

# Evaluation Report

## Apr 2023 - Mar 2024



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Social Care Training Hub

August 2024



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# EXECUTIVE SUMMARY

**The Social Care Training Hub: A comprehensive offer of support to adult social care staff in Lancashire and South Cumbria**

**[Social Care Training Hub - Lancashire and South Cumbria Training Hub \(lscthub.co.uk\)](https://lscthub.co.uk)**

The Social Care Training Hub (SCTH) is a Lancashire and South Cumbria ICB (LSC ICB) initiative which supports adult social care organisations with staff training and workforce development. The SCTH brings together education and training resources as a central focus delivering a well-trained and supported workforce which is key to the sectors' ability to respond to the changing needs of the population and changing models of care.

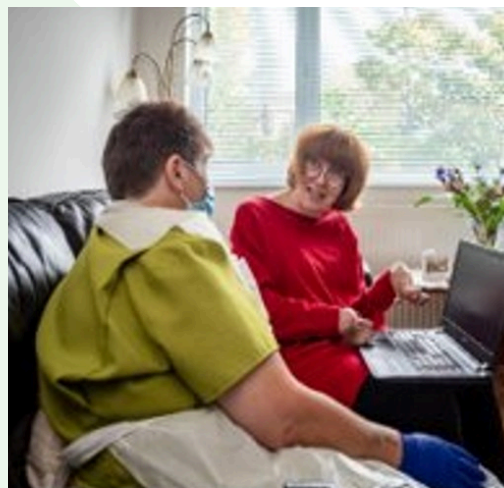
Skills for Care data demonstrates that the main activity contributing to workforce retention was investing in learning and development of the workforce which also leads to better outcomes for services reported via CQC.

This report provides an overview of the LSC ICB Social Care Training Hub delivery from April 2023 to March 2024. The hub was launched in January 2023 and provides a single point for social care staff employed in LSC to access training and career development, plus support for social care to provide high quality learning environments for student nurses.

## **Nursing Placements**

SCTH works to encourage nursing students to recognise the great benefits of undertaking a social care nursing placement and we work with universities, nursing homes and students to seek placements in the care sector. Offering student nurse placements is beneficial for nursing homes in many ways, and we hope that by working together we will encourage more newly qualified nurses to seek permanent roles within this sector.

- Supported Social Care providers to offer high quality learning environments to student nurses and Allied Health Professionals (AHPs).
- Opened nursing and AHP placement areas, including
- undertaking audits and training 182 supervisors/assessors.
- Supported 185 nursing and AHP placements across 57 providers, with 91 placements being available to Universities at any one time.

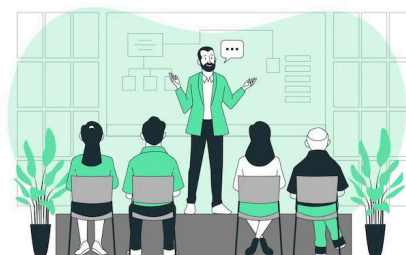




## Professional Development

The SCTH was created in response to the ICB social care workforce programme and recognises the need for collaborative and responsive training and education of the social care workforce. Funded through the (former) Health Education England (HEE) it supports a fully funded programme of training available to care staff who are looking after residents of Lancashire and South Cumbria. During 2023-2024 the SCTH has been responsive to the needs of the health and social care system:

- Developed a comprehensive training programme for Social Care staff with a focus on reducing hospital admissions and delayed discharges, alongside CPD for social care nurses, and in response to ICB system's identified care training needs.
- Continuing development of further training for providers as requested from system colleagues including Local Authorities, primary care, community, health and care providers
- Focus on developmental skills (not mandatory care sector training)
- Developed comprehensive communication with social care providers and key stakeholders via website and newsletter, forums and delivery groups
- Delivered training via 180 courses to 261 Social Care Providers in 2023-24, reaching 2,347 care staff.



Developed resources, tools, e-learning, career guides and bitesize webinars, to support Social Care providers via the SCTH website their staff, via succession planning, 'grow your own' pathways, T- Levels, and work experience placements. It has also developed a tool for monitoring uptake of apprenticeships and evaluation, along with the following;

- Had over 25,000 hits on the website with 6,750 returning users

## Career development support



SCTH is able to work in partnership with key education stakeholders to develop and promote career pathways for social care staff through apprenticeship opportunities and offers guidance and support to all social care providers in relation to developing and retaining their staff, via succession planning, 'grow your own' pathways, T Levels, and work experience placements. It has also developed a tool for monitoring uptake of apprenticeships and evaluation, along with the following;

- Supported career development and workforce planning for Social Care providers to enable recruitment and retention of staff through apprenticeships and accessing levy transfer.
- Developed processes and comparison tools to support Social Care providers to host apprenticeships, and T Level work experience
- Supported 89 active apprenticeships and 54 completed apprenticeships



- Developed Careers in a box and T Level placements to support younger people to consider Social Care as a career.
- The achievement of over £250,000 in levy transfer to support the development of the care workforce and supporting career pathway development through apprenticeships.

### Success of the SCTH:

The SCTH is responsive to the needs of the system in response to delayed hospital discharge and inappropriate admissions.

#### Outcomes/Impact

The SCTH is a key component of the programme of the Care Sector Programme Board resulting in the improvement of quality in social care in LSC, evidenced through reducing suspended homes and increasing CQC ratings.

- Upskilling of the care workforce to enable them to support people with more complex care needs.
- Increased number of nursing and AHP placements available supporting the future workforce to consider social care a viable career.
- Retained the workforce in social care through career development pathways
- Delivery of ICS system approach to identify care training needs following serious incidents and response to NHS community teams, primary care, Local Authorities and social care providers.

The SCTH is supported by the Lancashire and South Cumbria Primary Care Training Hub and was developed in partnership with the Local Authorities, NHS and social care providers

### 2024-2025 SCTH Delivery



- **Learners told us they couldn't believe "This is for us!" It brought joy back to their work.** They felt invested in. We want to develop more train-the-trainer programmes and promote the career pathway as broadly as possible so more people can benefit
- **Social Care Workforce Forum:** our annual event brings together colleagues from all areas of adult social care, along with health, education, business and local partners to grow networks and to share best practice regarding initiatives which have helped care organisations recruit and keep their staff.
- **Bitesize training webinars hosted on our You Tube channel** - for Long term conditions affecting residents/clients
- **Social Care Workforce Future Focus Group** – collaborative group with care providers to shape the SCTH delivery, meeting every 2 months
- **Nurse Apprenticeship networks** – support to social care providers to find external placements to achieve proficiencies in Trusts and primary care



- **Social Care Careers In a Box** - an engaging box of information and activities to help school and college students learn about social care skills and employment.
- **Social Care locality training network** - Train the Trainer model in development at Place, to deliver skills to empower care professionals with the skills needed to upskill the workforce

We have proven that our Social Care Training Hub is an effective vehicle for staff training and developing our social care career pathways

**The SCTH is funded to deliver the programme of work until end of March 2025.**

**Notification of whether the SCTH will secure funding needs to be in place by October 2024, when the closure procedure will be started.**

Therefore, as this is a critical turning point in delivery, we are developing an approach for the SCTH on a sustainable footing and working with ICB Care Sector Programme Board, ICB People Directorate and NHSE regional partners on a means to onward planning.





# INTRODUCTION



In Lancashire and South Cumbria the care sector supports people in residential and nursing care homes, homecare and supported living consisting of 950+ care providers and 48,000 staff. The majority, 85% of providers, are independent while the rest are a mix of Local Authority and personal assistants. Although the vacancy rate has decreased from its peak during the pandemic to 7.4%, it remains higher than pre-pandemic levels. Conversely, staff turnover has risen to 27.2%, aligning with pre-pandemic figures. The care workforce is the largest in the health and care system, 27% of the workforce is aged 55, indicating that nearly 13,000 individuals may retire within the

next 10-12 years, and it is estimated that an additional 11,500 staff will be required to support our ageing population by 2035.

