

# West Yorkshire Excellence Centre Newsletter Summer 2017

## What do we mean by the Excellence Centre?

With an overarching vision to: *"Transform the support staff workforce to achieve excellence in the patient and service user experience through high quality learning, education, training and development"*, the West Yorkshire Excellence Centre (WYEC) exists primarily to support cross-sector health and care workforce development requirements (acute, community, mental health, primary and social care as well as voluntary and third sector) within the West Yorkshire and Harrogate STP footprint.

Aims of the WYEC include:

- To provide easy access for workers in support roles (e.g. Health and Social Care Workers/unregistered roles) to quality assured training and development opportunities
- To ensure training provision provides value for money and is driven by the needs of health and social care providers whilst meeting competency and standards requirements
- To improve engagement with small to medium employers (SMEs) to ensure Health and Social Care Workers in these organisations gain access to, and benefit from, development opportunities
- To share good practice
- To encourage innovation, creativity and benefits realisation and seek to achieve on-going sustainability

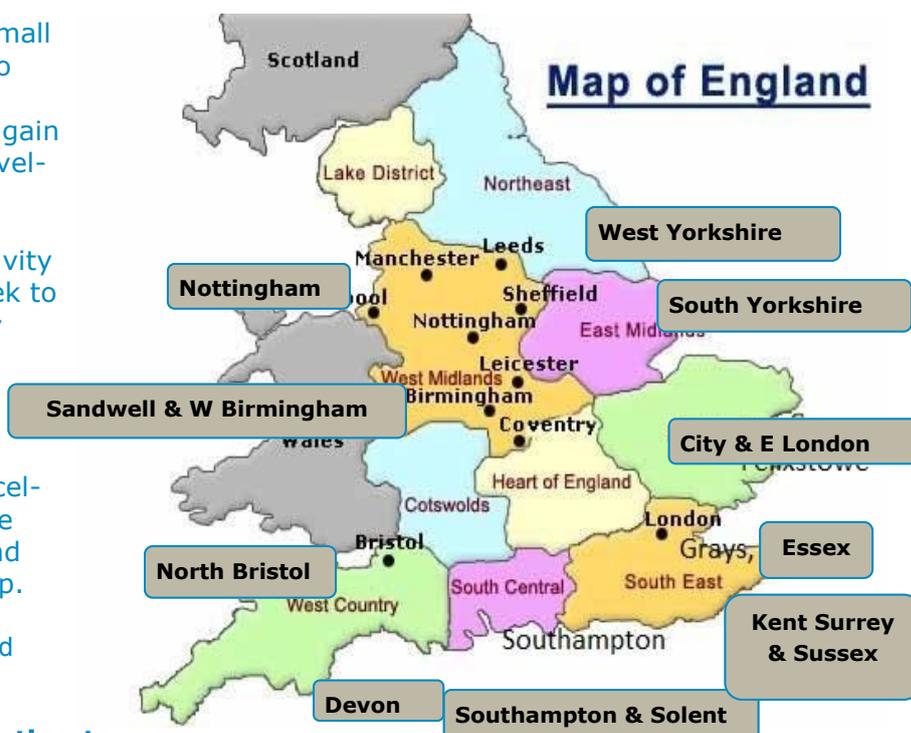
Supported by the National Skills Academy for Health (NSAH), the WYEC is one of eleven across England. The interest in establishing Excellence Centres is growing—EC's for the North West for the Humber Coast and Vale and South Teeside are setting up.

[Click here](#) for information on the NSAH and Excellence Centres.

### Special points of interest:

- > Key priorities for 2017/18
- > Happy Birthday to the WYEC
- > Getting involved
- > Highlighted Training programmes
- > Useful Resources

### Excellence Centres July 2017



**Map of England**

**If you are interested in contributing to**

**a specific work stream please contact:** Alison Ackew [Alison.ackew@nhs.net](mailto:Alison.ackew@nhs.net) or Joanne Somers [Joanne.somers@bdct.nhs.uk](mailto:Joanne.somers@bdct.nhs.uk)

## Happy 1st Birthday WYEC!

It's official the West Yorkshire Excellence Centre has been established for a whole year in which time there has been a range of stakeholder engagement activities. These have helped to clarify how the WYEC network can work collaboratively to support workforce re-design and add value to the fast-paced changing landscape in localities. Five priority areas aligned to the agreed Sustainability Transformation Programme (STP) for West Yorkshire [click here](#) and have been identified as key focus areas for the next 12 months. These are:



- Primary Care (supporting the primary care workforce STP plan)
- Apprenticeship Growth
- Employability Route ways /Talent Pipeline
- Shared Resources ( e.g. development of Care Certificate App , CPD for learning & development professionals)
- Integrated Workforce programme (system wide learning and development opportunities)

### Apprenticeships

\* **Level 2 and 3 Business Administration**

\* **Level 2 and 3 Clinical Healthcare Support**



If you have staff who would benefit from undertaking either of the above training routes for their development or are looking to use Apprenticeships as part of your Talent Pipeline strategy you may be interested in the high quality apprenticeship provision being offered through the West Yorkshire Excellence Centre in partnership with "LearnDirect Apprenticeships".

From this month three employers are taking advantage of this collaborative approach to accessing Apprenticeship provision. All apprentices will come together for apprenticeship induction classroom learning sessions at the start of the programmes and for monthly study days. Learners on the apprenticeship will be employed by each of the individual employers who will have an SLA with the training provider so that they can pay the training costs directly from their levy posts. Dedicated Learning mentors employed by the training provider will provide advice and pastoral support to the apprentices and their supervisors in each organization.

