



Better  
**Skills**

Better  
**Jobs**

Better  
**Health**

# Improve Quality and Productivity

Develop and transform your workforce

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# Ensuring a skilled, competent and safe workforce

## Skills for Health

We are passionate about ensuring patients receive the highest standards of care delivered efficiently through a planned, skilled and competent workforce. Since our establishment in 2002, we have been committed to working with healthcare organisations to provide the safest, highest standards of patient care.

As the Sector Skills Council for Health and a not-for-profit organisation, we are a trusted partner of healthcare institutions large and small including NHS, independent and voluntary sectors. Our focus is to primarily strengthen workforce and organisational development. We are also the leading authority in the UK on apprenticeships in the health sector.

The Skills for Health team comprises workforce specialists, training and IT consultants, former clinicians, workforce specialists and training and IT consultants, all of whom bring with them a vast amount of health sector experience and a passion for advancing the quality of patient care.

Together, with you, we'll design and implement our sector-leading services that improves the patient experience across primary, secondary and tertiary care. We have gained a reputation for excellence and expertise, working with organisations locally, nationally and internationally.



# Workforce Development and Consultancy

## Secure the best for your workforce with our consultancy and research services

Become one of the many healthcare organisations in the UK health sector – and internationally – that utilise our consultancy and research services. As experts in strategic workforce change, we offer a menu of services to help you identify and implement the most productive and efficient ways to deliver high quality care.

## Effective workforce planning is central to providing high-quality care

When you are looking to deliver services in a new or different way, we can help you understand the current shape and status of your workforce. We can present you with options on how you can improve quality, productivity and health outcomes, help you understand service demand and provide you with practical implementation plans so you achieve the best possible outcomes.

Utilising our well established and proven Six Steps Planning methodology, we can work with you to develop an integrated strategic workforce plan for every level of your organisation or health economy. Our approach considers the skills, training and the type and number of staff necessary to make your plan a reality. We can provide training for your staff in workforce planning methodology and mentorship, as well as offer support for implementation.

## What is our Six Steps methodology?

It's a practical, tried-and-tested approach that examines key factors influencing your workforce, such as costs, current and future demand for services, local demographics, technology and treatment advancements. Using this information, we will develop organisational and service-level workforce plans that deliver appropriate staffing levels, new ways of working and help you to improve productivity.



## Planning backed by research and labour market intelligence

Our accurate, up-to-date research and labour market intelligence not only underpins our strategic workforce planning, but also provides your organisation with the insight necessary to effectively plan for the future. Developed alongside health sector employers over the past decade, our expertise will keep you abreast of industry trends, help you effect positive change and measure the important social return on investment created by clinical services. We can enable you to compare data from your organisation to others in your sector or region. Armed with comprehensive intelligence, you can then plan accordingly, implementing changes that can increase productivity, performance and service quality.



*Through the workshops we wanted to identify the potential for new clinical support staff roles, together with gaining clarity on the level of knowledge and skill and type of work staff would be expected to undertake in the different Bands. Another key aim was to achieve clear outlines of the learning and development for the different roles so we could offer a defined framework to clinical or admin support workers if they wanted to progress their career.*

### **Julie Jones**

Senior Training and Organisational Development Manager, Humber NHS Foundation Trust

## Improving and redesigning your roles and services

Healthcare providers often face pressure to take action to reshape services and teams to improve quality, clinical effectiveness and address rising demand. Working with Skills for Health can help you identify and assess new cost-effective models for service delivery and explore different workforce options; providing essential support for informing effective commissioning of services.

Our tailored approach, built on facilitation, is competence based and complemented with access to an extensive range of online tools, and resources. This will enable you to redesign roles and services to deliver better patient care.

## Career frameworks

Whether you are commissioning, conducting service reviews, or simply redefining your roles, investing in our customised Career Framework service can have significant long-term benefits for your organisation. Based on your priorities and workforce needs, Skills for Health can help you map competence requirements of local roles to provide you with the career framework to make informed, effective plans for every staffing level of your organisation. Career Frameworks will help to increase flexibility of your workforce, provide insight to tackle current and predicted skills gaps in your organisation and identify suitable training and education to be commissioned. Career Frameworks make staff recruitment, development, and transfers a more open and objective process, improve retention and provide potential to improve patient experience.

