

# Skills for Health News

Northern Ireland

MAY 2011 Edition

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Skills for  
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## Local Workforce Solutions: last few places remaining

**Skills for Health's workforce and skills events this summer are almost fully booked after unprecedented demand.**

The series of events got off to a great start with the first event in Walsall on 6 April. Presentations from Skills for Health speakers and NHS West Midlands prompted energetic debate among delegates, with particular interest in the benefits of online tools such as the Doctors Rostering System.

Further events in Bolton, Kegworth, London, York, Taunton and Glasgow offer a range of speakers including Massoud Fouladi, Medical Director at Circle Partnership, John Wilderspin, National Director of Health and Wellbeing Board and Judith Woodruff, Chief Executive of Coping with Cancer North East.

As well as presentations by senior health sector speakers, the events offer focussed workshops run by Skills for Health experts to help delegates:

- understand the local workforce implications of new policy developments
- find out how Skills for Health solutions and tools help to deliver a better skilled and more productive workforce
- hear the latest on best practice in workforce planning, design and productivity.

If you've got your place on the events, we look forward to seeing you.

▶ **For full details and to book your place, please click here.**



## How new career framework helped cut waiting times from 60 days to less than 14

**Skills for Health has just launched a new Career Framework to help develop efficient services by ensuring staff in administration, HR and management roles have consistent skills, competence and knowledge.**

The framework, which can be used by managers, commissioners and workforce planners, also provides these staff with a flexible career progression. Based on real job descriptions, it identifies new roles and responsibilities and brings together for the first time:

- Administration, business support and health service management competences
- Underpinning knowledge, training and qualifications
- A database of complete job descriptions.

Nicola King, Advanced Care Service Manager at Bournemouth and Poole Community Services said: "When we first used a competence based approach to role development, we focused on developing administration and related support teams, initially to underpin the 18 week wait initiative.

"Early successes saw patient waiting times fall from 60 days to less than 14 days, and patients reported

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their quality of life improved from 53% to 72% following discharge from the service.”

- ▷ You can view the framework now on our website
- ▷ To find out more about using the Career Framework to develop staff and services, contact Sam Gallaher, Executive Director, Skills for Health, enquiriesni@skillsforhealth.org.uk.



## CLU e-learning site relaunches with new and updated courses delivering statutory and mandatory skills for the wider healthcare workforce

**Skills for Health has re-launched its popular Core Learning Unit (CLU) e-learning platform with a range of new and updated online courses delivering statutory and mandatory skills for the wider healthcare workforce.**

New courses include Immunisation & Vaccinations, an innovative five-module programme developed with the Health Protection Agency and experts in service that is suitable for all staff involved in the delivery of immunisation and vaccination services. Other new and updated programmes available now or soon from the CLU platform include Infection Control, Equality & Diversity, BOC Medical Gases, and Child Protection.

Like all CLU e-learning programmes, the courses can be accessed anywhere, any time, making them a convenient and cost-effective choice both for employers and busy staff who might otherwise find it difficult to access training sessions.

CLU's e-learning programmes are now used by more than 500 employers and over 100,000 learners each year, making Skills for Health one of the UK's leading e-learning providers.

- ▷ To find out more about our e-learning courses for essential core skills, visit [www.skillsforhealth.org.uk/clu](http://www.skillsforhealth.org.uk/clu), call the Learner Support Helpline 0845 330 6507 or e-mail [clpu@skillsforhealth.org.uk](mailto:clpu@skillsforhealth.org.uk)



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## Hot off the press - Improve service quality and productivity



**To help you get a clear picture of how we can help you tackle your workforce challenges we've gathered key information on all our services and solutions in one place.**

The newly revised and updated *Improve quality and productivity* is a summary of all our services, covering everything from training courses and elearning to new role design and wholesale service redesign.

