

# West Yorkshire & Harrogate Excellence Centre Newsletter August 2018

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

Up and coming courses September and October 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, carers and volunteers. 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 courses via the Skills Platform <https://www.skillsplatform.org/organisation/west-yorkshire-excellence-centre>

If 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.

## Special points of interest:

September & October Courses

Happy Birthday WYHEC

WYHEC Personnel-Changes

Oomph! Session

Apprenticeships

Medical Terminology

New Courses coming soon

Dates for your diary

Dates	Course	Duration	Training Venue	status
03/09/2018	Supporting People to take Medications	1 day	Margaret McMillan Towers Bradford	Places
19/10/2018			Cedar Court Hotel Harrogate	Full
20/09/2018	Advanced Communication Skills for Managers	½ day	Kirkwood Hospice Huddersfield	Places
27/09/2018	Project Management	1 day	Cedar Court Hotel Harrogate	Limited places
04/10/2018-05/10/2018	Ear Care and Irrigation (accredited)	2 days	Cedar Court Hotel Harrogate	Full
10/10/2018	Level 2 Food Safety (accredited)	½ day	Cedar Court Hotel Harrogate	Places
10/10/2018	Mental Capacity Act & DOL'S	½ day	Cedar Court Hotel Harrogate	Places
11/10/2018	Managing teams and developing good customer Service	1 day	Cedar Court Hotel Harrogate	Limited places
24/10/2108	Personal Effectiveness	1 day	Primary Care Training Centre Bradford	Places
25/10/2018	Meeting Needs and Reducing Distress	1 day	Cedar Court Hotel Harrogate	Places

## Happy Birthday to the West Yorkshire and Harrogate Excellence Centre (WYHEC)

▶ Page

The Excellence centre was established two years ago in July 2016 since then a lot has happened. To mark the beginning of the third year we thought it would be useful to reflect on the journey so far and what this means in terms of our offer to members and stakeholders.

The Excellence Centre aspires to work in partnership to deliver a skilled and knowledgeable support staff workforce. Over the past two years the WYHEC activities and offer has been shaped by listening to our many stakeholders. Below are examples of how the WYHEC has tailored its interventions, approach and activities in response to stakeholders.



### You Said

### We Did

<p>You wanted a WYHEC offer that was accessible to all health and care employers in West Yorkshire and Harrogate regardless of size of the organisation.</p>	<p>We introduced a no cost, flexible membership model &amp; 396 members have signed up since Jan recognising the benefits of being a member which 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.</p> <p>Securing funding from the Local Workforce Action board has enabled the WYHEC to offer activities and training free to members.</p> <p>Training can (and has been) accessed by non- members &amp; out of area organisations for a nominal fee.</p>
<p>There were gaps in training for support staff &amp; there was unequal access to training provision</p>	<p>We asked employers to prioritise training gaps &amp; in response we sourced &amp; have made available over 50 face to face courses (min 1240 training places) free of charge to WHEC members across the geographical footprint.</p> <p>The training offer has been marketed via a prospectus and the skills platform.</p> <p>To help improve access we are exploring how we can offer training using different learning and development approaches including virtual &amp; blended options.</p>
<p>High quality training interventions were difficult to source &amp; costly especially for smaller organisations</p>	<p>We have commissioned training and courses (including apprenticeships) on behalf of employers using quality assurance processes which meet public sector procurement guidelines.</p> <p>We have put in place monitoring review and feedback/ evaluation processes to ensure interventions remain high quality &amp; to assess impact. An evaluation report of the WYHEC training offer is scheduled for Autumn 2018.</p> <p>The Excellence centre host trusts hold the Skills for Health Quality Mark.</p>
<p>It would be helpful to have all information and resources related to the Excellence Centre accessible in one place</p>	<p>From Sept there will be dedicated website pages on the West Yorkshire and Harrogate Health and Care Partnership website</p>

N.B. All WYHEC events and training are advertised and can be booked via the Excellence Centre Pages of the Skills Platform <https://www.skillsplatform.org/organisation/west-yorkshire-excellence-centre>

Please don't hesitate to contact the project team if you wish to find out more about any of the information within this newsletter. [leedsth-tr.wyhexcellencecentre@nhs.net](mailto:leedsth-tr.wyhexcellencecentre@nhs.net)