## Developing a safer, more competent support workforce

The Support workforce, which represents 40% of all healthcare staff, can, more often than not can be overlooked. Based on our core mission of developing a more skilled, productive and flexible workforce, we've worked with organisations to create a robust strategy to upskill and raise standards of the support workforce. Our consultants will work with you to create a robust strategy specifically for your support workforce and we can also deliver interventions which include developing apprenticeships to establishing progression routes and new roles, you can rest assured that your support staff meet all your requirements now and in the future.

We can work in partnership with you to devise a solid, future-proof strategy for workforce development by utilising our career and competence frameworks, which are all underpinned by our National Occupational Standards (NOS). In doing so, you can determine if your workforce is providing adequate return on investment by assessing their competence and alignment to both your strategic and operational objectives.

By applying our Learning Needs Analysis Programme, you can identify areas for improvement and collate staff learning needs across your organisation.

# Elearning

## Learning and development services

Our workforce learning and development services have one goal: to improve the skills of staff and, as a result, improve patient care across the UK's healthcare sector. We do this through a sector-leading range of tools and programmes that enhance staff knowledge and skills, simplify compliance reporting and ensure all support staff are trained to the same standard across the country.

All of the work we carry out is underpinned by the National Occupational Standards, broadening out to our 10 frameworks and learning outcomes that set the benchmark of national training standards in the healthcare sector.

## Build a safer, more compliant workforce with our Elearning

We are the largest healthcare Elearning provider in the UK, with more than 400,000 staff and over 900 healthcare organisations regularly using our course to ensure they are legally compliant in the workplace.

Each course is quality assured and as the developers of the Core Skills Training Framework (CSTF) you can rest assured that all of the statutory and mandatory courses align with the Core Skills Training Framework (CSTF), allowing your organisation to save time and money by training staff only in the subjects they need and avoiding duplication of training. Our suite of courses is continually growing and includes a Clinical/Care suite of courses which meet the requirements of the Care Certificate and a suite of Primary Care statutory and mandatory Elearning courses aimed specifically for the primary care sector.

*Very good mix of audio and visual info and questions I felt it refreshed my knowledge, well put together programme.*

**Louise Gregory**  
Manager, Compton Hospice.

We believe versatility is key and our in-house development team therefore works with industry leaders to ensure that new courses are always developed in-line with current policies and sector priorities— examples of these includes personal health budgets, dementia care and learning disability awareness.

Elearning offers a cost-effective, engaging and flexible alternative to traditional methods of training. To find all of our courses, please visit:

[www.skillsforhealth.org.uk/elearning](http://www.skillsforhealth.org.uk/elearning)

*We have been very impressed with the flexibility, quality and cost-effectiveness of the system. The online delivery is particularly valuable because it means that staff can fit the training around their busy work schedules, reducing the need for day release and cutting down on costs associated with face-to-face training.*

**Janine Smith**  
Business Manager, NHS Ealing.

*Having worked in general practice for 17 years, and undertaken many immunisation and vaccination updates, I found this course to be the most detailed and comprehensive one I have ever undertaken and would highly recommend it for any nurse doing childhood and travel vaccination immunisation. Excellent.*

**Tracey Elliott**  
Practice Manager, Chase Medical.



## All of your Elearning courses, all in one place

In response to customer demand, we can now host an organisation's non-Skills for Health Elearning courses alongside our own Elearning on our Virtual Learning Environment (VLE). This is not only more cost-effective for your organisation – as you do not need to maintain a complex and costly platform – but offers a single system of entry for staff accessing training. Users can run courses that are bespoke to your organisation, in conjunction with our national training for statutory and mandatory core clinical skills. We've also included national Department of Health courses – like Positive Behavioural Support and the dementia-support programme Stand by Me – that are free to use on our platform. It's a customised approach that means your staff can effortlessly access a comprehensive selection of training, all in one place.