Find out:

- How one acute trust's department saved £20,000 on locum costs in six months

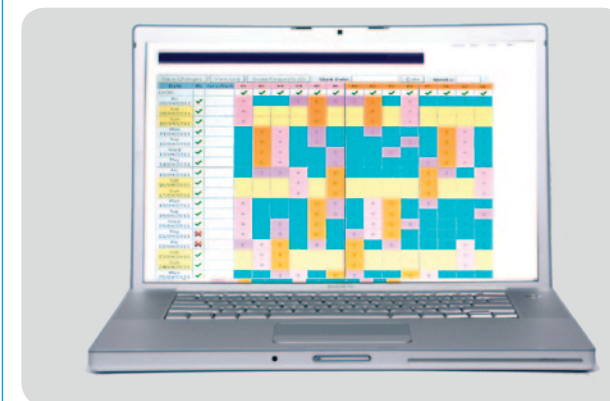
- How a health organisation reduced staff turnover in one area by 50%
- Why 80% of employers who employ apprentices say they make their workplace more productive
- Why are our services being incorporated into QIPP plans.

To get your free copy visit our [website](#) to download an electronic version or order a print copy post free.

- ▷ **To get further information on how our solutions can help you with your local workforce challenges contact Sam Gallaher, Executive Director, Skills for Health, [enquiriesni@skillsforhealth.org.uk](mailto:enquiriesni@skillsforhealth.org.uk)**

## New dates for webinars on cost-saving Doctors Rostering System

**The first webinar on the Doctors Rostering System on 30 March was closed to newcomers after every place was taken.**



The interactive online events give an overview of the high-quality and cost-effective Skills for Health system, and show how it can help you to:

- Significantly reduce locum and administrative costs
- Raise productivity and improve service quality by maximising your use of valuable junior doctors' time
- Promote a better work/life balance for your staff with powerful planning features that let you update rotas and

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accommodate swaps, absences and leave in real time

- Create and manage safe and legally compliant junior doctor rotas.

More than 140 healthcare providers nationwide are now using our system to realise benefits like these. They include Blackpool Teaching Hospitals NHS Foundation Trust, which recently adopted the Skills for Health system as a QIPP project after a six-month pilot delivered savings of £20,000 on locum use in one department alone.

Dates for future webinars are:

- 27 May
- 16 and 30 June
- 5 July.

▷ **To book your place please email [webinars@skillsforhealth.org.uk](mailto:webinars@skillsforhealth.org.uk) with your name, job title and organisation.**

▷ **More information on the system can be viewed [here](#).**

## Improving services for children with life-limiting and life-threatening conditions

**In a joint project with the Royal College of General Practitioners and UK children's palliative care charity ACT, we have just mapped the workforce functions required to care for children with life-limiting and life-threatening conditions.**

Dr Clare Gerada, Chair of the Royal College of General Practitioners, said: "This work provides an opportunity to challenge established thinking on the shape of service delivery and offers an approach to real transformation of services and the health and social care workforce, set against a backdrop of recognised and transferable National Occupational Standards. Ensuring consistency and quality are central to this approach."

The new resources help service managers and commissioners to develop an effective integrated team around the child and their family and to implement innovative and responsive services. They are designed to be used across community and acute health care, social care, education and the voluntary sector.

To view the resources [click here](#).

By analysing and mapping your care pathways, we can help you describe them in clear, objective and functional terms using national standards. This is essential for the effective commissioning of services, the exploration of

different workforce options and identifying new cost-effective approaches for service delivery.

This is just one service from a range we offer as part of our Workforce Transformation service.

▷ **To find out about how we can help you contact Sam Gallaher, Executive Director, Skills for Health, [enquiriesni@skillsforhealth.org.uk](mailto:enquiriesni@skillsforhealth.org.uk)**



## Take the guesswork out of designing and redesigning roles to cut length of stay by 60%

**We use national standards to define roles, making it easier for you to design new roles that help you deliver innovative, efficient services.**

We work with you to offer recommendations, implementation and evaluation of roles that we believe will address your particular local needs, from reducing waiting times to delivering specific cost savings.

