships.org/apprenticeship-standards/>

Attendees from the WYHEC Apprenticeship event showcasing their personal pledges

Welcome to Humber Coast and Vale Excellence Centre

17th April saw the launch of the latest Excellence Centre. The Humber Coast and Vale Excellence Centre, hosted by York Teaching Hospital NHS Trust mirrors the geographical footprint of North & E Yorkshire, Humberside and South Humber and is one of a growing number of Excellence Centres across England, which also includes an Excellence Centre in South Yorkshire. **Web link:** <https://www.nsahealth.org.uk/news/619-humber-coast-and-vale-partnership-launches-newest-excellence-centre>



Dates for your diary - development and celebration Events to come

Additional information on each of the events below will be sent directly to WYHEC members /networks via email. If you have any suggestions for agenda content for the share and learn events please contact Alison Ackew WYHEC Programme Lead Alison.ackew@nhs.net

Date	Event	Venue	Key target group /Attendees
16th July 2018	Recruitment and Employability ½ day share and learn work theme event	Harrogate, N Yorks	WYHEC members
7 Nov 2018	Primary Care ½ day share and learn WYHEC work theme event	Bingley, West Yorkshire	WYHEC members
12 Feb 2019	Shared Resources ½ day share and learn work theme event	Huddersfield	WYHEC members
18th Oct 2018	Support Staff Conference - one day themed conference providing an opportunity to publicise WYHEC training and development opportunities and recognise support staff. Delegates will attend interactive workshops. Event to be advertised via	Saltaire Bradford	Support staff, volunteers and carers from any health or care setting
18th June	Promoting Activity and Well-Being - a half day CPD taster session run by oomph wellness	Abbeyfields Care Home -	Staff who work with elderly people and are interested in promoting well-being/activity
Nov 2018 date to be confirmed	Support Staff Celebration event	to be arranged	An awards event - award categories to be launched at the conference

Kirkwood Hospice– Bereavement Courses

Child Bereavement

Friday 27th July 2018, 9.30am - 16.30pm, Seminar Room 2

This study day will focus on working with children who are experiencing loss and bereavement.

Using a mixture of case studies, discussion and experiential learning we will look at how to support children and young people experiencing bereavement and loss issues.

The afternoon will focus specifically on skills and identifying the tools you require to work with a degree of confidence with children and young people.

Price

£75 per session (cheques payable to Kirkwood Hospice on booking) which includes lunch.

Each session can be booked individually or all four can be booked for a package price available on request.

Book Your Place-To reserve a place on this course, please contact Laura Clarke at the Hospice on: 01484 557900 or email: education@kirkwoodhospice.co.uk

Taster CPD session from OOMPH Wellness 4th July - If you work with elderly people this ½ day session will provide you with some practical on how to encourage and promote activity. This session is being held at Abbeyfields– The Dales, Ilkley on 04/07/2018, 10:30-14:30. <https://oomph-wellness.org/>

To Book please email: leedsth-tr.wyhexcellencecentre@nhs.net

National Awareness Days/Weeks

UKs first ever National Numeracy Day 16th May 2018 - Challenge Yourself!

If you would like to brush up your Maths /Numeracy skills or gain a qualification to support career progression there are many different options available for adults and lots of choices.

- ◆ Take the Challenge and test out your everyday maths to find out if you have got the essentials of numeracy using a free web based tool -
- ◆ Find out the difference between GCSE & Functional skills and the different levels <https://www.nationalnumeracy.org.uk/what-do-adult-numeracy-levels-mean>
- ◆ See the range of options there are to gain confidence in Numeracy skills (online, at college, via private tutor) <https://www.nnchallenge.org.uk/learn-elsewhere-public/index.html>

Try the free citizen maths online course to improve your grasp of maths and become more confident in using maths at work and in life - www.citizenmaths.com

Contact your local FE college - who offer free part time Maths courses for adults aged 19 or over.

College	Phone contact	email
Calderdale College	01422 39 9756 (John Josling)	admissions@calderdale.ac.uk
Harrogate College	01423 879466 (Nick Walker)	nick.walker@harrogate.ac.uk
Kirklees College	01484 437070	info@kirkleescollege.ac.uk
Bradford College	01274 433316 or 01274 43317	information@bradfordcollege.ac.uk
Shipley College	01274 327 222	enquiries@shipley.ac.uk
Wakefield College	01924 789339 (Maths Team)	courseinfo@wakefield.ac.uk
Leeds City College	0113 386 1997	Maryam.bano@leedscitycollege.ac.uk
Craven College	01756 693 881	enquiries@craven-college.ac.uk

Deaf Awareness Week 14 -20th May <http://www.deafcouncil.org.uk/deaf-awareness/week.html>

A hearing loss charity (Action on Hearing Loss) has produced a new guide for care home managers to improve support for older people with hearing loss. Supporting older people with hearing loss in care settings: a guide for managers and staff This guide is one of a number of useful free resources which can be downloaded free from their website <https://www.actiononhearingloss.org.uk/how-we-help/information-and-resources/publications/deaf-awareness/>

We have been approached by a couple of employers regarding offering Deaf Awareness Training through the Excellence Centre- if you would be interested in this subject for you staff please let us know.