## Easy, accurate, up-to-date compliance reporting

Devised with the NHS, our compliance reporting tool **WIRED (Workforce Information Reporting Engine Database)** is a simple and cost-effective way to improve patient safety by giving you the means to monitor and improve staff compliance. WIRED ensures that staff undertake the most relevant training at the right time for your organisation. The system, now in its second edition, works in two ways: it allows staff to view their recent and historical training information, while their managers can run timely, accurate and up-to-date compliance reports at the click of a button. The result? Significant time and cost savings, with more course places filled and all the right people trained.

## Determine new recruits' skills with our Skills Register

This easy-to-use online tool reduces the time, money and energy spent verifying a new recruit's skills and training records. The Register displays which skills a new member of staff has obtained in their previous roles – so you can quickly and easily assess which skills and training they will need in their new one.

## Recognising an outstanding level of training with our Quality Mark

The Quality Mark is the uniquely recognised standard for healthcare training in the UK. It is awarded to training providers who can demonstrate an outstanding degree of teaching, learning and assessment. Whether you're an organisation looking to certify the standard of your healthcare training or an employer commissioning learning and development programmes, the Skills for Health Quality Mark is an instantly recognisable indication of excellence, credibility and value for money.

*We chose WIRED as our compliance reporting tool as, unlike some other tools, it made the data easily accessible to everyone. Whatever role a person has within the Trust, they are able to understand the status of their mandatory training compliance at a glance and this has led to significantly increased overall compliance.*

**Sam Bessant**  
Head of Learning and Development.

## Streamlining programme support

Our streamlining programme can help your organisation reduce time and expense across three crucial areas: the rotation of junior doctors, statutory and mandatory training and the processes involved in employing new staff, which includes health clearances and right-to-work checks. Our unrivalled expertise has already seen 39 London trusts save millions of pounds and improve efficiency and productivity by benchmarking performance and sharing best practice.

- £5m savings a year through reduction of duplicate training
- 1000s of hours of data entry saved
- Reduced time to recruit and hire candidates
- Saving of over 37,500 man hours in training over a three year period

# E-Rostering for Healthcare

## Our e-rostering workforce management software

Whether you're responsible for managing staff workloads in community services, mental health, GP practices, emergency departments or medical care units, our Realtime Rostering software is an accurate and efficient rostering solution for all staff in your organisation, developed for healthcare professionals, by healthcare professionals. It is fully compliant with the new 2016 Junior Doctors Contract, nurses, consultants and support staff.

### Realtime Rostering

We have over 10 years' experience in delivering tried and tested tools in workforce management. Our sophisticated e-rostering system, Realtime Rostering, provides accurate and up to date information that can be accessed by anyone at any time, updating staff rotas in seconds.

Realtime Rostering – an award-winning system used in more than 150 healthcare organisations in the UK – can offer your staff greater work/life balance and promote higher job satisfaction. On an administrative level, it aligns with national compliance standards, saving your organisation money, and, most importantly, meeting the complex needs of your patients. Accurate, up-to-date and accessible 24 hours a day, our system supports future planning and reduces the last-minute cancellation of clinics and surgeries. We will be there, from system implementation to face-to-face training, to make sure you have all the support you need to successfully employ Realtime Rostering within your organisation.

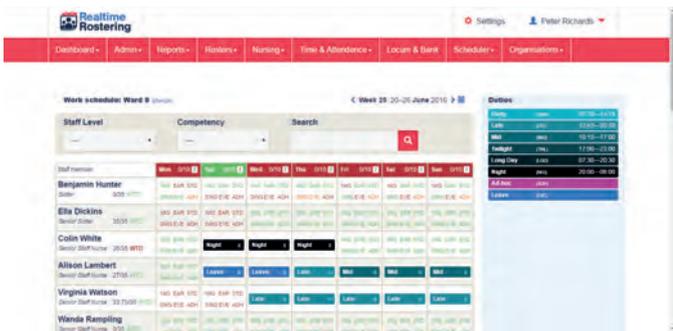


Safer, fairer rosters that improve patient care  
[www.realtimerostering.uk](http://www.realtimerostering.uk)

Our e-rostering software users have reported reduced medical locum spend by 10%-20%, consultants rota planning now taking 75% less time, reduced rostering workload of medical secretaries by 50%, and better access to training opportunities.