There is recognition through the ICB 5 year Workforce Strategy that Social Care is an integral part of the system, and that a well-trained and supported workforce is key to the sectors' ability to respond to the changing needs of the population and changing models of care. Alongside this, acknowledged issues around quality of some support, workforce demographics and the disparate nature of social care provision required a coordinated and proactive approach, in line with the recommended 'One Workforce' vision.

The SCTH was conceptualised through conversations with key leaders within the health and social care sector, funding was initially sourced through Health Education England (HEE) which is now incorporated into NHS England for a variety of projects supporting the social care sector. Following a training needs analysis for social care staff post Covid, and learning from previous professional development monies from HEE to support the Social Care sector and the Primary Care Training Hub model of delivery, the SCTH was amalgamated as a central dedicated resource for adult social care providers. Projects to support the need for additional student nurse placements in social care, and projects to develop careers pathways in social care through 'growing your own' staffing models were amalgamated into the one SCTH central team.

HEE recognised that through keeping people in their own homes and in care homes there would be a reduction in demand on NHS organisations and recognised the need to support the social care sector in LSC. This was supported through mandates from

**NHS Enhanced Health in Care Homes Framework** to deliver training and development for social care provider staff, **the Adult Social Care White Paper** which encourages the right training for the workforce, and for them to feel recognised and valued for their skills and commitment and increase the support offer to improve the delivery of care and support services and **Integration White Paper** which increases the number of learning experiences in social care and opportunities for cross-sector training and learning and joint roles for care and health staff in regulated and unregulated roles



The July 2024 Workforce Strategy for Adult Social Care recommends the need to support ICS workforce planning via promoting a 'one workforce' approach with equal partnership and investment in health and social care and establishing a social care academy (in LSC we have named it our Training Hub).



LANCASHIRE & SOUTH CUMBRIA  
**Social Care  
Training Hub**

**The SCTH has achieved the following objectives during 2023-24**

- Developed a comprehensive training programme for Social Care staff with a focus on reducing hospital admissions and delayed discharges, alongside CPD for social care nurses, and in response to ICB system's identified care training needs.
- Supported Social Care providers to offer high quality placements to student nurses and AHPs.
- Supported career development and workforce planning for Social Care providers to enable recruitment and retention of staff through apprenticeships, T Level placements and accessing levy transfer.
- Developed comprehensive communication with social care providers and key stakeholders via website and newsletter, forums and delivery groups

The SCTH is proving to have a positive impact on:

**Retention:** Because care staff told us they feel more valued and can see there is a career pathway for them

**Reducing admissions:** Because people are better able to cope at home, with a fully developed programme of training offer for the people who are caring for them

**Faster discharges:** Because we are improving relationships with our community and discharge team and intermediate care teams.







# TRAINING

**The Workforce Strategy for Adult Social Care recommended actions are to ensure high quality training and maintain training funding.**

**LSC One Workforce:** The SCTH is established across Lancashire and South Cumbria Integrated Care System as a model to level up the offer to social care via delivery of a comprehensive training programme for social care staff with a focus on reducing hospital admissions and delayed discharges.

Through the SCTH the ICB system is able to identify and deliver care training needs in response to NHS community teams, primary care, Local Authorities and social care providers and learning from serious incidents. Learning supports the delivery of high quality care in LSC, evidenced through reducing suspended homes and increasing CQC ratings, it provides ICB engagement with the care sector through newsletter, information sessions, SCTH website, events and forums and is able to respond to demand in localities and provider requests for training services

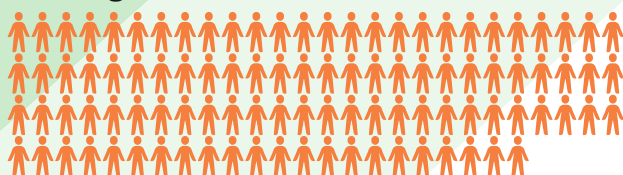
It provides leadership development in partnership with Skills for Care and Institute for Health and Social Care Management to enable managers to assess their workforce needs and offers clinical skills training across all sectors in partnership with NHS Trusts, leading to mutual professional respect. The training offer was developed following a comprehensive Training Needs Analysis with the Care sector and is improving retention of care staff through offering opportunities to upskill in their roles; reimagining a positive image of the care sector via investment in care staff. The offer from SCTH delivers on Skills for Care evidence which demonstrates that the main activity contributing to workforce retention was investing in learning and development of the workforce which also leads to better outcomes for services reported via CQC.

Figures Delivered training via 180 courses to 261 Social Care Providers in 2023-24, reaching 2,347 care staff.

Training Delivery 2023-2024		
Avoiding inappropriate hospital admissions:	Enabling faster hospital discharge	General Skills
RESTORE 2, Nutrition/hydration, Falls, End of life care, Diabetes management, Oral health care, Medications management, Leg ulcer management, swallowing/dysphagia training	Clinical CPD available to nurses - catheterisation, venepuncture/cannulation, tracheostomy, tissue viability, syringe driver, clinical skills evaluation. CPD for care staff - catheter care, stoma care, Enteral feeding, venepuncture, oxygen	Dementia, international recruitment, leadership training, activities training, fire risk evaluation, behaviours of concern, recording and reporting, modern slavery



## Training



2347 Individuals attended training between April 2023 and March 2024

241

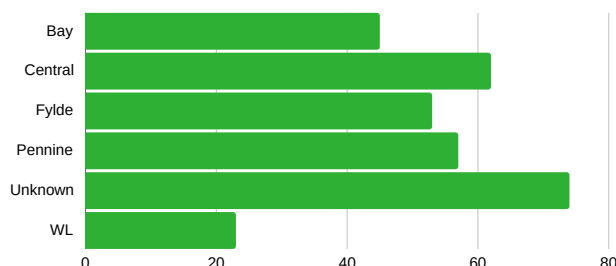
Providers using the service

Courses delivered

180

Subjects Available for Training

33



Location of providers using the service

One person we support had a catheter fitted last year and the Training Hub provision of the Catheter Care has been a fantastic resource for our team. This has provided a great overview of the care & safety considerations around this. In February this year, a member of the team have challenged the safe method of the extraction of a urine sample with a nurse from the local surgery who attempted to take the sample from the catheter bag. Support staff knew this was an incorrect method from attending the training session and raised it with the nurse. They appreciated the information and guidance that the team had received in training and actually left the sample taking until they had done their own research. They came back a couple of days later and took the sample from the portal in the drainage pipe, as per advice from the session. All samples have been taken this way since then and this is through direct learning from the Catheter Care training session.

**Provider**

Gave me a lot more insight and expanded my knowledge to better care for residents going through different stages of dementia

**User**

Please arrange more training

**User**

This training has been so much of an eye opener for me. I will be able to plan, implement and evaluate on each individual wound care and assess the impact the wound is having on the individual, and re-plan care.

**User**

I would recommend that every care home sends staff members to training like this.

**Ashbourne Lodge**

It will improve the quality of care I deliver in tracheostomy residents

**User**

As a company get so much from the hub training presentations you share with us, we have attended and completed several up to date and will continue to do so, they are so beneficial, and presented in a way we don't have to disrupt our duty visits. So everyone is a winner.

**Your Autumn Years Ltd**

In terms of value of the training, the positive impact for our residents, staff and the wider NHS, has been immeasurable. Our residents receive treatment in a far shorter time than would be possible if clinicians from the surgery had to make the visit to examine, and given the current pressures on the NHS this also reduces the workload for the practices.