In two recent examples at NHS Greater Glasgow and Clyde, a new competence based role cut length of stay by 60% while another improved patient outcomes and helped nurses' career progression.

To find out about how the Allied Health Professional Advanced Practitioner role doubled patient discharge rates and reduced onward referrals, see the [case study](#).

To see how the new Advanced Nurse Practitioner role enabled more flexible ways of delivering services, improved patient outcomes and helped nurses to progress along the career framework, see the [case study](#).

Role redesign is one service from a range we offer as part of our Workforce Transformation service.

▷ **To find out how we can help you contact Sam Gallaher, Executive Director, Skills for Health, [enquiriesni@skillsforhealth.org.uk](mailto:enquiriesni@skillsforhealth.org.uk)**

## Health Sector Pre-employment Programme praised by employers and training providers



*Carl Gaitskell, Trainee Porter on the programme, who successfully applied for the post of General Assistant. Carl was ecstatic at achieving his first full time post since leaving school.*

**The new Health Sector Pre-Employment Programme developed by Skills for Health has recently been piloted in the North West with great success.**

Building on the existing Sector Employability Toolkit and with a particular focus on young people aged 18 – 24, the programme aims to provide employers with a consistent approach towards recruiting people into sustainable employment in entry level posts that have traditionally proved hard to fill.

At University Hospitals of Morecambe Bay NHS Trust, 17

young people completed the 5 week pilot programme, which included a work placement. All were successful at interview for staff bank jobs and five of the candidates to date have been offered jobs at the Trust.

Dave Evans, Staffing Solutions Project Manager at the Trust said: "We feel as a Trust it has been extremely worthwhile, their enthusiasm to work was very evident - I'm sold on the programme!"

Sue Keenan, Integrated Employment and Skills Manager, Lancaster & Morecambe College praised the programme as: "An excellent toolkit for the pre-employment training programme."

The programme offers recruitment and induction cost savings for Trusts and the long term benefit of improved retention by providing a more motivated and committed pool of potential "job-ready" staff to recruit from.

All participants of the pilot programme will be supported by the Skills for Health Academy North West Employment Progression Pathway team over the coming months.

▷ **For more information, click [here](#), email [pre-employment@skillsforhealth.org.uk](mailto:pre-employment@skillsforhealth.org.uk) or contact Sam Gallaher, Executive Director, Skills for Health, [enquiriesni@skillsforhealth.org.uk](mailto:enquiriesni@skillsforhealth.org.uk)**

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## Developing the workforce for Chronic Obstructive Pulmonary Disease (COPD)

**We have just launched a new competence framework to help commission, manage and deliver improved patient centred respiratory care.**

One person dies in England and Wales from COPD every 20 minutes. It is estimated that over 3 million people in the UK are living with Chronic Obstructive Pulmonary Disease (COPD) and other related respiratory disease, but of those less one in three have been diagnosed and are being treated.\*

The resource provides a framework of National Occupational Standards and units of learning to help service manager and commissioners plan and develop respiratory services more effectively, which is going to be vital in implementing the DH England Outcomes Strategy for COPD.

The framework has been supported by a range of organisations including the British Thoracic Society, Association of Respiratory Nurse Specialists, the Royal College of Nursing the British Lung Foundation and Asthma UK.

Improving these service can have a significant impact. A new enhanced COPD service team Plymouth PCT helped to save 1,124 bed days in 2009 by managing the

condition during the severe to terminal stages and linking with other teams across primary and secondary care.

▷ **To see the new resource visit**  
[www.skillsforhealth.org.uk/service-area/copd](http://www.skillsforhealth.org.uk/service-area/copd)

### **Developing the workforce to support long term conditions**

The new framework joins a range of free to use online resources on our website. This includes an interactive online resource that brings together our key products and services for the workforce for patients with long term conditions.