### 8 Reasons to choose Skills for Health Realtime Rostering:

- 1 Cost Effective** – the most competitive, honest system on the market
- 2 All Staff Rotas** – roster your entire workforce accurately
- 3 Quick, Simple and Easy to use** – and if you get stuck, then we are on hand to help
- 4 Doctors Rostering** – fully compliant with new 2016 Junior Doctor's Contract
- 5 Ensure Working Time Regulations** – compliance across all staff groups
- 6 Seamless Integration** – across existing systems
- 7 Developed by Industry Experts** – for the sector, by the sector
- 8 Realtime Rostering** is brought to you by Skills for Health – a not-for-profit charitable organization.



*I used to spend up to eight hours per week planning the rosters. This task now takes around two hours and I now have the option of planning activities over a longer period as is the case when I go on holiday.*

**Dr Kerry Grady**  
 Consultant Anaesthetist, East Lancashire Hospitals.



*I've found Realtime to be really good value and it definitely has the potential to save us money in the long run. The Realtime system is also a big time-saver and so easy to navigate; the response across has the organisation has been really positive.*

**Iain Elrick**  
 Project Manager for Workforce Planning and Redesign, NHS Grampian.

*The system is perfect for us and allows us to see most member of staffs' availability on one screen; having that level of visibility means that we can see any gaps all on one screen and are alerted to any problems earlier than we would have been before.*

**Heather Bennett**  
 Medical HR Manager, The Walton Centre NHS Foundation Organisation.

# Occupational standards and educational frameworks

As the Sector Skills Council for Health, our influence and expertise helps to inform health, workforce and skills policy – both nationally and locally. Our competences, standards and skills frameworks exist to give organisations, their staff and the wider public greater confidence in the provision of healthcare. They also help to streamline the movement of staff between organisations and eliminate the unnecessary duplication of staff training.

We're responsible for developing and maintaining all of the UK's National Occupational Standards – articulating the skills, knowledge and competences staff need in order to do their job effectively. We also play a central role in supporting national and regional programmes, such as our work in creating the Care Certificate, the result of a partnership led by Health Education England alongside Skills for Care, which ushered in a new standard of integrated health and social care education for support staff in England.



## Developing frameworks for safer, more knowledgeable staff

Our Core Skills Training Framework, covering mandatory, statutory and selected clinical and care subjects, creates consistency across the UK sector, allowing employers to recognise training to an agreed standard. Applicable to all UK countries, the Framework provides assurance that your staff are compliant and have the requisite skills to work safely and efficiently. The framework reduces unnecessary duplication of training, engenders trust across organisations and streamlines staff moving or transferring across the sector – saving time and money.

For each framework subject, you will find detailed learning outcomes, standards and guidance:

- Equality, diversity and human rights
- Health, safety and welfare
- NHS conflict resolution (England)
- Fire safety
- Infection prevention and control
- Moving and handling
- Safeguarding adults
- Safeguarding children
- Resuscitation
- Information governance (for England, Wales and Scotland)
- Violence and aggression (Wales)
- Your healthcare career
- Duty of care
- Person-centred care
- Communication
- Consent
- Privacy and dignity
- Fluids and nutrition
- Dementia awareness
- Blood component transfusion

## Attract new talent, retrain staff and tackle skill shortages with apprenticeships

We understand the growing importance of apprenticeships across the UK and have extensive experience in supporting employers to maximise their use to develop the healthcare workforce. If you're looking to fill a particular role or develop a particular skill set – clinical or non-clinical – we can help you to devise an apprenticeship programme that meets the needs of your organisation.

*With a successful apprenticeship scheme already in place, Sheffield Health and Social Care Trust wanted to develop a competence based career framework for Healthcare Support Worker (HCSW) staff. This would enable the Trust to be clearer and more responsive, both when assessing staffing needs, and in identifying required skills and training. The team have taken some lessons on board from their experiences so far. In particular, despite big aspirations, they now recognise the value in breaking that down and focusing on tangible outcomes, such as recruiting a set number of apprentices within a smaller timeframe.*



# National Skills Academy for Health

The National Skills Academy for Health, working in partnership with Skills for Health, helps healthcare organisations across the nation train, develop and enhance their support workforce.