You Said

We Did

<p>You wanted the WYHEC to meet the needs of stakeholders &amp; support workforce re-design, to add value to what was already available in the system and not to duplicate effort.</p>	<p>We have engaged with stakeholder groups &amp; are working collaboratively with stakeholders supporting them to achieve local priorities Some examples include:</p> <ul style="list-style-type: none"> <li>End of life care home project in Calderdale &amp; Kirklees - End of life Care home events scheduled for 4th and 9th of October</li> <li>Commissioning of Deaf Awareness training to support identified need in Harrogate Trust</li> <li>Working with the Health Education England Medicines Optimisation Team &amp; other stakeholders to improve practices when supporting people to take medications</li> <li>Offering skills training specifically tailored to staff in primary care</li> <li>Working with Skills for Care to support increased activity and wellbeing in care settings &amp; improve practices related to workplace supervision</li> </ul>
<p>Support staff, carers and volunteers make a valuable contribution but are not always recognised for this &amp; have limited opportunities for personal development</p>	<p>As well as providing funded training for the healthcare support staff workforce (volunteers &amp; carers), a conference for support staff ( 18 Oct ), &amp; an awards/celebration event (30th Nov) are planned</p>
<p>Some employers are experiencing challenges related to accessing &amp; using Apprenticeships to recruit and training staff as a result of recent Apprenticeship reforms</p>	<p>Supporting Apprenticeship growth is one of the 5 key WYHEC work-streams. CPD events for employers to share ways of working have been offered &amp; a number of apprenticeship programmes have been commissioned and will be available through WYHEC including apprenticeships supporting roles in :IT, Leadership &amp; Management, Project Management &amp; Human Resources.</p> <p>An Apprenticeship prospectus with supporting information on Apprenticeships is in development &amp; will be available Sept.</p>
<p>The quality of assessment of the care certificate induction standards is variable across organisations</p>	<p>An online care certificate package that combines e-learning to support knowledge acquisition with an online portfolio to store knowledge evidence &amp; monitor learning has been developed by the WYHEC and is now available free of charge to members.</p> <p>To support quality assessment &amp; provide staff with the skills to assess the care certificate assessor training is available within the WYHEC funded training offer.</p>
<p>There is a need for networking &amp; CPD opportunities for those involved or interested in the healthcare support staff training &amp; development agenda</p>	<p>In collaboration with the Excellence centres in South Yorkshire (SYREC) and Humber Coast and Vale networking events for education and training personnel are planned. The first one is scheduled for 20th Sept in Leeds.</p> <p>In addition the WYHEC offers a rolling programme of personal development events focussing on key priorities- the next event with a Primary Care theme is being held November 7th in Bradford.</p>



Since the last Newsletter there have been changes to the WYHEC project team. David Wignall who was sharing the WYHEC Programme Lead role with Alison Ackew has received a promotion.



We welcome Matthew Darlow who has been drafted in to replace David and to support the ongoing work of the Excellence Centre.



## Oomph! Wellness session

**Promoting Activity and Well-Being** - a half day CPD taster session run by oomph well-ness <https://oomph-wellness.org/> was held at Abbeyfields 18th June. Aimed at Staff who work with elderly people and who are interested in or have a specific remit promoting well-being/activity the workshop included a mixture of group work activities and presentations followed by an opportunity to try out a range of physical activities that could be facilitated with residents in care settings. The session was well received by the staff who attended. The following comments were made by the participants when asked what they had gained from attending the training and what they would take back to the workplace:

- ◆ How to enhance whole home enjoyment and engagement
- ◆ The ability to broaden your horizons and think differently
- ◆ Tailoring of activities with in depth knowledge of what residents want
- ◆ Variety and freshness of thinking
- ◆ Providing meaningful work experience opportunities ( participant from training provider organisation)
- ◆ Providing a more diverse and empowered role for care staff
- ◆ The need to develop person-centred activity plans as part of overall care plans so as to impact on well-being



The new 30 band structure for funding bands came into effect on 1<sup>st</sup> August 2018, all existing approved standards will be placed into a new band with the same upper limit as before - [Click here](#) to download the new policy

## Apprenticeship FACT - Did you know about the additional funding to support apprenticeships?

### Apprenticeship Funding from the government

Under the recently updated funding rules ( Aug 2018) additional payments can be accessed by employers and training providers to help with the costs associated with supporting younger apprentices (16-18 year olds), young care leavers and young adults with additional learning needs. The additional payments can be accessed by both levy and non-levy paying organisations. See the government's [apprenticeship funding policy papers](#) which set out further details.

