

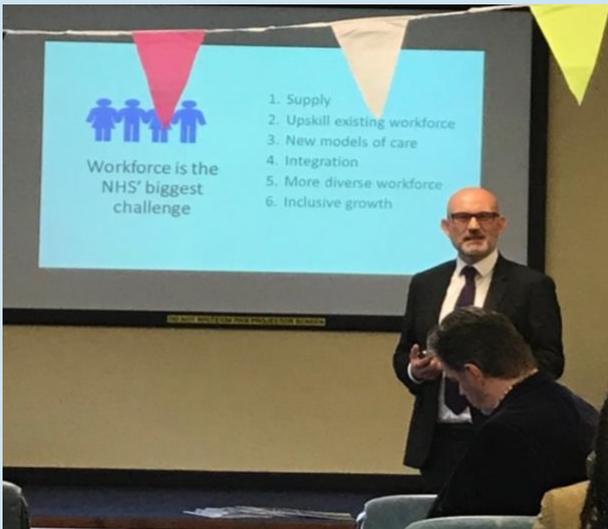
HCSW NEWSLETTER JANUARY 2020

BUILDING A STRONGER NETWORK TOGETHER

Collaboration With Education Leads and Support Staff Across London



Foreword by Richard Griffin



Workforce, as a recent Health Foundation study pointed out is the biggest single challenge the NHS and social care face. There are a number of interventions needed to increase recruitment and retention that

the forthcoming NHS People Plan will set out. Recruiting more people from local communities, upskilling the existing support workforce and widening participation into pre-registration degrees/degree apprenticeships needs to be a key component of building capacity.

As this newsletter illustrates all of this is happening already across North-West London (NWL). A few examples: Four NWL trusts are now offering employment opportunities for local young people with SEND, with employment rates of over 80%. These opportunities, highlighted in another Health Foundation report earlier this year, will grow as more trusts come on board in

2020. A massive thank you to everyone involved. You can read about these in the newsletter, including about the visit from the Children's and Families Minister to Charing Cross Hospital.

Employers have begun planning to deliver employment brokerage with councils and partners to improve recruitment. Linked to this is planning for Health Technical Levels due in two years. More and more support workers across NWL are being trained through the level 2 and 3 apprenticeship standards, including the NWL-wide Maternity Support Worker programme. This project has brought the six maternity services together to create a single band 3 job description and Skills Passport. MSWs from across all the services are learning together and the apprenticeship is being co-delivered by our Practice Development Midwives with Dynamic Training. The Higher Development Award goes from strength to strength, with a new partnership being developed with LSBU. The importance of the NHS working more closely with local authorities was highlighted in The NHS Long Term Plan. This matters because health and social care is in the largest employer in West London (11% of the population work in the sectors). Partnership working with local colleges continues to grow through the work of the Education Group, led by David Warnes (WLC) and Samina Hussein.

The Healthcare Support Worker Forum continues to bring L&D leads together with other partners and a new community of practice is being developed across the system, supported by the NWL STP. We have also met with our trade union and professional body colleagues to see how we can work more closely together – December's successful Voice event was one outcome of that.

It's important to support workers that they are valued and let's be honest that's not always been the case, as Camilla Cavendish pointed out in 2013. One of the great things that has happened in recent years is that almost every NWL trust now runs support worker conferences and celebrations - you'll read about an example in the newsletter. More important than all of this though is the support, encouragement and guidance provided by employers. Across NWL we have fantastic L&D teams with others supporting through myriad ways the education, training and development of support workers. Your hard work - which this newsletter shines a light on some of that - makes a massive difference not just to support workers themselves but to the people they support and care for.

Thank you.

TRUST NEWS

Project Choice Graduation and SEN Scheme UPDATE



West London
NHS Trust



On Wednesday (25 June), we celebrated the contribution of 14 inspiring young people with special educational needs (SEN) to the Trust, with a graduation at The Stoop stadium in Twickenham. This is part of the piloted Project Choice scheme, a programme that gives said young people a chance to boost their

employability skills and self-confidence, by working one day a week for an academic year at our Trust. They undertook roles in Library and Knowledge services, Recruitment, Facilities and other departments. The roles were tailor-made to suit the participating individuals and along the way are mentored by staff and managers from those departments. The young people came from Belvue College, a special school located in Northolt. The programme is led by Lindsay McCafferty, the Trust's Work Experience and Widening Participation Lead. She spoke with absolute pride when presenting certificates to the young people.