**Provider**

Through accessing the training offered by the Social Care Training Hub, our team have increased their knowledge and skills in a number of healthcare related tasks. The Oral Health Training has developed a deeper understanding of the impact of good oral health and members of the team have requested a number of different oral care products to support people's needs and preferences. This session has been highlighted as one which staff have found interesting and felt they have learnt much from through their appraisal feedback.

**Provider**

Further feedback comments available in appendix 2



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## Delivery 2024-25 - Training

Social Care Local Training Networks are being developed for a Train the trainer model in each locality consisting of SC trainers collaboratives

- Development of an offer with Hospices to promote a comprehensive end of life training offer for care sector
- Promote a positive image of the care sector through continuing to build relationships, develop understanding and respect for all professions across health and social care
- Engage with Place based partnerships as they continue to become formally established to promote the equitable offer of training through the SCTH
- Provide social care staff with online resources for 'bitesize' training delivery programme
- Enhance the SCTH website into promotion of locality offers, working in partnership with Trusts and Local Authorities





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# PLACEMENTS

The Workforce Strategy for Adult Social Care recommended action is to attract more registered nurses and nursing associates working in social care and offer them attractive career pathways to retain them:

- All ICSs should have the responsibility for creating the pipeline for registered nurses and nursing associates, including placements (working with their local universities and care associations).

In LSC the SCTH hosts a team of Social Care Practice Education Facilitators (SC PEFs) already dedicated to delivering the recommendation:

The SCTH has engaged nursing homes in the provision of high quality learning environments for student nurses and increased numbers of nurse practice assessors and supervisors in social care. Through the development of trusted relationships with providers, assessors, supervisors, and students it has provided career pathways guidance for social care nursing roles and delivered collaborated nursing placements model across social/child/primary care placement with key partners across the ICS plus a Long arm supervision model.

Links have been established with local Universities and processes have been developed with placement coordinators to support and develop access to placements in social care. Support and guidance is provided for managers, students, assessors and supervisors during placement allocation in social care, including resolution of concerns/issues and calls arranged at placement mid-point for continued support for both students and Nursing Home staff.

Face to face Induction sessions have been delivered for cohorts of students prior to placements in social care and an evaluation session provided for students at the end of the placement to gather feedback, helping to dispel myths around social care experiences and highlighting positive image of nursing in social care via student feedback

The SCTH provides oversight of social care placements and data reporting including a capacity management system

## Delivery 2024-25 - Placements

- Onboarding and support continues for care providers onto the placement circuit, assessors/supervisors training/updates, Universities collaboration and support to nursing students.
- Further re-education of the value of social care placements is being undertaken with students in Universities to ensure social care placement capacity is fully utilised
- Improve and expand resources available for students and all health care professionals around various subjects within Social Care including videos and webinars
- Develop rotational placements involving Social Care/Trusts and other community services for Trainee Nurse Associates and Registered Nurse Degree Apprentices
- Support/planning and development of AHP spoke placements within Social Care



## Placements



- 146 Student Nurses on placement in social care

39 AHPs on placement in social care

The learning pack which we received before placement was very helpful and meeting with the PEF Elizabeth before placement was very helpful also. I felt more prepared for this placement and felt less worried as I knew who to contact should I need help

**Student**

28%

of placements being used

I have been extremely grateful for all the support you have shown us at the Sands. It has been a difficult year so far and when I have contacted you it was a sound way forward. We value the students and are keen to keep having them. Hopefully with other staff getting trained it will be even more useful.

**Provider, Julie Hagger, The Sands**

15

Audits undertaken to onboard providers

We, at Heron Hill Care Home, have had the privilege of hosting a student adult nurse for her first placement. This has been our first experience at mentoring a nursing student and we have really found it to be a fantastic experience.

**Heron Hill Care Home**

We love having students within our homes, all of our staff are willing to teach and share their skills and knowledge.

**Risedale - Abbey Meadow**

I would like to express my thanks for the excellent support that I have received from Ann in our journey with our first RND student. We would not have been able to navigate through the pathway with the university and the NMC placement requirements without the expert advice and support that we have been given.

**Provider, Gillian Reynolds, Hillcroft Nursing Home**



57 Nursing homes on board

44 Nursing homes used

Placement was better than I expected. I received a lot of support from the nurses and the carers. I learned a lot of new skills and information.

**Student**

91

Number of placements available in social care / voluntary sector at any one time

I gained a lot of knowledge during my time at Oaklands. The placement opportunity gave me the chance to take the lead as a nurse and work more independently. I feel more confident when I graduate and work on my own.

**Student**

182

Practice Assessor updates delivered

Further feedback comments available in appendix 2



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# APPRENTICESHIPS

**The Workforce Strategy for Adult Social Care recommended action is to make apprenticeships work for the adult care sector**

The SCTH assists in expanding apprenticeships in the care sector across Lancashire and South Cumbria, enhancing capacity and skills throughout the care sector. Collaboration with education partners is crucial for creating career paths, advocating for opportunities, providing information, advice, guidance, and comprehensive support to Adult Social Care providers. The SCTH has developed and launched guidance documents, Apprenticeship website and an Apprenticeship Comparison Tool (ACT) to assist in comparing various apprenticeship programmes and training providers, plus an Apprenticeship Career Development Pathway tool to guide and support adult social care providers in choosing the right apprenticeship programmes.

It engages with adult social care providers to provide information advise and guidance for new career pathways initiatives into adult social care apprenticeships e.g pre-apprenticeship to include Higher Development Award, Care Leavers Covenant, T Levels, Work Experience, Social Care Employability programme, in addition to supporting providers to access levy transfer and offering collaborative apprenticeship information sessions developed with training providers. Trusted partnership working has been established with Primary Care, Colleges, Higher Education institutions and NHS Trusts for the development of the onboarding process for adult social care providers. There is also a Managers Apprenticeship and T level Guidance document and a T Level website to support care providers to host work experience placements.

SCTH provides monitoring of apprenticeships data which is checked during apprenticeships to provide continued support for both learners and adult social care providers and to learners on completion of apprenticeship programmes, leading to enhanced oversight of social care apprentices across LSC.

## **Delivery 2024-25 – Career Development**

- Continue onboarding and supporting adult care providers with succession planning and levy transfers
- Engage with adult social care providers to provide information advice and guidance for new career pathway initiatives into adult social care apprenticeships e.g. Higher Development Awards, Care Leavers Covenant and T-Levels
- Collaboration with care providers to create an online tool for students aged 14+ to provide information on roles and career pathways in social care for the Aspire e-learning page with NHS NW Careers team.
- Promote T level pathway placements for September 2024 and beyond
- Engage with adult social care providers to increase the numbers of “New Apprentices” into adult social care



- Engage with adult social care providers to provide information advice and guidance for new career pathway initiatives into adult social care apprenticeships e.g. Higher Development Awards, Care Leavers Covenant and T-Levels
- Create a bespoke pre-apprenticeship area on the social care training hub website

The training hub's seamless coordination and resource availability allowed H to focus on his learning and professional development without any distractions. H's apprenticeship journey and his award nomination are a testament to his hard work, determination, and the robust support system provided by the training hub. H has proven himself to be a remarkable individual with a bright future ahead, and the training hub has played a pivotal role in setting him up for this remarkable opportunity

### Provider Apprenticeship Feedback

Nine social care providers were requested to share their thoughts on the advantages of apprenticeships for their organisations and their interactions with the SCTH. Here are some excerpts from their feedback.