#### Levy and non-levy Employers can access:

- ◆ £1,000 to support apprentices aged 16-18
- ◆ £1,000 to support apprentices aged 19- 24 who have previously been in care or who have a local authority education health and care (EHC) plan
- ◆ [Small employers \(SMES\) with less than 50 people working for them](#) can also access 100% funding for apprenticeships

#### Training providers can access:

- ◆ Additional funding where apprentices need help to gain the minimum standard of Level 2 in English and Maths, or require additional learning support as a result of conditions such as dyslexia, learning difficulties or disabilities. ( N.B. For apprentices with an EHC plan or a legacy statement, the English and Maths requirements can also be reduced to Entry Level 3)
- ◆ £1,000 to support apprentices aged 16-18 or 19-24 where they are care leavers or have a local authority care (EHC) plan ( this is in addition to the £1,000 available for employers)
- ◆ £600 towards the cost of training apprenticeship who are on frameworks and live in deprived areas
- ◆ Funding support (20% of apprenticeship funding band) to support transition of from frameworks to standards where they provide apprenticeships for younger apprentices.

### Funding through Access to Work

Access to Work is available to support disabled apprentices or those with long-term health conditions to support workplace adjustments. More information about [Access to Work](#) is available on the government website.





You may be aware that IT Apprenticeship standards have recently been approved at Level 3 (Infrastructure Technician) and Level 4 (Software Developer). The West Yorkshire & Harrogate Excellence Centre hosted within the Leeds Teaching Hospitals NHS Trust is currently offering these apprenticeships in partnership with ESTIO. ESTIO is one of the UK's leading providers of IT apprenticeships which include industry recognised vendor qualifications. There are also plans to offer Level 4 (Data Analyst) Apprenticeships in the near future.

For levy paying organisations the costs of this training is fully funded through the apprenticeship levy. The ESTIO Level 3 Programme for Infrastructure Technicians runs for 15 months (with an End Point Assessment) this includes the following modules:

- ◆ PC Fundamentals;
- ◆ Business Processes & Customer Services;
- ◆ Networking & Architecture;
- ◆ Mobile & Operating Systems;
- ◆ Cloud Services;
- ◆ Coding & Logic.

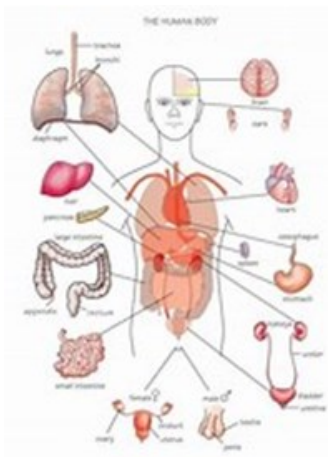
The Level 4 Software Developer Programme runs for 18 months (with an End Point Assessment) and this includes the below modules:

- ◆ Software Development Methodologies;
- ◆ Software Language;
- ◆ Developing Software using SQL.

The programme is run through a mixture of face to face training sessions and Technology Enhanced Learning to meet the 20% off the job training requirements stipulated as part of an apprenticeship programme. This programme would be suitable for existing staff and new recruits.

The West Yorkshire & Harrogate Excellence Centre plan to run a first co-hort in November 2018. If there is a number of organisations interested (at least five for each programme), they can allocate a dedicated account manager for us. This feels like a great opportunity to fund IT development and do this jointly through our West Yorkshire Excellence Centre which we can use to offer additional learning, bespoke NHS master classes and networking opportunities to share best practice. In order to take this forward if you have people interested. Can they email [LeedsTH-Tr.WYHExcellenceCentre@nhs.net](mailto:LeedsTH-Tr.WYHExcellenceCentre@nhs.net) to confirm their interest by **6th September 2018** at which point they will can attend one of our open days which are being organised across the region - Dates/Times & Venues Below.

Site:	Date/Time:	Location:
Leeds Teaching Hospitals NHS Trust	13/09/2018	St James University Hospital
	11:00 or 13:00	OL Seminar Room, Ashley Wing
Mid Yorkshire Hospitals NHS Foundation Trust	10/09/2018	Care Certificate Training Room, Dewsbury Hospital
	11:00 or 13:00	
Calderdale & Huddersfield Hospitals NHS Foundation Trust	21/09/2018	Discussion Room 2, Learning Centre Huddersfield Royal Infirmary
	11:00 or 13:00	
Harrogate & District Hospitals NHS Foundation Trust	11/09/2018	Education Centre, 3 <sup>rd</sup> Floor Strayside wing, Harrogate Hospital, Lancaster Park Road, Harrogate HG2 7SX.
	11:00 or 13:00	
Bradford Teaching Hospitals NHS Foundation Trust	24/09/2018	Conference Room
	11:00 or 13:00	Bradford Teaching Hospitals NHS Foundation Trust



Understanding how medical terms are structured, recognising common abbreviations and being able to interpret the meanings of a variety of medical terms is crucial for healthcare staff who prepare letters & reports, record data or perform clinical coding. It also helps individuals feel more confident in communicating with healthcare professionals.