▷ **To find out more visit** [www.skillsforhealth.org.uk/service-area/long-term-conditions](http://www.skillsforhealth.org.uk/service-area/long-term-conditions)

▷ **For help using the resources, National Occupational Standards and units of learning to develop efficient responsive services contact Sam Gallaher, Executive Director, Skills for Health, [enquiriesni@skillsforhealth.org.uk](mailto:enquiriesni@skillsforhealth.org.uk)**

*\*Consultation on a Strategy for Services for Chronic Obstructive Pulmonary Disease (COPD) in England, DH England*

## Bring the best care to patients at end of life and their families

**Skills for Health offers a range of services and solutions to help employers improve the quality and productivity of services in key areas of health and social care.**

Our work to help improve End of Life Care services has helped employers implement national policy and delivered resources and tools for them to improve services.

### **Competence based training boosts competence and confidence in clinical practice**

NHS Nottingham City and University of Nottingham used competences to support their staff who work with patients with End of Life Care (EOLC) needs in primary care settings.

They used the End of Life Care Competences and Common Core Principles developed by Skills for Health and Skills for Care as a starting point for all job descriptions and related training framework.

The training increased the competence and confidence in clinical practice of the staff, supported closer integration of health and social care and developed closer working across all local care providers - NHS, independent and voluntary sector.

For more see the [case study](#).

#### **Bringing our expertise to help improve service delivery**

By mapping out patient pathways and identifying the competences needed to deliver them, we can help you develop a workforce to deliver efficient, flexible services built around the needs of patients and their families.

Skills for Health was commissioned by the National End of Life Care Programme to identify functions and skill levels to provide quality End of Life Care in a community

setting. The resulting resources will help service managers to develop their teams or services and commissioners to enhance their service specifications. The National End of Life Care Programme will launch these for all to use on [www.endoflifecare-intelligence.org.uk](http://www.endoflifecare-intelligence.org.uk)

Claire Henry, National Programme Director at National End of Life Care Programme, said: "Skills for Health has made a vital contribution to the ultimate development of modelling tools that will explore key commissioning and workforce challenges around end of life care.

These tools will allow commissioners and providers to improve services for individuals nearing the end of life and their families.

I have been impressed by SfH's functional analysis work and their approach of looking at the functions an individual is likely to require at each step of the care pathway rather than the roles of various care workers.

That is putting the individual's needs at the centre but also allows commissioners and providers to work out local

solutions as to whether one carer has the competences to carry out all the required functions – meaning greater efficiency for care services and fewer visits for the individual nearing the end of life."

#### **Supporting national strategy**

Working with Skills for Care we developed and published the common core principles and competences and identified the National Occupational Standards (NOS) to support the Department of Health England's End of Life Care Strategy.

The standards support workforce development, training and education, and the development of new and enhanced posts and roles. We have also been using them to develop vocational qualifications units specific to End of Life Care.

To view the End of Life Care Common Core competences and principles [click here](#).

To see the NOS resource [click here](#).

▶ **To find out more about how the new standards, qualifications and local application of the pathway mapping can benefit your patients, contact Sam Gallaheer, Executive Director, Skills for Health, [enquiriesni@skillsforhealth.org.uk](mailto:enquiriesni@skillsforhealth.org.uk)**

## News in Brief

**New complementary therapies National Occupational Standards (NOS) now live.** The NOS for Hypnotherapy, Microsystems Acupuncture and Healing have been approved and are now available on the Skills for Health website. For more information please email [complementary@skillsforhealth.org.uk](mailto:complementary@skillsforhealth.org.uk)

**Postural Care project report published.** The final report on our work with Postural Care Community Interest Company to deliver a training programme for the workforce supporting children and young people with complex and continuing healthcare needs is now available. [Click here](#).

**Carers Matter, Everybody's Business**  
Skills for Health working in partnership with Skills for Care and the Department of Health (England) has developed a learning and training framework for health and social care staff who work or come into contact with family carers. It provides the tools and guidance to support employers to commission or develop learning to reflect local workforce needs, settings and context.

Visit the resource at [www.skillsforhealth.org.uk/carers-matter](http://www.skillsforhealth.org.uk/carers-matter)