Pictured above: all the graduates with their mentors

Joan Gibson, Belvue College's Key Stage 5 Assistant Head spoke at the graduation and hailed Project Choice. She said: "The students felt at the end they can achieve things at work. Parents were really pleased to see their young people working in meaningful roles in a place like the NHS."

Project Choice is a trailblazer with the Trust being the first in London to offer a scheme that accommodates young people with SEN in such a way.

Ali Webster, Assistant Director of Workforce said "being involved in the project is something that the Trust is really proud of. We've had the support of West London

Alliance, Ealing Council, Health Education England the Belvue school and so it's been a great example of real collaboration." The photo album of the graduation can be found on our Facebook page [here](#).

A Project Choice Video is now live [click here](#)

https://www.youtube.com/watch?v=La4rxA_SXnw&feature=youtu.be



CONGRATULATIONS also goes out to West London NHS Trust as they have been re-accredited with GOLD LEVEL FAIR TRAIN accreditation for their Work Experience programmes – See photo of Ali Webster and Judith Joyce, L&D Partner

Broadmoor Work Experience News

In July West London said farewell to our three work experience students who had placements at our Broadmoor Learning Centre this week which is part of our widening participation programme to encourage young people into careers in the NHS. The feedback was really excellent and is a credit to the staff who were part of their programme – see attached so you can see what was covered.

They told us:- “This work experience has allowed me to interact with people who excel in their fields and gave me a real insight into what the jobs are like. There was a real family nature with the staff at Broadmoor who were all extremely lovely and gave me so much information.” Yashita from the Holt School.

Luc from Gordon’s School - Woking said “It was a thoroughly enjoyable week in which we were kept busy at all times with relevant experience. The staff were all very friendly and I was never left without something to do and had a very informative and enjoyable time.”

Zahra also from the Holt School said “Broadmoor work experience provided us with a great programme. It was thoroughly engaging and enjoyable, I didn’t want it to end and I would definitely recommend it.”

All three students have said they now plan to take up careers in the NHS as a result of working with us.

Project Choice success continues as work experience placement turns into working opportunity !

Project Choice success as work experience Jeffrey joins Finance Department

Jeffery joined the Trust for work experience back in October 2018 as part of the Trust’s partnership working with Belvue College offering students work experience.

Jim Phillips, Head of Finance, worked with Jeffery over a number of months and was impressed with his work ethics and skills so when Jim discovered Jeffery, who has since gone onto study at Ealing Green College, had every Friday off, he was keen to utilise his free time.



Jim approached Lindsay McCafferty, Project Choice co-ordinator to seek guidance on possible work options.

Lindsay worked with Jim to explore bank working opportunities and interviewed Jeffrey for the post. After a successful interview and employment checks Jeffrey joined our Trust bank. Jeffrey now starts in his new role with the Finance team this month and will be providing administration support every Friday to support the team on one of their projects.

Jim Phillips said:- *“Jeffrey is hard working, keen to learn and always comes to work with a smile on his face. The finance team really enjoyed working with Jeffrey earlier this year and are happy to welcome him back. Jeffrey will be working on a project focussed on make payments to suppliers more efficient, and will utilise the skills he developed working with us.”*

Project SEARCH Graduation Article

70
YEARS
OF THE NHS
1948 - 2018

NHS

London North West
University Healthcare
NHS Trust

Here at London North West University Healthcare NHS Trust, we support Project SEARCH, a programme which helps young people with learning disabilities and those with autistic spectrum conditions to prepare for employment.

Every year, we welcome a group of interns, who undertake real roles alongside Trust staff members in three different areas. They work with job coaches and mentors to get the most out of their experience.

We'd like to wish our most recent interns a big congratulations for graduating from their programme this week.