11- 17th June Carers Week

One of the aspirations of the WYHEC is to work with HEE unpaid carer and volunteer groups to ensure that appropriate training and support is available.

Whether you provide care or signpost carers to local services as part of your role, , care for family members informally or just want to recognise the role that carers play for communities, pledge your support <https://www.carersweek.org/get-involved/pledges>

Check out the *Which* guides to being a carer and care services directory which provide impartial advice for carers <https://www.which.co.uk/elderly-care/for-carers/being-a-carer>



Piloting of Distance Learning resources

Recently The West Yorkshire & Harrogate Excellence Centre in partnership with Learning Curve Group <http://www.learningcurvegroup.co.uk/> (rated as Good by Ofsted and have Quality Mark Accreditation) have accessed a fully funded series of training courses that can be used to:

- ◆ Help support staff gain a required skillset;
- ◆ Encourage staff back into learning;
- ◆ Act as a pathway into a relevant apprenticeship programme.

The courses, all of which can be accessed through distance learning, (meaning that it can be accessed within the workplace and will not require staff to do any offsite learning), cover a wide range of subjects. In partnership the WYHEC will be running an initial pilot with a cohort of staff from one of our member organisations Hopton Village Care Cottages. The following specific packages identified as those best to support CPD of their staff will be trailed initially:

- ◆ Dementia
- ◆ End of Life Care
- ◆ Tissue Viability

There are plans to co-ordinate a cohort of staff across West Yorkshire and Harrogate following evaluation of the pilot which will provide a funded distance learning training option as part of the WYHEC offer.

Training to support the promotion of Health and Well-Being - Making Every Contact Count (MECC)

A new e-learning module to support training needs for the Preventing ill health CQUIN is available via e-learning for Healthcare. Aimed at healthcare staff it is designed to help staff embed brief advice about alcohol and smoking into their routine practise. The programme takes approximately one hour to complete.

Access the free learning via <https://www.e-lfh.org.uk/programmes/alcohol-and-tobacco-brief-interventions/>

Access to other free training to support behaviour change can be accessed via the MAKING EVERY CONTACT COUNT (MECC) web pages of the Yorkshire and Humber public health Network (YHPHN)

<http://www.makeeverycontactcount.co.uk/training/>

Dedicated Website pages

From Summer 2018 The West Yorkshire and Harrogate Excellence Centre will have a central point on which to put all information, updates, resources and useful links both about the Excellence Centre and Support Staff Education and Training. We have been fortunate in being offered the opportunity to use the West Yorkshire and Harrogate Health and Care partnership website (previously known as the "STP") as a platform <http://www.wyhpartnership.co.uk/> on which there will be dedicated Excellence Centre pages. We are currently working with the developers to agree the content of these pages, so welcome any suggestions from members on what would be helpful.

Care Certificate Companion—Call for organisations to pilot

We are looking for WYHEC organisations (Nursing and Residential homes) to trial the Care Certificate Companion, the web-based application has been developed through the Excellence Centre and encompasses an e-learning programme, plus an online portfolio and learner tracking facility. To be involved in the pilot organisations need to have staff who are undertaking the care certificate (new or existing staff) as well as an assessor to support the learner. We would be looking at piloting the package June - Aug before wider circulation.

If you are interested please contact the WYHEC team .

Contact the WYHEC Project Team to find out how you can sign your organisation up as a member of the WY and Harrogate Excellence Centre free of charge and to access a copy of the WYHEC training prospectus

Phone: 07887454591

Email: leedsth-tr.wyhexcellencecentre

WYHEC Training offer

May saw the commencement of WYHEC funded courses. As well as

being well attended the courses have evaluated well, being seen as relevant and high quality.

Examples of feedback gained from “Communicating Successfully Course” which was delivered by Tilla Brook <http://www.tillabrookcoaching.com/>

“Very interactive and informal day everyone was encouraged to participate”.

“The group activities helped me to practice my communication skills”.

“Self -reflection enabled me to consider methods of communication that I use and the pros and cons of these”.

“I would recommend the course to others as it makes you think how you can best communicate with people whether it is verbally or non -verbally”

“I enjoyed very much and encourage colleagues to attend”.

Food Safety level 3 course delivered by Paul Thorp Trainer Leeds Teaching Hospitals NHS Trust 12 April 2018

What is it?

3 day course, nationally accredited by Highfield

Aimed at staff who have a managerial responsibility for food safety

Evaluation

9 attendees; Managers and Chefs from care homes/residential settings

100% recommend the course to others

100% rated their learning higher following the training

Impact on role

Following training:

- “I will be able to give tips to my work colleagues from what I learnt here”

- “I am more confident in what I am doing which will help at work”

- “I will make staff aware of food safety via regular training”

- “It will help me to retain staff”

- “I will observe and supervise staff”

Next Level 3 Food safety course 15th November in Harrogate

If you are interested in contributing to Excellence Centre activities please contact:

Alison Ackew Alison.ackew@nhs.net, David Wignall David.wignall@nhs.net or

Helen Gibson Helen.Gibson11@nhs.net