



# University Hospital Southampton becomes first NHS Trust to receive Quality Mark for training

University Hospital Southampton NHS Foundation Trust is a teaching hospital providing services to about 1.3 million patients. It supports healthcare staff at all stages of their careers with courses ranging from clinical training and leadership development to vocational skills and IT training.

## The challenge

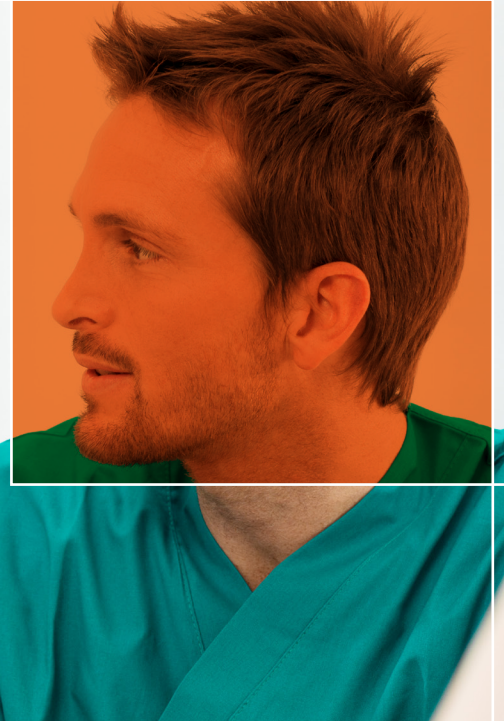
The business of training future and current staff is an important part of University Hospital Southampton's work, and it also provides training for other NHS Trusts and private hospitals in the area, and other health employers such as a GP practice locally.

The Training & Development team wanted to be able to demonstrate that the hospital offers the best possible delivery of all its training and courses.

## How they did it

The Trust was already working with Skills for Health on its Apprenticeship scheme, and was also regularly subject to Ofsted inspections. It had also completed Matrix Accreditation for the Careers Support Service. The Training and Development team therefore recognised the importance of keeping records and collecting evidence of good practice.

The Skills for Health Quality Mark is delivered through the National Skills Academy for Health. It defines and endorses high standards of learning and training, enabling health and social care employers to benefit from a world-class workforce. The Quality Mark assessment process focuses on the quality of delivery of training, and includes on-site visits and teaching observations, along with interviews with trainers, learners and employers, and stakeholder surveys. Documentary evidence and records are also evaluated.



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*Carol Clark*

Guided by a Skills for Health consultant, the Training and Development team provided a portfolio of evidence to support their work, supplemented with videos of a range of courses. Most of the evidence was already in existence but a few documents, such as workflow charts, needed to be created. The team also organised a site visit for the Quality Mark assessors, which included assessments, teaching observations and interviews with students, trainers, assessors and managers.



Image Caption (from left to right) - Carol Clark, Anita Esser

### The outcomes

- UHS can now demonstrate that it is a high-quality provider of training across all career groups and stages.
- Patients can be confident that they are being treated by a properly trained workforce and will be well cared for.
- The Quality Mark endorsement puts the Trust in a good position to implement the NHS strategy to support the development of Band 1 to 4 staff and deliver the new Care Certificate.

### Quote from Carol Clark

Carol Clark, Vocational Skills Coordinator and Career Support Coordinator, University Hospital Southampton NHS Foundation Trust, says: ‘We take pride in training, which is delivered by people who work within the NHS and know the business. We’re delighted to receive the Quality Mark endorsement and believe it helps us stand out as top-quality training providers.’



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Our vision, and that of the employers with whom we work, is to create a qualified and transferable workforce, with every individual recognised and valued for the skills they have, and encouraged and enabled to develop the skills they want and need.

To find out more about the National Skills Academy for Health and how we can help you, please contact us today.

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