They celebrated with family and colleagues in a special ceremony laid on by our learning and development team.



LNWUHT 5th Annual HCSW event 6th November



What people said:

"Spent this morning at LNWHU Trust's Ealing Hospital talking about what the future might hold for support worker education and development. Today was the Trust's fifth conference and a brilliant example of an employer recognising and celebrating the contribution support workers make. It also made me reflect on the progress made in developing support workers over the last five years. Sure there's challenges still but lots of positives from Care Certificate to clear pathways the Nursing Associate role and apprenticeships. Congratulations to the fantastic Ralph Schafer for not only organising but championing support workers."

(Richard Griffin MBE FRSA, far right bottom picture, Visiting Senior Research Fellow, King's College via LinkedIn)

"Thankyou for inviting me, really liked the questions from the audience."
(Chief Nurse Lisa Knight. Left via Twitter)



What people said:

"All the topics are very informative and inspirational for me."

"I came here today because I wanted to know more about opportunities for me in the Trust"

"After today and listening to the speakers I decided to go on the career path and continue to become a nurse."

"I found the 5 Why's useful and what a way to start the show ! Happy :) !"

"I am here to see/know about options to further my career"

"Fantastic opening address at 5th HCSW Conference by our CN" (via Twitter)

"Was, as ever, a great event with lots of examples of the opportunities support roles have & how valued they are" (via Twitter)



Thank you to everyone involved in the event – it was a huge success and we are in the process of securing a venue at one of our Trust sites for next year's event : October 2020!! Contact Ralph Schafer, Practice Lead Healthcare Support Workers for more info r.schafer@nhs.net

**Project SEARCH Spotlight on
Volunteering and Internships.
Published in 'Going Beyond'**



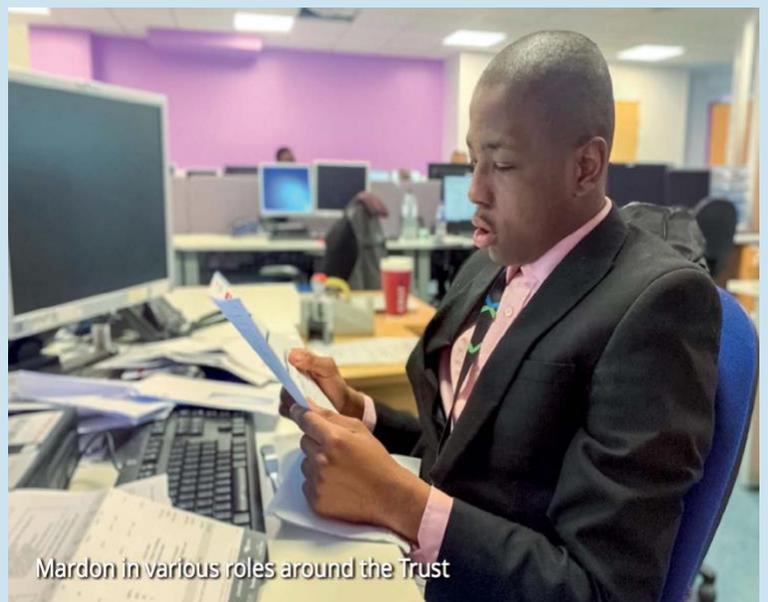
Chelsea and Westminster Hospital
NHS Foundation Trust

If you visit West Middlesex University Hospital and pop into the restaurant, you may see 16-year-old Mardon shaking hands with staff and patients. This may seem very normal, but to Mardon's mum, Larine, it wasn't something she thought would be possible.

Mardon is one of eight students enrolled on our Project SEARCH programme—a partnership between the Trust, Queensmill School, the London Borough of Hammersmith and Fulham, and Action on Disability.

The programme offers young people with autism and/or learning disabilities an academic yearlong internship, rotating among three departments to build students' skills and develop their career paths. Each student works with a team that includes their family members, teachers, job coaches and employment coordinators to create their employment goals. Together they develop the support the student needs for their successful transition from education to the workplace.

Mardon was diagnosed with autism and speech delay when he was a toddler and has been attending Queensmill School since nursery. Last September he joined West Middlesex University Hospital as part of the Project SEARCH programme.