**Please list the main benefits the apprenticeship has brought to your organisation so far (such as benefits to specific business needs/processes, how it has helped learner confidence/development):**

Building her confidence in job role.	Good to see A getting support from the coaching.	Enables us to meet requirements from our governing bodies	Increased Knowledge and confidence	Ability to develop future nurses
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Through the apprenticeship program, Jo was able to continue her professional development towards a qualified nurse. If it wasn't for the program, she would not have been able to do so.

The apprenticeship has allowed us to widen our workforce planning strategy and offer career progression to staff who otherwise would be unable to complete such a course and develop their own careers. It will improve the key skills within the team, thus impacting on quality and safety of service provision. Apprentice's are growing in confidence and we have noted a distinct impact on communication and leadership.

### Would you recommend the Social Care Training Hub?



Everyone responded with a positive answer.

### Describe Apprenticeships and the LSCSCTH support in one word

- |               |               |
|---------------|---------------|
| ● Support     | ● Application |
| ● Future      | ● Workforce   |
| ● Needed      | ● Appreciated |
| ● Development | ● Friendly    |
| ● Levy        | ● Helpful     |



## Apprenticeships



Active apprenticeships - 89

Levy transfers gifted



£250,500



In process apprenticeships

Dawn, and the service she provides, has been invaluable to us. She has supported us to become approved for the TNA course - something we had been trying to do alone for almost 12 months with little progress.

Dawn has also supported us in finding suitable apprenticeship courses for our staff including the Assistant Practitioners course. She has helped us with making links with providers, setting up meetings, checking qualifications meet course criteria, levy transfers and completing the necessary paperwork.

Without Dawn and this service, we would not have been able to offer our employees with these fantastic training and development opportunities.

**Provider**

### When asked Would you recommend the SCTH Apprenticeships Team to other Social Care organisations and why, responses included;



Yes, the team is very supportive.



Yes, supports employers/employees who struggle with finding good, reliable training providers and help resolve issues employers/employees face.

The apprenticeship support via the SCTH has allowed us to widen our workforce planning strategy and offer career progression to staff who otherwise would be unable to complete such a course and develop their own careers. It will improve the key skills within the team thus impacting on quality and safety of service provision. Apprentice's are growing in confidence and we have noted a distinct impact on communication and leadership.

**Provider**



Completed - 14 - Higher apprenticeships



Completed - 38 - Employment

Further feedback comments available in appendix 2

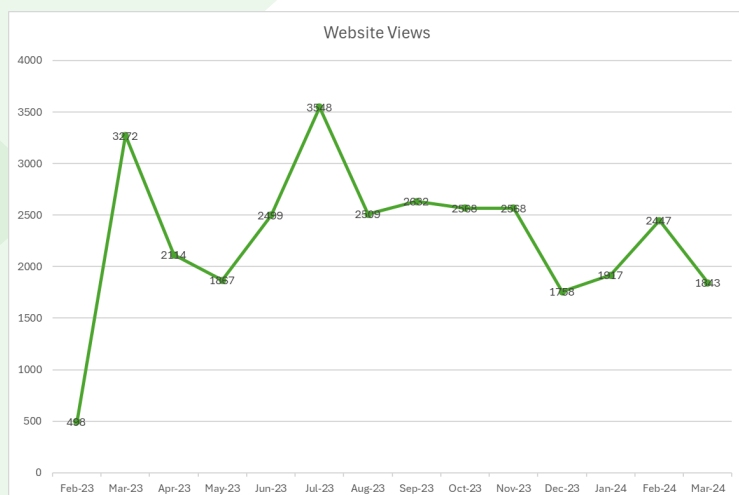




# COMMUNICATIONS

Website - [www.lscthub.co.uk/socialcare](http://www.lscthub.co.uk/socialcare)

The website, hosted by colleagues from the Lancashire & South Cumbria Primary Care Training Hub ([www.lscthub.co.uk](http://www.lscthub.co.uk)), was launched in March 2023. A SCTH project support team member is responsible for the maintenance and updates of the SCTH website. They have received training to manage minor adjustments, aiding in cost-saving efforts.

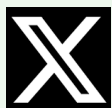


The pages on the website include;

- Social Care - Training
- Social Care - Placements
- Social Care - Resources
- Social Care - Leadership
- Social Care - Apprenticeships & T-Levels
- Social Care - Careers
- Social Care - Nurse & Nurse Associate

Total number of views 01/1/2023 - 31/03/2024 39,927

## Social Media & LSCSCTH



The LSCSCTH maintains an X page with over 200 followers, accessible at @hlsc\_socialcare

A new YouTube channel has been introduced, featuring the monthly training sessions and other valuable resources. [youtube.com/@LSCSCTH](https://youtube.com/@LSCSCTH)



Furthermore, there are plans to unveil Facebook and Instagram pages in August 2024. These platforms will connect with providers and Social Care Professionals, promote the LSCSCTH, share news and available training, and provide an alternate method for session bookings.

## LSCSCTH Newsletter

SCTH has developed a newsletter sent to over 1,300 individual email addresses. Starting with around 100 readers, the newsletter has gained popularity over time. Its purpose is to inform readers about training information, social care sector news, positive stories, and more.



All the social media pages are maintained by team members at SCTH and not a marketing department. The newsletter is also created by a team member.



# COLLABORATIONS

## Marketing and outreach

The SCTH solely relies on team members for marketing and outreach work, this is done through collaborations, events and partnerships .

## Future U & Careers in a Box

Future U and Social Care Training Hub collaborated on the creation of Social Care Careers In a Box, offering an interactive package of information and activities. This resource aims to equip learners with valuable skills for career advancement and employment opportunities.



Blackpool and The Fylde College, along with Future U, introduced the social care career in a box to T level students in spring 2024. The SCTH now has access to two of these boxes to collaborate with the NHS NW Careers team in delivering sessions to students.



## LSC Careers & NHS Health and Care L&SC Apprenticeship Awards



In 2024, the NHS Health and Care L&SC Apprenticeship Awards saw a significant increase in social care nominations, setting a new record. The awards ceremony took place on Friday, June 28th, at The Winter Gardens Blackpool.



The social care sector was strongly represented with 32 finalists, resulting in three winners and three highly commended awards. The winning categories included Above & Beyond, Promotion, and Innovation, while the highly commended categories were Employer of The Year, Promotion, and Innovation. All nominees received support from the SCTH.





Additional collaborations involve partnering with the Care Sector Clinical Leads and establishing a Community of Practice for clinical colleagues in the care sector. The SCTH also collaborates with the Primary Care Training Hub, exchanging support, training, and resources, alongside colleagues from the ICB and Trusts. Furthermore, the SCTH participates in various events like End of Life conferences, Care Home forums, career days, and the annual Lancashire and South Cumbria Training Hub & University of Central Lancashire Annual Primary Care Nurses & Allied Health Professionals Conference.

### **UCLan on Collaboration**

Collaboration between UCLan and each of our practice partners is a central to the ongoing success of our pre-registration programmes. Not only does it enable our learners to have the practice learning opportunities that allow them to develop and meet the Future Nurse Standards but ensures a supportive network that enhances the learner experience and maximises their success. Additionally, when developing new curricula, it is important to collaborate with practice partners to ensure planned developments are reflective of contemporary practice and meet local need. Importantly collaboration allows us to seek evaluation of the curricula so that we can continually improve. Finally, positive partnerships increase employment opportunities for our learners, which in turn enhances graduate outcomes and subsequently, maintains the localities future workforce.

*Tara Brookes MEd. BSc. RN (Adult). RHV. RT*

*Deputy Associate Dean*

*School of Nursing and Midwifery, UCLan*

### **GM Social Care Academy on Collaboration**

The training hub have been extremely helpful whilst we have been developing the GM Social Care Academy, we have met regularly to work collaboratively and share ideas and resources. This has meant that there were areas where we didn't have to start from scratch saving us precious time and resource.