Support staff comprise more than 40% of the UK's healthcare workforce and form the foundation of every successful healthcare organisation. By offering and sourcing sector-leading education and training, the National Skills Academy for Health make it possible for support staff to receive the best opportunities for development in order to do the job they love.

**The National Skills Academy**



**HEALTH**

[www.nsahealth.org.uk](http://www.nsahealth.org.uk)

The National Skills Academy for Health works alongside employers to develop support staff through their frequently updated learning and development programmes, which include their renowned E-learning provision. The Academy can also work with you to create a bespoke training programme to achieve your organisation's learning objectives. Whichever method you choose; you can be confident your support workforce will have the skills required to provide the highest standard of patient care – whether they are in clinical roles or working to deliver efficient operational services.

If you're looking to source exceptional health care training providers, the National Skills Academy for Health and its network of Excellence Centres can put you in touch with trusted delivery partners boasting the Quality Mark, the only training quality standard for the UK's health sector, developed by Skills for Health to define and endorse the best learning and training.

If you need to attract new talent or tackle skills shortages, The National Skills Academy for Health can help you establish a greater number of apprenticeships through their Apprenticeship Support Services. These include an Apprenticeship Training Agency (ATA), the only ATA in the nation dedicated to the meeting the needs of the health sector. Other services offer advice to help healthcare employers develop their own in-house training expertise plus access to proven resources that support the whole apprenticeship process from recruitment to onward progression.



# Testimonials



*Skills for Health have been invaluable throughout this work and facilitated the role redesign across a range of services. From the roles that came out of their workshops they were then able to identify the elements common to all and provide a clear view of core competences.*

*As more people have learnt about the project the more they've wanted to be engaged. So we're really pleased with the way things have gone.*

**Julie Jones**  
Senior Training and Organisational Development Manager, Humber NHS Foundation Trust

*Skills for Health have been very supportive throughout the process of workforce planning and responsive to our needs and wishes. They have provided us with detailed reports as per the specification. They are willing to go the extra mile to ensure we are satisfied with the quality and content of reports.*

**Debbie Westwood**  
Senior Programme Lead, South Worcestershire Clinical Commissioning Group

*Skills for Health were very flexible in their approach. They managed to – very quickly – get everyone's buy-in and engagement, which is no mean feat. Within the short space of time that we had, Skills for Health delivered a high quality product. I'd personally recommend them to any organisation throughout the country.*

**Geri McKenna**  
Interim Project Manager, South East London Commissioning Strategy Programme Office

*The competences provided a useful framework for developing the new job descriptions and helped us talk about a quality service rather than targets. Having competence-based job descriptions will enable us to monitor performance against national standards and plan relevant staff development activities.*

**Linda Patton**  
Trust Patient Access Manager, Northern Health and Social Care Trust

# Testimonials



*NHS Dudley reduced orthopaedic referrals to secondary care by 70% by introducing a new advanced practitioner role. The service was more cost effective with quicker throughput and lower cost per contact.*

*80% of those employers who employ apprentices agree they make their workplace more productive.*

*Using Skills for Health's tools, we were able to identify the skills and competences our staff require to deliver new models of care.*

*The services are now delivering on everything we set out to achieve – a better patient experience, greater efficiency and better supported staff.*

**Helen Kelly**  
HR Director, NHS Forth Valley



*Since the implementation of WIRED, we have found it particularly useful for checking on areas and on individuals' compliance.*

**Emma Hutt**  
Adult Basic Life Support Resuscitation Manager



*Skills for Health's Six-Step Methodology builds into the process of workforce planning essential elements to ensure the quality of services are both discussed and planned for.*

**David Withers**  
Head of Education, Hull and East Yorkshire Hospitals NHS Trust



*The benefits of the project have been seen with the implementation of competences to support the role of the community support nurse. This work has enabled us to reflect on what we needed to support and improve services provided to vulnerable children within South Birmingham.*

**Pat Hackett**  
Associate Director Community Services (Children) South Birmingham PCT



*Skills for Health's assistance ... has been invaluable. Our new clinical skills programme for venepuncture has helped us support our practitioners and raise the standards of our service to an even higher level.*

**Chris Middleton MSc. FHEA**  
Clinical Education Manager, BUPA Hospitals Ltd

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## Social media



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