Mardon in various roles around the Trust

On 16 July we held a graduation ceremony for all eight students who completed their internships and have been offered positions within the Trust.

Kathryn Mangold, our Lead Nurse for Learning Disabilities and Transition, says: "We are really proud of all the interns who have participated in the programme.

"Working across the hospital, they have demonstrated just how much can be achieved with the right support. They are a huge talent pool which hasn't been tapped into before.

"Starting a Project SEARCH programme, has enabled us to give young people with a disability the chance at an internship which they may have otherwise found difficult to access due to stricter acceptance criteria."

Lindsay Thompson, Job Coach for Project SEARCH, has followed the students from their time at Queensmill School. She said: "It is really positive to see our students, whom I have known for years, adapt to a working environment. It has not only helped them adapt and prepare for adulthood, but has also helped us to raise the profile of young people living with learning disabilities and autism."

"It was one of the loveliest and proudest moments when we recently celebrated the graduation of our Project SEARCH interns, as they came to the end of their yearlong programme with us. Based at our West Middlesex site, our Project SEARCH programme offered these young people with autism and/or learning disabilities an academic internship. Their contribution along with their mentors, families and teachers has been an invaluable addition to our organization and make it a better place in which to work and look after our patient." Lesley Watts, CEO



Project SEARCH interns celebrate completing the programme

**Royal Marsden First Healthcare
Support Worker Conference,
9th October**

The **ROYAL MARSDEN**
NHS Foundation Trust

The 9th October saw The Royal Marsden NHS Foundation Trust hold its first Support Worker Conference in The Themes: 1. Celebrating Success – Care Certificate – Andy Dimech –Deputy Chief Nurse and Mark Pickett, 2.The Vital role of HCSW in the delivery of Care – Focus on Harm Free Care, 3. HCSW’s – A voice for Change – presentation by Anne Howers our Freedom to Speak Up Champion Lead

“HCSW are valued members of the team at The Royal Marsden – they work across all sites in a variety of departments from Clinical wards / OPD/ Clinical Research Departments / Radiology Services / Working alongside Clinical Nurse Specialist and with Allied Health Professionals. Patient feedback consistently values the role and this conference, to be held annually, is in recognition of the this diverse role”. Helen O’Toole , Lead Nurse Clinical Education



HCSW Mark Pickett receives the Care Certificate presented by Andy Dimech, Chief Deputy Nurse

T Levels – Students start their journey for preparation for college



**Central and
North West London**
NHS Foundation Trust

Six students starting on 6th November as part of the T Level preparation which the London colleges are doing.

Three are from City and Islington College and they will be going to our rehabilitation wards at St Pancras . The other three are from Stanmore College and will be going to our Learning Disability services in Kingsbury. Both groups will do one day a week for 45 weeks, in line with the T Level placement model which starts next year. We are very excited to have them.

For more information please contact maggieorr@nhs.net

Imperial – Project SEARCH Updates



Imperial College Healthcare
NHS Trust



The Project SEARCH programme at the Trust offers 12 interns a year-long placement in which they undertake 10 to 12 week placements around our hospitals. The 3rd Imperial Project SEARCH Graduation took place on 28th June 2019 at the Mary Cochrane Lecture Theatre in Charing Cross. Huge congratulations to all the successful graduates who received their certificates.

Apprenticeships – Update

Imperial College Healthcare NHS Trust run an apprenticeship programme for people new to the NHS. The programme is open to anyone from age 16 upwards and we wanted it to be accessible to as many people as possible, which meant doing things differently:

- Recruit for potential rather than experience
- Short-listed candidates attend a one day assessment centre
- All managers attend the assessment centre, pitch their jobs and join in with table activities and speed-dating
- Candidates and managers short-list for the final interviews – so far those preferences have matched!

Here are stories of two people who started as apprentices, now in substantive roles – talent we would have otherwise missed.

