



Hertfordshire and
West Essex Integrated
Care System



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West Essex
Integrated Care Board

Proposal for implementing an Educational support system for Health Care Support Workers (HCSWs) at West Hertfordshire Teaching Hospital NHS Trust (WHTH) to attain Functional Skills (FS) proficiency and advance to the Nursing Apprenticeship Degree Pathways.

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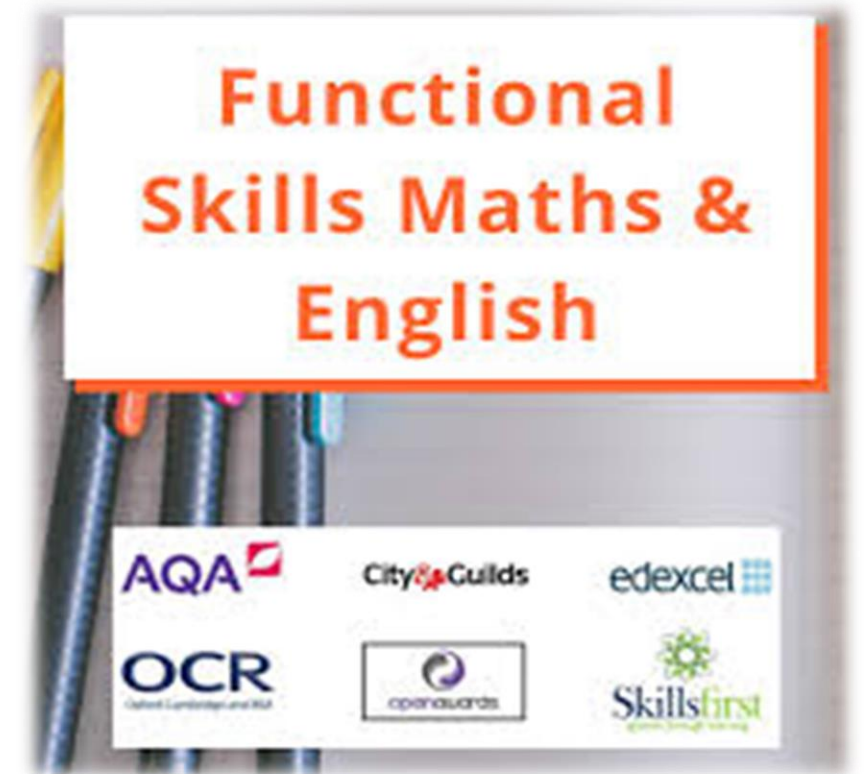
Working together
for a healthier future



West Hertfordshire
Teaching Hospitals
NHS Trust

Aim

To establish an educational support system at WHTH that enables HCSWs to achieve proficiency in Functional Skills, facilitating their progression to the Nursing Apprenticeship degree pathway to improve patient care and operational efficiency.



Objective

- ❖ To improve functional skills to address the evident skills gap.
- ❖ Enhance staff skills to improve patient care.
- ❖ Increase organisational and financial efficiency through development and retention of workforce.



Introduction

- Functional skills are applied qualifications which enable students to demonstrate real-life skills in English and Mathematics.
- They are recognised as gateway qualifications, used in apprenticeships and by students who may not yet, have achieved a GCSE Grade C or above. They are widely used in adult education.



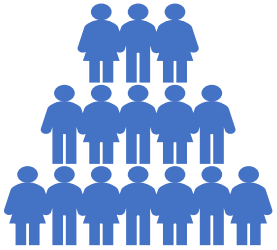
What is the problem?



- In our trust, we have nationally and internationally recruited staff.
- Now, our trust does an apprenticeship in various fields, especially Nursing is in demand due to the high demand for jobs.
- Nationally recruited staff have not completed their GSCE.
- And internationally recruited most of them have some form of degree.
- However, English is their second language.
- In Both cases, they must complete functional skills in either both or English to enrol in any apprenticeship pathway



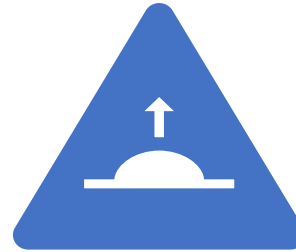
The Problem in Accessing Functional Skills



HCSWs are struggling to get support, due to lack of clear guidance and time constraints.



There is no action plan in place.