The first one day training session commissioned through the Excellence Centre and delivered in June by Mediterm training was well attended & evaluated well. Two of the attendees were inspired to consider working towards Amspar qualifications following the course which included a range of participative activities and practical application of the subject matter.

A further WYHEC Medical Terminology course is scheduled for 15th November in Brighthouse. Go to the Skills platform for more details and to book a place: <https://www.skillsplatform.org/courses/4505-medical-terminology-training>

As well as attending a course there are a number of free online resources that can be accessed to refresh or increase understanding and knowledge of medical terminology and to help if you are studying medical terminology or health related courses.

Links to some examples are below:

Medical Terminology for Dummies resource:

<http://www.dummies.com/careers/medical-careers/medical-terminology/medical-terminology-for-dummies-cheat-sheet/>

A test yourself quiz using flashcards- <https://quizlet.com/759301/medical-terminology-350-flash-cards/>

Medical Terms Explained - A list that was compiled for the public : <https://www.rcog.org.uk/en/patients/medical-terms/>

Medical Terminology quiz: <http://quizly.co/can-you-pass-a-basic-medical-terminology-course/>

Next 1 day course running through WYHEC is 15th November 2018 in Brighthouse. To book your place please visit:

<https://www.skillsplatform.org/courses/4505-medical-terminology-training>

## New Courses Coming Soon

The WYHEC was recently successful in gaining additional funding from the Local Workforce Action Board. This will mean that we are able to expand the number a range of funded courses offered through the Excellence Centre- some that have already been offered and new. The intention is to ensure that course are offered in alternative locations from previously so as to promote wider accessibility and where possible reduce the cost of the training through the use of funding “in-kind” such as free venues/math funding.

Below is a list of subjects that employer members have requested. and we are in the process of exploring. Most are targeted at the health and care support staff workforce but could be accessed by staff in provider member organisations:

### Courses previously offered & in high demand

- Care Certificate Assessor courses
- Quality Customer service skills
- Ear care and irrigation
- Project Management
- Minute Taking/ how to run effective meetings

### New courses

- Motivational Interviewing
- Making Every contact count
- Team Resilience -a one day course that includes an opportunity to try out the team exercises
- Customer Service focussed telephone skills
- Mental Health First Aid
- Learning Disabilities Awareness
- Effective supervision
- Promoting activity and well-being for adults
- Finance for non- finance managers

We are also looking at technology enabled solutions to support learning such as webinars and training videos. Initial subjects that have been suggested include “Understanding the dietary needs of people who have dementia” & “Choosing the best informal development for me”

Additional provision will be advertised on the Skills Platform from mid -September.

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

Alison Ackew [Alison.ackew@nhs.net](mailto:Alison.ackew@nhs.net), Matthew Darlow [matthew.darlow@nhs.net](mailto:matthew.darlow@nhs.net) or

Helen Gibson [Helen.Gibson11@nhs.net](mailto:Helen.Gibson11@nhs.net)



## Dates for the Diary



Additional information on each of the events below will be sent directly to WYHEC members /networks via email. All events are open to members of the WYHEC & free to attend.

Date	Event	Venue	Booking link
<input type="checkbox"/> 20th September 2018	<b>Healthcare Support Staff education and training Leads network</b> This whole day event provides an opportunity for those interested or involved in the healthcare support staff education and training agenda to come together to share, network and update. The meeting will include discussions around apprenticeships, the Care Certificate, T levels & Funding for training.	Principle Met Hotel Leeds	<a href="https://www.skillsplatform.org/courses/5777-support-staff-learning-and-development-network">https://www.skillsplatform.org/courses/5777-support-staff-learning-and-development-network</a>
18th October 2018 <input type="checkbox"/>	<b>Support Staff Conference</b> A one day conference aimed at health and care support staff across West Yorkshire and Harrogate. WYHEC training and development opportunities will be promoted and attendees will attend interactive workshops to support their personal development.	Victoria Hall Saltaire Bradford	<a href="https://www.skillsplatform.org/courses/5341-west-yorkshire-and-harrogate-support-staff-conference">https://www.skillsplatform.org/courses/5341-west-yorkshire-and-harrogate-support-staff-conference</a>
30th November 1-5pm	<b>Support Staff Awards Celebration event</b>	Principle Met Hotel Leeds	please save the date in your diary more information to come