Kenny Haley: A former air-conditioning engineer who was looking for a career change but thought he was too old for an apprenticeship. He joined our pathology team, completing the healthcare science assistant Level 2 standard. He passed the end point assessment with distinction and has recently been promoted to a band 4 associate practitioner role. “One of the best things about this apprenticeship is that you really feel like a valuable part of the team. I feel so supported by both my manager and the team at StepAhead, who are both making sure I have plenty of opportunities to learn and progress. I’ve noticed in myself how I am more confident and a much better communicator since I have been on my apprenticeship”.



Lysha Auguste-Hutchinson: A single mum who had been unemployed for a while and frustrated by the lack of suitable vacancies at the job centre. Lysha also thought she was too old to be an apprentice and ‘only for school-leavers’. She attended a two week employability programme to get ready for the assessment centre. “I was really nervous, but by the end of the day I had a job offer for a role in the reception in the emergency medicine department! My manager, Kate, has been really supportive through the whole process. I was struggling to keep up with my course work a while ago, and she made sure I was given enough time during my working week to catch up. I don’t need a lot of hand-holding, but it was great that I felt able to as when I did need a little bit of extra help. I think if you are a parent in a similar situation it is well worth giving this a go – especially if you don’t suit academic study, or if, like me, you have to find a way to look after your family while you learn. I am so proud of myself for giving it a go, and I know that my son is also proud of me. **We are all about the ‘getting in and getting on’**”



Imperial College Healthcare NHS Trust Work Experience Update December 2019

The past month has been a busy month on the work experience front! There have been awards and events which have highlighted the importance of what we do and how well we do it!



The Project SEARCH team were awarded their 2nd award for high achieving results for the 2017/18 programme and Jasmine, the class tutor accepted the award at the ceremony which was held in Preston, Lancashire on the 4th October. Ten of last year's 11 interns are now in paid employment, 3 of which got jobs in the Trusts Laboratories.



This award was followed by the Trust winning a Highly Commended award at the Hammersmith & Fulham Business Awards in the 'Most Inclusive Employer' category. The award Highly Commended was an extra award given due to the high quality of amazing work that takes place in Hammersmith and Fulham on Inclusive employment. This is the first time that an award in this category has been given in H&F and showcased the good work that takes place in the borough. The project SEARCH team were highly honoured to receive this award. (Camila and Sharon receiving the award – right)

The Nursing, Midwifery and Therapies programme continued and in November Margot Spratly held a session about her own career in Renal Nursing at the Trust. The feedback for the programme was amazing with all of this cohorts A 'Level students confirming that they would like a job in the NHS.



Margot Spratley leads a session with students

Student Quotes: "I personally saw people working in the field that I am interested in and making a difference and impact in other people's health which is truly inspiring and exactly what I've always intended to do."

"This experience was super useful and I hope to get another like this in the near future. It helped me see the true meaning of nursing and taught me about all the other roles in the NHS other than the traditionally known such as a Nurse and Doctor. Make the work experience longer than 2 days "

London Care Certificate Leads Networking Meeting takes place 3rd October 2019



Health Education England



The Care Certificate Leads networks have been set up to re-engage with local delivery of the Care Certificate and also to consult and review specific activities related to

updates of the Care Certificate. There have been 2 successful Care Certificate Leads meeting in London last October and December. Further networks are now being established nationwide. The main objectives of engaging with regional/local meetings is to:

- Planned updates i.e assessor standards and new work-based scenarios & Assessor guidance
- Hear what's been happening in your area since it was embedded – gathering case studies from current practice
- Accessing local data to track learners progress and review against others
- Introducing Functional Skills/life skills to run in parallel to the Care Certificate
- Process for utilising the HEE e-LfH resources to support teaching/knowledge and sign off
- Constructing local information sessions to raise the profile
- Integration with Leads from social care, acute health, mental health, primary care, community care and outreach teams

How to get in touch? Please contact carecertificate@hee.nhs.uk for further information and if you would like to join the new Care Certificate network.

HEE – Higher Development Award Cohort 7, 8, 9 & 10 Presentation Day



The Higher Development Award celebrated the completion of over 70 students during the Autumn.

Part of the final assignment for completion is to present their Service Improvement Projects and posters displaying their plans.