*Kay Peat*

*Education Lead - Greater Manchester Social Care Academy*

### **Lancashire Adult Learning on Relationships**

Strong relationships have developed between the Social Care training Hub and Lancashire Adult Learning which supports the opportunity to reach Health and Social Care providers across Lancashire and South Cumbria with the opportunities to develop and train staff in a range of roles.

Collaboration in the programme model design and the links to partners of the NHS Lancashire and South Cumbria Integrated Care Board has allowed the both the Training Hub and Colleges across the Lancashire and South Cumbria footprint to work together to provide funded training solutions which would not be possible without the support and partnership work with the Social Care Training Hub and its lead.

As a result of this collaboration, we have managed to interact with a wider range of service providers to offer training packages and solutions that can be co-designed to suit individual need.

*Raymond Felters I Head of Curriculum – Health & Social Care*

*Lancashire Adult Learning*



## Life Journey Pathway (CPEP project)

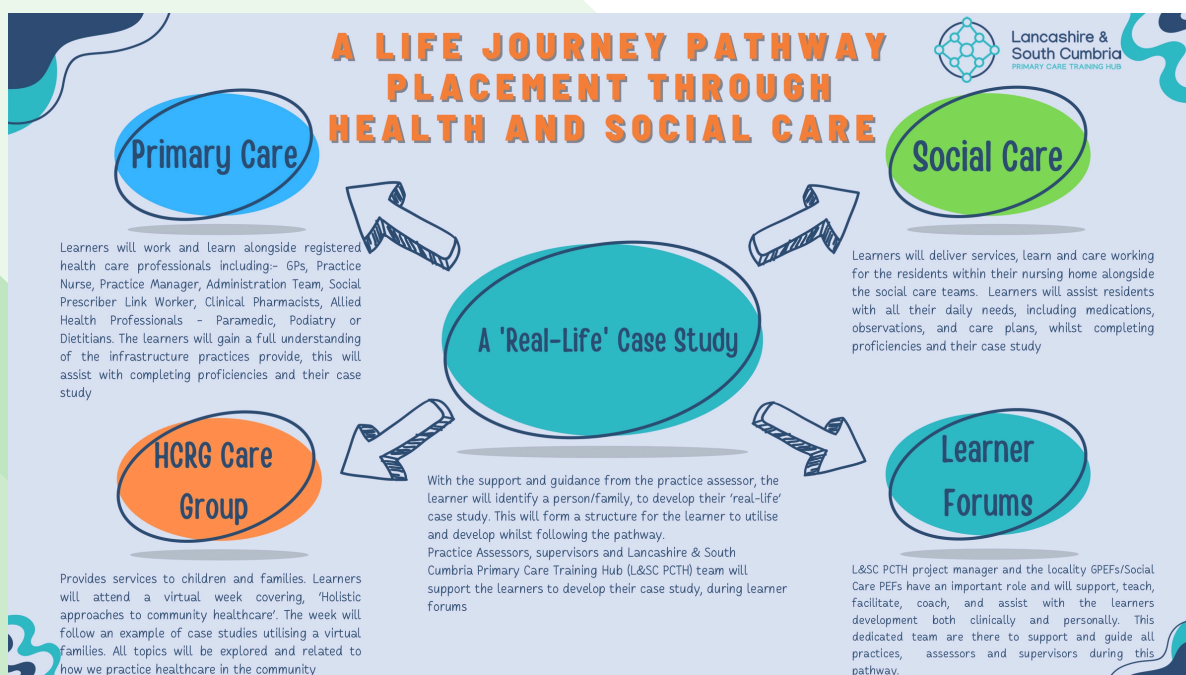
The SCTH were proud to be part of the Life Journey Pathway project, which has been shortlisted for two awards in the Nursing Times Awards 2024, the winners for these awards will be announced in October 2024.

This pathway is a unique and innovative placement encompassing a 'Person's Life Journey through Health and Social Care', underpinning the journey from birth to death.

The Life Journey Pathway project emerged to help resolve the following within Primary Care:

- Re-establish placement capacity in primary care placements
- Create additional placement capacity in primary care settings across Lancashire and South Cumbria Training Hub
- Improve communication and sharing of placement opportunities between primary care, trusts and wider community placement networks
- Support clinical educators maintaining existing placement capacity and developing new placement opportunities
- Learner's experience includes allocated time within all 3 sectors. Allowing learners to gain a holistic overview of the person, the care they receive, and the services they access across their life journey

The project was developed in partnership with Lancashire and South Cumbria Primary Care Training Hub (LSC PCTH), Social Care, HCRG Care Group, Learner Quality Ambassadors, Service User Representatives, Edge Hill University, University of Central Lancashire, University of Bolton, University of Cumbria and has been facilitated in various practices and Nursing Homes across Lancashire and South Cumbria.



[A 'Real-Life' Case Study Flyer v1 \(lscthub.co.uk\)](https://lscthub.co.uk)



# EVENTS

## The Social Care Workforce Forum



The Social Care Workforce Forum has taken place since 2019 and brings together social care providers to share best practice regarding initiatives which have helped their organisations recruit and keep their staff. Colleagues from all areas of adult social care, along with health, education, business and local partners to grow networks attend.

### A Training Day for Social Care Professionals

The SCTH organised a day of training for social care professionals at Grimsargh Village Hall. With more than 60 delegates, the event featured sessions from various professionals including the Institute for Health and Social Care Management, St. Mary's Hospice, and Skills for Care. Delegates provided positive feedback on the sessions offered.

Some of the feedback from the day about what delegates found most useful and how the training would help them in their role included;

- The up to date information, especially in the Advance Care planning session
- Being in the same space as likeminded people is fulfilling and very good for networking and gathering information and learning and getting tips that improves the work that we do.
- It was a great refresher and good to learn about resources available regarding the new framework. My colleague attended the financial well-being session too, all beneficial! It will definitely help me with my teams and how I manage them.
- Getting ready for CQC assessment and detailing care plans, also how to lead a positive team.





# MEET THE TEAM



**Liz Williams**

Systems Social Care Workforce, Training and Education Lead



**Dawn Werra**

Social Care Project Lead



**Karen McCormick**

PEF/Project Manager for Placement Development in Social Care



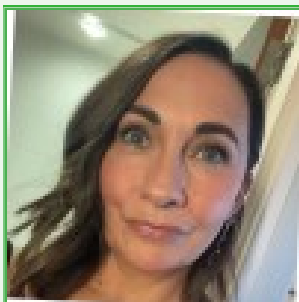
**Ann Brown**

PEF/Project Manager for Placement Development in Social Care



**Elizabeth Smith**

PEF/Project Manager for Placement Development in Social Care



**Lisa Struthers**

Project Support for The Social Care Training Hub



**Kay Turner**

Project Support for Placement Development in Social Care



# CONCLUSION

## NEXT STEPS

The quantitative data has demonstrated increasing usage and outputs in all areas of the STH, reach of this service in all areas is increasing month on month. It is therefore recommended that a period of stability and growth takes place as the offer has become embedded within the system, and as further and repeated engagement with providers continues.