If you are interested in accessing this provision or want to find out more please contact Aislinn OHara [Aislinnohara@nhs.net](mailto:Aislinnohara@nhs.net)

## Endorsing High Quality Education and Training for the Health and Social Care workforce

One of the aspirations of Excellence centres is to ensure that Training and development options available for healthcare support staff (sometimes referred to as the unregistered workforce) are both high quality and contextualised to the workplace. This is important because positive learning experiences help staff to gain the skills and confidence they need to contribute to service provision and provide high quality care.

There are two key Quality endorsements that organisations who provide training for the health and social care workforce can gain. These are the Skills for Care Endorsement framework [click here](#) and Skills for Health Quality Mark [click here](#). One of the benefits of the WYEC network is that the way of working brings opportunities for employers to get value for money through collaborative commissioning from training partners. When seeking training provision WYEC employer partners will be looking for providers who can demonstrate quality indicators such as those above. Training provider partners are therefore encouraged to consider seeking appropriate accreditation.

## Quality Mark Achievement putting the “T” in Teaching hospital

It was announced this week that Leeds Teaching Hospitals NHS Trust has been successful in gaining accreditation for the high quality face to face education and training offered to it’s staff becoming the 3<sup>rd</sup> organisation in Yorkshire and Humber to gain this accreditation (after Hull CCG and Primary Care Training (known to some as “Crowtrees”) in Bradford. Those involved agreed that although plenty of support was received from the National Skills Academy for Health the assessment process was thorough and robust. The Trust has recognised some of the benefits of having achieved the health sector “gold standard” kite mark not least of which is the use of the logo to endorse their training provision. Working through the process has enabled benchmarking of processes across the organisation against quality parameters and has identified where there is potential for improvement.

Bradford District Care Trust have also just undergone the assessment process & are awaiting the outcome.



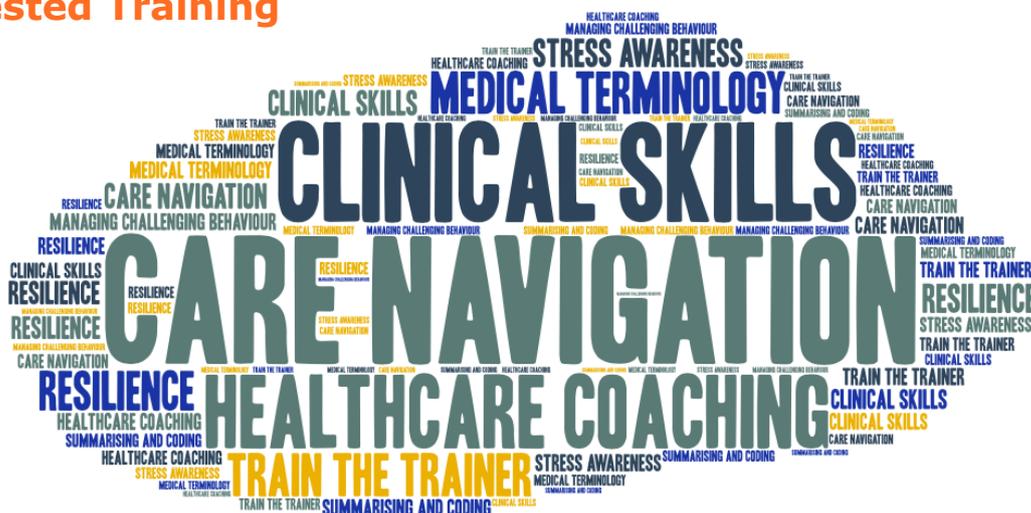
## Pump Priming Funding for WYEC for Infrastructure and Training

A funding proposal was recently submitted to the Local Workforce Action Board (LWAB) requesting pump priming money to fund dedicated posts for the Excellence Centre and to support training and development options. We are pleased to report that although we were not successful in gaining the full amount requested £180,000 has been agreed.

Recruitment to two fixed term posts (Project Manager and Administrative post) has been instigated. The posts will provide dedicated personnel for a 12 month period to progress the WYEC work-streams.

In response to identification by employers of a number of specific training gaps the money from the LWAB will enable funded training to be available where there is currently none. As the amount of funding is limited there will be a need to prioritise and agree provision to be available in each of the WYEC localities. We will be working with employers to agree appropriate training interventions and seeking training providers to work with us to develop and deliver appropriate training solutions.

## Suggested Training



## Care Certificate "App"



The proposed care certificate app is ready for piloting and will be trialled by a number of employers from end September. If this alternative mode of delivering the care certificate knowledge evaluates positively there will an opportunity for employers to use from Spring 2018.



The potential to licence the app so as to provide an income stream to support WYEC activities will be explored.

## The Skills Platform - a one stop shop for advertising your Training provision What's stopping you?

An aspiration of the WYEC is to use the online Skills platform portal as a one stop shop to advertise local development option for staff. This is an opportunity for providers to advertise free initially. Employers can provide trip advisor like endorsements to vouch for provision that they are happy with and meets their needs. Dave Evans , the person who manages this site has offered to give one to one support for organisations to enable them to get their training offer onto the site. Training providers are encouraged to contact him directly for a demo of the site or to discuss.

[David.Evans@skillsforhealth.org.uk](mailto:David.Evans@skillsforhealth.org.uk)

Mobile: 07917 211027.

To access the Skills platform [click here](#)

## Useful Resources

### Values for Healthcare Recruitment e-tool

Have you seen the new free on-line values based recruitment tool which has been designed to help people find out whether they are suited to work in the NHS as a member of the support staff workforce. The toll could be useful for career -related activities [click here](#) to try the tool yourself.

### Promotion of Apprenticeships— Free Promotional Material

Free Apprenticeship promotional material that can be made bespoke to your organisation is available and can be downloaded from the HEE artwork generator website. [Click here](#)