L-R : Course Tutor Desiree Cox, Course Leader Dawn Grant and Tutor Chris Glover

Many brilliant ideas, suggestions and improvements for services and patients were realised. The

innovation shown again during this programme proves what a massive contribution Support Workers have in the work place.

Students attended from both Clinical and Non Clinical roles. Learners came from acute care, charities and third parties, primary care and social care. Feedback and evaluation continues to prove the benefit of completing the Higher Development Award. Either for gaining confidence in their role or for preparing to take the next step in their careers.

If you are interested in supporting any of your staff to take part in the next entry onto the programme please contact dawn.grant@hee.nhs.uk for more details. Next programme starts at the end of February 2020

Maternity Support Worker Apprenticeship Programme Launched

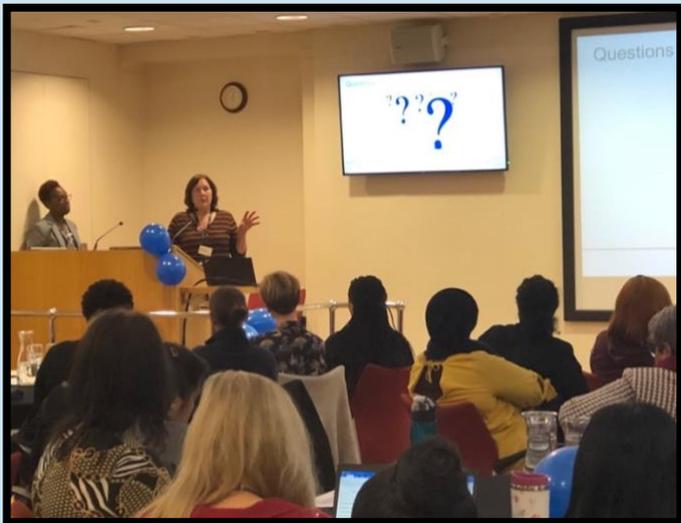
At the start of December the North West London Maternity Support Worker programme was formally launched. Bringing together the six services across the region, the



programme comprises a single band 3 job description, a common skills passport, a career progression pathway including into degree apprenticeships and a jointly delivered level 3 apprenticeship. Based on the National HEE MSW Competency Framework and supported by HEE London and NWL LMS the programme is the first of its kind in England.

of work supporting transformation and workforce redesign while supporting new models of care is both

“To be part of this piece of work supporting transformation and workforce redesign while supporting new models of care is both exciting and challenging. I am so honoured to be working to create a career pathway for maternity support workers and give them



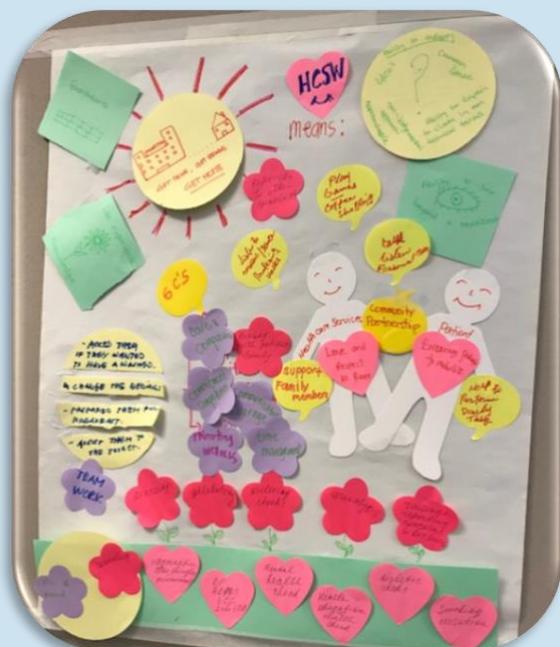
options for progression within maternity services. The Practice Development Midwives across North West London have worked hard to put together the course content and the contributions from the National team have be invaluable. I look forward to seeing how the pilot programme develops as we move forward with a long term plan.” **June Menshah, Project Lead.**



Joint Leads and Healthcare Support Worker Voice Event

A packed agenda and high attendance at the last Education Leads and HCSW Voice event. Staff from across London joined in the discussions which were underpinned by Union colleagues from:

- The Chartered Society of Physiotherapy
- Unison
- Royal College of Nursing
- Royal College of Midwives



The day focused on “supporting you at work”. This covered progression, pay and job roles/matching, education and learning networks available. It brought many stories from Support staff – their everyday roles, learning needs and shared goals and ambitions. We look forward to welcoming staff to the next event on 20th March 2020. To register, please email Claire Churchill Claire.Churchill@hee.nhs.uk



West London Alliance - Updates



The West London Alliance, as the strategic partnership of seven west London local authorities, works closely and extensively with NHS partners across our footprint, including on the skills and employment agenda. We are pleased to have the NHS represented as a key employer on our West London Skills and Employment Board, helping to inform sub-regional strategy and influencing of London-wide and national skills policy.

We're looking forward to collaborating with the NHS – and other employers - on upcoming work to improve data on demand for and supply of skills, which we hope to inform a more responsive skills system in West London, and one which will help to address the NHS' own skills challenges and its People Plan at the sub-regional level. Practical examples of our partnership work include:

- 1) Improving links between the NHS, West London's colleges and councils' job brokerage functions to improve local residents' access to entry-level roles within the NHS;
- 2) Our long-established and leading-edge programme supporting young people with special educational needs and disabilities (SEND) into NHS employment, including through structured work experience placements, Supported Internships, Traineeships and Inclusive Apprenticeships;
- 3) Work towards piloting a new approach to recognition of 'soft skills' using the Royal Society of the Arts' 'Cities of Learning' model, using an innovative digital badging scheme to recognise learning wherever it takes place, helping West Londoners to get into and progress within NHS jobs.

Widening Participation - Special Educational Needs and Disabilities (SEND)

Four North West London Trusts took part in this year's Supported Internship Fair which saw over 550 young people attend to find out about the opportunities to gain skills and work experience for employment.

West London NHS Trust Project Choice team and DFN Project SEARCH teams from Charing Cross Hospital, Northwick Park Hospital and West Middlesex University Hospital all had tables and lots of interest in their programmes for next year.

Camila Mujica-Braeside from Imperial College Healthcare NHS Trust gave the employers keynote speech about the wide range of job opportunities within Health & Care and the support that Imperial and partners provide young people at Charing

Cross Hospital where 90% of young interns have moved on to paid employment after their Project SEARCH year. Watch the video from the fair here <https://www.youtube.com/watch?v=lbDqayDqmC4>

London North West University Healthcare NHS Trust have started a work experience programme for sixth form students from a local high school at Northwick Park Hospital.

The students spend one morning per week in term time gaining work experience in a range of departments across the hospital and can progress on to Northwick Park's successful Project SEARCH Internship. The Northwick Park interns are featured on the front cover of the annual guide to Supported Internships which is widely distributed across NW London to promote opportunities for young people with participating employers.