Data collection regarding workforce in social care is difficult with annual data produced from Skills for Care being the main source of workforce data. Enhanced oversight of the care sector through data collection from the STH and triangulation with the information from the Care Sector Programme Board is leading to increased collaboration and targeted solutions to quality improvement in the Lancashire and South Cumbria footprint



The Workforce Strategy for Adult Social Care (July 2024) recognises the need to support ICS workforce planning, in promoting a 'one workforce' approach with equal partnership and investment in health and social care, recommended actions are:

- To attract more registered nurses and nursing associates working in social care and offer them attractive career pathways to retain them
- All ICSs should have the responsibility for creating the pipeline for registered nurses and nursing associates, including placements (working with their local universities and care associations).
- To ensure high quality training and maintain training funding
- To make apprenticeships work for the adult care sector
- Establish a social care academy (we have called ours a Training Hub)



# CONCLUSION

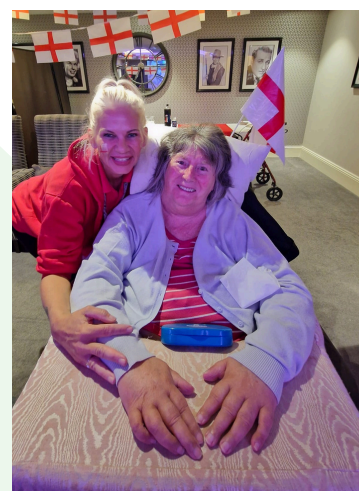
# NEXT STEPS

The SCTH is funded to deliver the programme of work until end of March 2025.

**Notification of whether the SCTH will secure funding needs to be in place by October 2024, when the closure procedure will be started.**

Therefore, as this is a critical turning point in delivery, we are developing an approach for the SCTH on a sustainable footing and working with ICB Care Sector Programme Board, ICB People Directorate and NHSE regional partners on a means to onward planning.

A Co-produced approach has really helped to strengthen relationships in many other aspects too – we are never focused on one single solution, rather we are combining solutions in a complementary way. We have proven that our SCTH is an effective vehicle for staff training and developing our social care career pathways.







# APPENDIX

## Appendix 1

The **Lancashire and South Cumbria ICB Five-Year Workforce Strategy** is a whole system commitment comprising of health, adult social care and voluntary, community, faith and social enterprise partners.



As set out in the strategy, the Social Care Training Hub is enabling us to achieve the strategic priorities detailed above for the benefit everyone who lives and works social care in Lancashire and South Cumbria.



## Lancashire and South Cumbria ICB Five-Year Workforce Strategy

### 1. We will develop language, definition and meaning as well as approach around the One Workforce ethos

Year 1 - 2024-2025	Years 2-5 2025-2029
<p style="text-align: center;"><b>Training</b></p> <ul style="list-style-type: none"> <li>Developed a comprehensive training programme for social care staff with a focus on reducing hospital admissions and delayed discharges.</li> <li>Delivery of ICB system process to identify care training needs following serious incidents and in response to NHS community teams, primary care, Local Authorities and social care providers</li> <li>Providing ICB engagement with the care sector through newsletter, information sessions, Social Care Training Hub (SCTH) website, events and forums</li> </ul>	<p style="text-align: center;"><b>Training</b></p> <ul style="list-style-type: none"> <li>Social Care locality training network - Train the Trainer model in development at Place, to host networks to empower care professionals with skills delivery</li> <li>Development of an offer with Hospices to promote comprehensive end of life training for care sector</li> <li>Promote a positive image of the care sector through continuing to build relationships, develop understanding and respect for all professions across health and social care</li> </ul>
<p style="text-align: center;"><b>Apprenticeships</b></p> <ul style="list-style-type: none"> <li>Regular meetings with Higher Education Institutions (HEIs) for the development of the onboarding process for adult social care providers</li> <li>Information sessions on apprenticeship programmes to social care providers</li> <li>Collaborative meetings with Trusts, Primary Care, Social Care colleagues</li> <li>Communication and Engagement – newsletter, information sessions, SCTH website, events</li> </ul>	<p style="text-align: center;"><b>Apprenticeships</b></p> <ul style="list-style-type: none"> <li>Further development on communication through the SCTH apprenticeship/T level website/Pre-apprenticeship website</li> <li>Strengthen apprenticeship processes – Non-clinical and Clinical</li> <li>Continue regular meetings to build relationships, develop understanding and respect for all professions</li> </ul>
<p style="text-align: center;"><b>Placements</b></p> <ul style="list-style-type: none"> <li>Regular meetings with universities to encourage student nurses to have placements in social care</li> <li>Collaborative Practice Education Facilitator (PEF) meetings with Trust, Primary Care and Social Care colleagues to develop an inclusive approach for student nurse placements</li> </ul>	<p style="text-align: center;"><b>Placements</b></p> <ul style="list-style-type: none"> <li>Further development of webinars, resources, accessibility for all student nurses</li> <li>Continue with current processes to include Allied Health Professionals (AHPs), Trainee Nursing Associates (TNAs) and Registered Nurse Degree Apprenticeships (RNDAs)</li> </ul>



## 2. We will expand our joined-up cross-sector approach to workforce analysis & planning across all sectors

Year 1 - 2024-2025	Years 2-5 2025-2029
<p style="text-align: center;"><b>Training</b></p> <ul style="list-style-type: none"> <li>• Leadership development in partnership with Skills for Care and Institute for Health and Social Care Management to enable managers to assess their workforce needs</li> <li>• Respond to place based demand and provider requests for training services and reporting into Place based workforce forums to deliver the required training needs</li> <li>• Delivery of the same clinical skills training across all sectors in partnership with the Trusts, leading to professional respect.</li> </ul>	<p style="text-align: center;"><b>Training</b></p> <ul style="list-style-type: none"> <li>• Continue supporting social care providers to access development opportunities</li> <li>• Engage with Place based partnerships as they continue to become formally established to promote the equitable offer of training through the SCTH</li> <li>• Enhance the equity of training offer through continuing work with Trust provision and Primary Care Training Hub (PCTH)</li> </ul>
<p style="text-align: center;"><b>Apprenticeships</b></p> <ul style="list-style-type: none"> <li>• In partnership with HEIs and training providers, delivery of Information sessions on apprenticeship programmes to social care providers</li> <li>• Respond and provide information advice and guidance to apprenticeship funding/Levy Transfers or new apprenticeship programmes to social care providers</li> <li>• Provide social care providers with apprenticeship information to support in their workforce planning including succession planning</li> <li>• Provide social care apprenticeship data to the strategic apprenticeship meeting to support workforce planning</li> </ul>	<p style="text-align: center;"><b>Apprenticeships</b></p> <ul style="list-style-type: none"> <li>• Continue supporting social care providers to deliver their workforce planning agenda and talent succession planning</li> <li>• Continue working in partnership with HEIs and training providers to promote apprenticeship programmes</li> <li>• Engage with adult social care providers to provide information advice and guidance for new career pathway initiatives into adult social care apprenticeships e.g. Higher Development Awards, Care Leavers Covenant</li> <li>• Promote T level pathway placements for increased intakes</li> <li>• Engage with adult social care providers to increase the numbers of new apprentices into adult social care</li> </ul>
<p style="text-align: center;"><b>Placements</b></p> <ul style="list-style-type: none"> <li>• Deliver bespoke Assessor / Supervisor Training and updates for registered professionals employed in the social care sector following identification of need to become an approved learning environment</li> <li>• Respond and update training resources as per national and statutory guidelines and in line with the needs of individual nursing homes</li> <li>• Identification of placement networks for TNA and RNDA programmes which meet the Nursing and Midwifery Council (NMC) requirements</li> </ul>	<p style="text-align: center;"><b>Placements</b></p> <ul style="list-style-type: none"> <li>• Respond to the needs of nursing and residential homes for Vital Signs Training and providing resources by developing and rolling out a programme to help reduce hospital admissions</li> <li>• Continue to respond to place based demand and provider requests for training services</li> <li>• Development and collaboration with placement networks for TNA and RNDA programmes</li> <li>• Deliver Assessor / Supervisor training and updates for continuous quality assurance of learning environments.</li> </ul>