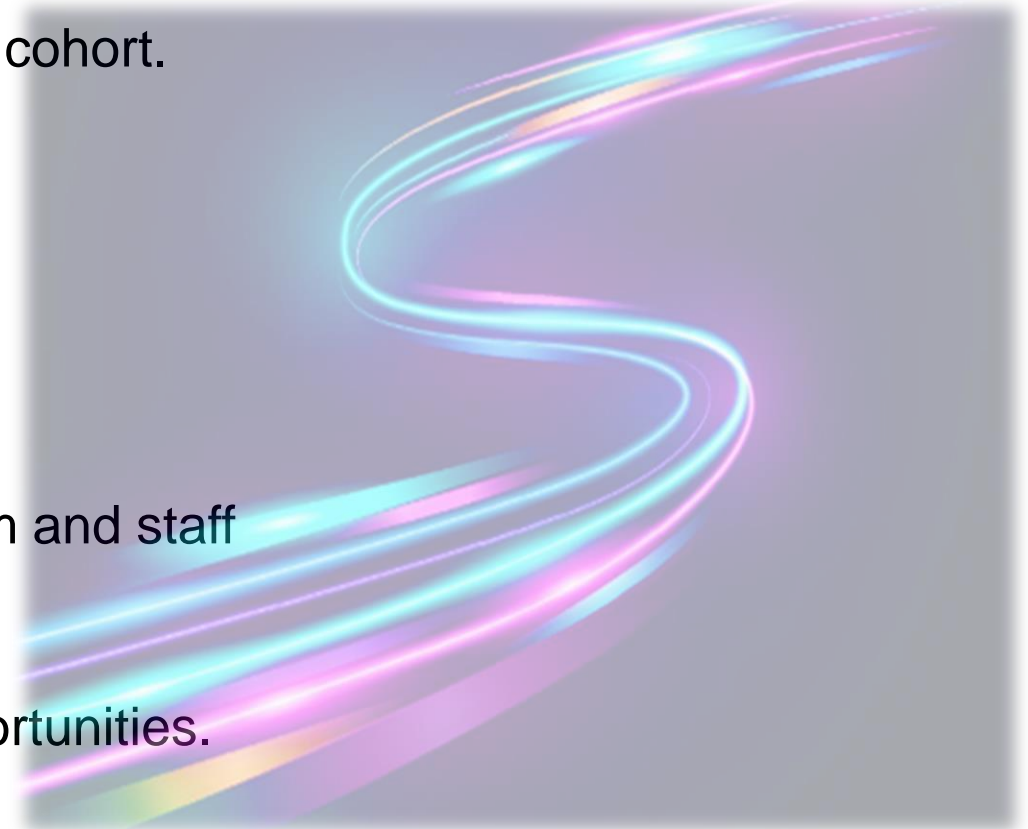


It is very lengthy and having trouble to adjust extra time from work.

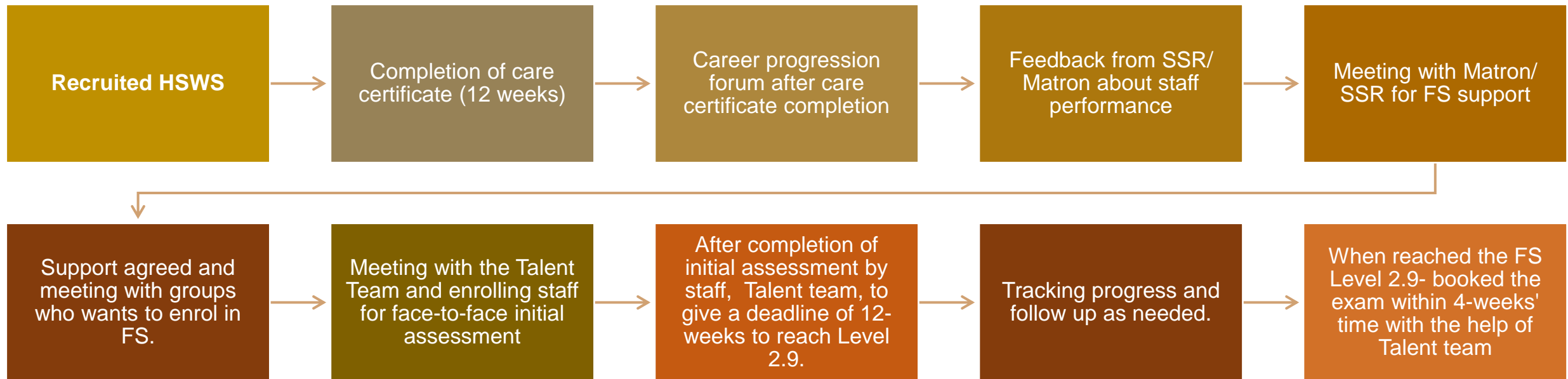


Effects of not completing FS on time

- Inability to get the right number of apprentices in every cohort.
 - Lack of opportunities to progress on time and queues in the pipeline.
 - Government levy not utilised properly.
 - Frustration within Nurse Education Team and staff satisfaction.
 - Retention issues due to a lack of opportunities.



Proposed Solution



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Reflection



It was very challenging to organise meeting with talent team and learners.



Hard to convince Matrons and SSR due to staffing shortage and no backfilling of the staffs.



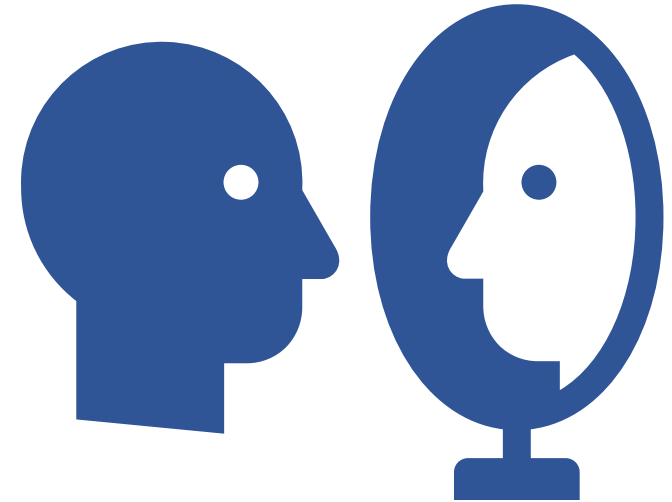
Lack of motivation by learners as assessment was too vague and most learners have other commitments.



Difficult to manage everything on time for assessment and exam, these were managed by different team.



Learned to work on tight time scheduled and develop some leadership skills.



Key Skills Developed

- Teamwork & Team spirit
- Leadership skills
- Active listening
- Time Management
- Communicating effectively
- Stakeholder management
- Problem-solving



What is Next?



- Manage FS by our team or bring talent team under the same umbrella.
- Offer courses face-to-face or online, depending on the learner's preferences.
- Giving paid study leave for learners.
- Start planning early.
- Short course with a short time frame.