Camila Mujica-Braeside gives the keynote speech

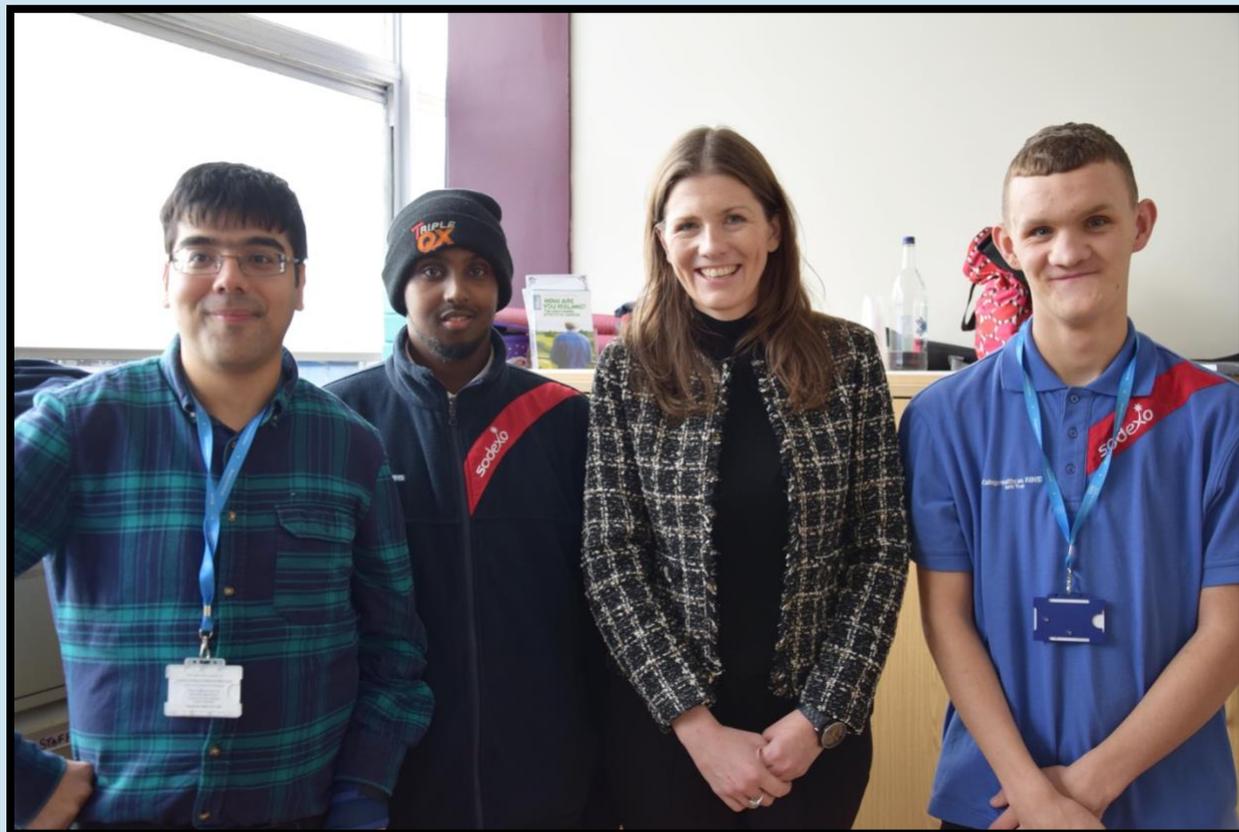
Awareness of the importance and success of Supported Internships and how they benefit local employers is continuing to grow. Senior staff from the Department for Education visited West London NHS Trust and Charing Cross Hospital in December and were highly impressed by the expertise of NHS project teams and the jobs being achieved in West London. The Project SEARCH programme at Charing Cross is the highest performing site in West London. Image below of the Northwick Park Interns



Michelle Donelan, Minister for Children and Families visited Charing Cross Hospital to learn more about the partnership and systems working that is behind the success of



supported internships across west London. The Minister was able to hear first-hand from young people about their experiences and meet representatives from the organisations.



The Minister meets staff and interns from the programme

The Corner Surgery Staff Member wins People's Choice Award

NHS
Lambeth
Clinical Commissioning Group

The Lammy Awards are health and care awards set up in Lambeth to recognise people who go the extra mile to provide exceptional health and care support.

Healthcare Support Worker Odette Haase has won a Lambeth CCG Health and Care awards: Lammy Award in the category for People's Choice Award.

Odette who currently works at The Corner Surgery said " This award was an unexpected honour to be honest, winning this and all the fantastic statements which accompanied this physical award - this has shown me the hard work I do and the hours I put in of my own time are appreciated by those whom use our services. I absolutely love the work I do, I don't see this as a job or something which is



stressful. This is a complete lifestyle for me, helping others to recognise their risk of CVD especially (BME) who have a higher risk.

I educate where necessary and push for autonomy at all times. Winning the People's Choice Award was a message that I needed to remain in the NHS, To remain positive and focused + always strive for wealthy health.

This award shows me the love I have put out there has returned tenfold! It feels Excellent to be appreciated like this!

Thank you to the editorial team

Dawn Grant, Richard Griffin and Cathy Britton

Thanks also to everyone who has contributed to this edition of the HCSW newsletter.

If you have any questions please contact:

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