### 3. We will thoughtfully co-design inclusive Lancashire and South Cumbria cross-sector career pathways

Year 1 - 2024-2025	Years 2-5 2025-2029
<p style="text-align: center;"><b>Training</b></p> <ul style="list-style-type: none"> <li>• Delivery of SC Workforce Forums and networking events to bring social care partners into the ICB discussions and planning process</li> <li>• Delivery of Social Care ‘Careers in a Box’ to promote the sector to schools and colleges</li> <li>• Provide Bitesize’ training sessions with information, advice, and guidance to health and social care for long term conditions affecting the population supported by social care</li> </ul>	<p style="text-align: center;"><b>Training</b></p> <ul style="list-style-type: none"> <li>• Collaboration with the ICB Strategic Careers team to attend events and deliver message of an integrated approach to health and social care</li> <li>• Work with social care providers to promote formal integrated pathways from care to health, and vice versa</li> <li>• Develop further online resources on training and careers pathway programmes</li> </ul>
<p style="text-align: center;"><b>Apprenticeships</b></p> <ul style="list-style-type: none"> <li>• Delivery of an Apprenticeship Comparison Tool (ACT) to assist in comparing various apprenticeship programmes and training providers</li> <li>• Delivery of a clear Apprenticeship Career Development Pathway tool to guide and support adult social care staff in choosing the right apprenticeship programmes</li> <li>• Provide a Managers Apprenticeship and T Level Guidance document</li> <li>• Provide Information, advice, and guidance to social care providers on all apprenticeship programmes</li> <li>• Support social providers while onboarding social care employees onto apprenticeship programmes</li> </ul>	<p style="text-align: center;"><b>Apprenticeships</b></p> <ul style="list-style-type: none"> <li>• Continue supporting social providers while onboarding social care employees onto apprenticeship programmes</li> <li>• Review and update any new apprenticeship programmes to the ACT tool and Career Development Pathway tool</li> <li>• Develop online resources for Levy transfers</li> <li>• Develop online resources on different apprenticeship programmes in an infographic format to develop online resources on pre-apprenticeship programmes</li> <li>• Engage with adult social care providers to provide information advice and guidance for new career pathway initiatives into adult social care apprenticeships e.g. T-Levels, Higher Development Awards, Care Leavers Covenant</li> </ul>
<p style="text-align: center;"><b>Placements</b></p> <ul style="list-style-type: none"> <li>• Support Social Care providers to recruit and facilitate placement experience by supporting them through completion of learning environment audits and preparation of Practice Assessors / supervisors for TNAs and RNDAs</li> <li>• Support the social care providers to facilitate a well-rounded placement experience for student nurses, in order for them to gain insight into future working within this sector</li> <li>• Provide an informative face to face induction to social care nursing prior to placement to prepare, inspire and enlighten students of potential career pathways within this sector</li> </ul>	<p style="text-align: center;"><b>Placements</b></p> <ul style="list-style-type: none"> <li>• Develop placement networks for TNA and RNDA programmes</li> <li>• Continue to develop the quality of learning environments by facilitating face to face evaluation sessions and seeking feedback</li> <li>• Develop online resources and promote social care nursing as an appealing career with excellent career progression options</li> <li>• Identify and develop spoke placements for AHPs and medical students, including support with allocations, guiding care providers on the required support and evaluation / feedback</li> </ul>



## 4. We will improve the overall employment offer and career brand across all health, care and VCFSE sectors in Lancashire and South Cumbria

Year 1 - 2024-2025	Years 2-5 2025-2029
<p style="text-align: center;"><b>Training</b></p> <ul style="list-style-type: none"> <li>• SCTH delivers on Skills for Care evidence which demonstrates that the main activity contributing to workforce retention was investing in learning and development of the workforce which also leads to better outcomes for services reported via CQC</li> <li>• Improving the quality of care provision in LSC through proving access to timely training for the care sector and responding to ICB system needs</li> <li>• Improving retention of staff through offering opportunities to upskill in their roles</li> <li>• Offering social care staff access to training from Trusts</li> <li>• Step into Care programme, widening participation delivery with the ICB Strategic Careers team to support care providers with employment offers</li> </ul>	<p style="text-align: center;"><b>Training</b></p> <ul style="list-style-type: none"> <li>• Continued access to a comprehensive training offer for the social care sector</li> <li>• Continue to respond to Place based demand and provider requests for training services</li> <li>• Expand delivery of training to support more care staff – with the potential of also being able to expand into VCFSE</li> <li>• Build relationships through positive promotion of the care sector and continue to develop understanding and respect for all professions across health, social care, employment and education organisations</li> </ul>
<p style="text-align: center;"><b>Apprenticeships</b></p> <ul style="list-style-type: none"> <li>• Act as a resource for social care providers to network with relevant agencies and signpost to colleagues who can support with employment offers</li> <li>• Provide information, advice and guidance for “New” apprentices into social care workforce</li> <li>• Support Social Care employers in advertising new apprenticeship vacancies</li> </ul>	<p style="text-align: center;"><b>Apprenticeships</b></p> <ul style="list-style-type: none"> <li>• Develop a recruitment process for supporting social care providers in recruiting “new” apprentices</li> <li>• Engage with adult social care providers to provide information advice and guidance for new career pathway initiatives into adult social care apprenticeships e.g. Higher Development Awards, Care Leavers covenant</li> <li>• Continue to act as a resource for social care providers</li> <li>• Promote T Level placement opportunities to social care providers</li> </ul>
<p style="text-align: center;"><b>Placements</b></p> <ul style="list-style-type: none"> <li>• In collaboration with HEIs, provide access to employment offers in social care to newly qualified student nurses</li> <li>• Act as a resource for social care providers to network with relevant agencies and signpost to colleagues who can support with employment offers</li> </ul>	<p style="text-align: center;"><b>Placements</b></p> <ul style="list-style-type: none"> <li>• To develop online resources and promote social care nursing as an appealing career option with excellent career progression options</li> </ul>



## 5. We will work together across sectors to undertake training needs analysis and to design and deliver training and supervision

Year 1 - 2024-2025	Years 2-5 2025-2029
<p style="text-align: center;"><b>Training</b></p> <ul style="list-style-type: none"> <li>• Training offer developed following a comprehensive training needs analysis with the Care sector</li> <li>• Responding to ICB system requests for delivery of training required for care staff</li> <li>• Training delivered with a focus on reducing hospital admissions and delayed discharges</li> </ul>	<p style="text-align: center;"><b>Training</b></p> <ul style="list-style-type: none"> <li>• Refreshed training needs analysis for 2024-5 to influence programme of training and support to care sector</li> <li>• Review business intelligence reporting to enable SCTH monitoring performance against ICB Care Sector Programme Board data analysis</li> </ul>
<p style="text-align: center;"><b>Apprenticeships</b></p> <ul style="list-style-type: none"> <li>• Regular meetings with HEIs and training providers to co design training programmes e.g. Higher Development Award</li> <li>• Need identified for external placements for TNA and RNDA programmes to meet the NMC requirements – partnership working with HEIs and PEFs in SCTH</li> <li>• Support social care providers with the Salisbury procurement offer</li> </ul>	<p style="text-align: center;"><b>Apprenticeships</b></p> <ul style="list-style-type: none"> <li>• Continue supporting HEI's and training providers</li> <li>• Continue supporting social care providers with Salisbury procurement offer</li> </ul>
<p>Placements</p> <ul style="list-style-type: none"> <li>• Deliver Restore2 training to nursing and residential homes following identification of need</li> <li>• Deliver bespoke Assessor / Supervisor Training and updates for registered professionals employed in the Social Care Sector</li> <li>• Analysis of Student Nurse PARE evaluations to identify additional support and training required enhance the placement experience</li> </ul>	<p>Placements</p> <ul style="list-style-type: none"> <li>• Respond to the needs of nursing and residential homes for Vital Signs Training and providing resources by developing and rolling out a programme to help reduce hospital admissions</li> <li>• Continue to respond to place based demand and provider requests for training services</li> <li>• Continue to deliver Assessor / Supervisor Training and updates as and when required</li> </ul>



## 6. We will develop our health, care and VCFSE workforce to embed new roles, work in new ways and to make best use of digital and data solutions

Year 1 - 2024-2025	Years 2-5 2025-2029
<p style="text-align: center;"><b>Training</b></p> <ul style="list-style-type: none"> <li>• Support social care staff to access online training sessions with live tutor</li> <li>• Working with ICB digital care team, to promote development of digital solutions and preparing the workforce for change across ASC settings</li> <li>• Delivery of a central resource website for care providers to promote the offer of the SCTH and to access e-learning, resources and information sessions</li> <li>• E newsletter fortnightly sent to care providers and key stakeholders across LSC</li> <li>• Varying the delivery models of training programmes via online/face to face and hybrid approach</li> </ul>	<p style="text-align: center;"><b>Training</b></p> <ul style="list-style-type: none"> <li>• Provide social care staff with online resources for 'bitesize' training delivery programme, hosted on You Tube as a permanent resource to refer into when a resident/client has a specific long term condition</li> <li>• Enhance the SCTH website into promotion of locality offers, working in partnership with Trusts and Local Authorities</li> </ul>
<p style="text-align: center;"><b>Apprenticeships</b></p> <ul style="list-style-type: none"> <li>• Provide social care providers with Microsoft Team meetings, and information sessions</li> <li>• Provide social care providers with information on apprenticeship programmes to support different roles or new roles with organisations</li> <li>• In partnership with HEI's and training providers promote delivery models of apprenticeship programmes – Hybrid approach/online/face to face</li> </ul>	<p style="text-align: center;"><b>Apprenticeships</b></p> <ul style="list-style-type: none"> <li>• Provide social care providers online resources for apprenticeship programmes</li> <li>• Create and provide a pre-apprenticeship, funding/Levy , news, Events resource areas on the SCTH apprenticeship website</li> <li>• Create a sustainability resource area of the apprenticeship career development pathway tool</li> <li>• In partnership with Social Care providers create a Creating Careers Online tool to showcase "what is Social Care" , career pathways, roles it offers to students.</li> </ul>
<p style="text-align: center;"><b>Placements</b></p> <ul style="list-style-type: none"> <li>• Identify a TNA and RNDA programme planner to structure the theory / placement provision which meets the NMC requirements</li> <li>• Provide student visits and Teams meetings whilst on placement</li> <li>• Provide support for nursing and residential homes to access IT systems to record placement activity</li> </ul>	<p style="text-align: center;"><b>Placements</b></p> <ul style="list-style-type: none"> <li>• Ensure that the TNA and RNDA programme plan is sustainable and inclusive by providing digital and online resources and making available to providers and students</li> <li>• Provide support for nursing and residential homes</li> </ul>



## Appendix 2

### Further feedback

This concise feedback sample, gathered since March 2023, provides valuable insights into the effectiveness and impact of the training sessions, as well as the support received from other sectors within the SCTH.

#### Provider on Training

Can I just say we as a company get so much from the hub training presentations you share with us, we have attended and completed several up to date and will continue to do so, they are so beneficial, and presented in a way we don't have to disrupt our duty visits. So everyone is a winner.

*Angie Ageros*  
*Your Autumn Years Ltd*  
*Company Director*

#### Provider on Training

Through accessing the training offered by the Social Care Training Hub, our team have increased their knowledge and skills in a number of healthcare related tasks. The Oral Health Training has developed a deeper understanding of the impact of good oral health and members of the team have requested a number of different oral care products to support people's needs and preferences. This session has been highlighted as one which staff have found interesting and felt they have learnt much from through their appraisal feedback.

#### Provider on Training

This training has been so much of an eye opener for me. I will be able to plan, implement and evaluate on each individual wound care and assess the impact the wound is having on the individual, and possibly re-plan care.

#### Provider on Training

Teaching is excellent, whatever is taught us coordinates with the residents in my care home. The course has increased my knowledge to understand the residents and provide appropriate care and support.

#### Provider on Placement Support

I would like to express my thanks for the excellent support that I have received from Ann in our journey with our first RNDA student. We would not have been able to navigate through the pathway with the university and the NMC requirements without the expert advice and support that we have been given.

Ann has enabled us to give career progression to one happy student.

Thanks again

*Gillian Reynolds*  
*Director of Hillcroft Nursing Home*

#### Provider on Training

One person we support had a catheter fitted last year and the Training Hub provision of the Catheter Care has been a fantastic resource for our team. This has provided a great overview of the care & safety considerations around this. In February this year, a member of the team have challenged the safe method of the extraction of a urine sample with a nurse from the local surgery who attempted to take the sample from the catheter bag. Support staff knew this was an incorrect method from attending the training session and raised it with the nurse. They appreciated the information and guidance that the team had received in training and actually left the sample taking until they had done their own research. They came back a couple of days later and took the sample from the portal in the drainage pipe, as per advice from the session. All samples have been taken this way since then and this is through direct learning from the Catheter Care training session.

*Marie Bennion*  
*Healey Care*





### **Provider on T Level/Apprenticeship Support**

The training hub's seamless coordination and resource availability allowed Henry to focus on his learning and professional development without any distractions. Henry's apprenticeship journey and his award nomination are a testament to his hard work, determination, and the robust support system provided by the training hub. Henry has proven himself to be a remarkable individual with a bright future ahead, and the training hub has played a pivotal role in setting him up for this remarkable opportunity.

Regards,

*Philippa Bailey R.G.N., R.M.*

*Manager/ Proprietor*

*Magdalene House Nursing and Residential Care Home*

### **Provider on Placements**

Dear Anne

I have been extremely grateful for all the support you have shown us at the Sands. It has been a difficult year so far and when I have contacted you it was a sound way forward. We value the students and are keen to keep having them. Hopefully with the other staff getting trained it will be even more useful.

*Kind regards,*

*Julie Hagger – Deputy Manager*

*The Sands Care Group*

### **Service User - Training**

Teaching is excellent, whatever is taught us coordinates with the residents in my care home. The course has increased my knowledge to understand the residents and provide appropriate care and support.

### **Service User - Training**

It improved my confidence level to perform the skills in my clinical settings

### **Service User - Training**

Gave me a lot more insight and expanded my knowledge to better care for residents which I can take back to the team

### **Student - Placements**

The session was really useful and it is good to know we have a PEF, who we have actually met and who we can contact if we need advice

### **Student - Placements**

I really was not looking forward to this (student nurse) placement but you have made it seem a lot less scary and I think it will be ok, thankyou

### **Service User - Training**

From a professional viewpoint, this training has also built strong relations with the GP surgery as there is a mutual confidence that we have the same values and objectives in terms of patient care. As a practitioner, I feel like part of the surgery team and have good working relations with many of the staff there and I think this extends out to many of the nurses within the home. For me this is true collaborative working.

### **Provider on Training**

In terms of value, the positive impact for our residents, staff and the wider NHS, has been immeasurable.

Our residents receive treatment in a far shorter time than would be possible if clinicians from the surgery had to make the visit to examine, and given the current pressures on the NHS this also reduces the workload for the practices.

The examination is done by nursing staff within the home who not only know the resident well but also have access to current information such as dietary intake, bowels etc.

Fair to say this has also prevented many unnecessary home visits being requested and from a personal perspective, gaining the skills provided within the course was essential to complete an accurate clinical examination which I am comfortable to also enter on to GP records.



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If you require further details concerning this assessment, please do not hesitate to contact us.

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