



# Better skills, better jobs, and better health

The UK's Sector Skills Council for Health



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Skills for Health is a not-for-profit organisation committed to the development of an improved and sustainable healthcare workforce across the UK.

# About us

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

As the Sector Skills Council for Health and a not-for-profit organisation, we are a trusted partner of healthcare employers large and small including NHS, independent, and voluntary sectors. Our focus is to strengthen workforce and organisational development. We are also the leading authority in the UK on apprenticeships in the health sector, and we deliver Healthcare Apprenticeship Standards Online, commissioned by Health Education England.

The Skills for Health team comprises workforce specialists, training and IT consultants, and former clinicians, who 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

## 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.

### The Six Steps Methodology to integrated workplace planning





# Workforce Development

## 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 workshops we wanted to identify the potential for new clinical support staff roles, together with gaining clarity on the level of knowledge and skills, as well as the type of work staff would be expected to undertake in different bands. Another key aim, working with Skills for Health, was to achieve clear outlines of the learning and development needs for the different roles so we could offer a defined framework to clinical and admin support workers if they wanted to progress their careers.

**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 is competence-based and complemented with access to an extensive range of online tools, and resources, enabling you to design 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, 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 for Healthcare

## Learning and development support

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 courses 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)

*Online delivery is particularly valuable because it means that staff can fit their 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.



# eLearning



## 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 **LearnSpace** is a simple and cost-effective way to improve patient safety by giving you the means to monitor and improve staff compliance. LearnSpace 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 is significant time and cost savings, with more course places filled and all the right people trained.

## 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



# Better skills, better jobs, and better health

Skills for Health is a not-for-profit organisation committed to the development of a skilled and sustainable healthcare workforce across the UK.

[Find resources in the Info Hub](#)

[View our eLearning courses](#)

[Read about the Our Health Heroes awards](#)



# Custom Rostering System (CRS)

**Our best-in-class fully customisable eRostering workforce management software.**

Whether you're responsible for managing staff workloads in community services, mental health, GP practices, emergency departments or medical care units, the Custom Rostering System, by Skills for Health, 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.

## NHS eRostering and Compliance

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

CRS – 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 CRS within your organisation.

Our eRostering 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.

## 9 Reasons to choose Skills for Health CRS:

- 1 Cost Effective** – the most competitive, honest system on the market
- 2 Customised to Your Organisation - in line with local policies and preferences**
- 3 All Staff Rotas – roster your entire workforce accurately**
- 4 Quick, Simple and Easy to Use – and if you get stuck, then we are on hand to help**
- 5 Doctors Rostering – fully compliant with new 2016 Junior Doctor's Contract**
- 6 Ensure Working Time Regulations – compliance across all staff groups**
- 7 Seamless Integration – across existing systems**
- 8 Developed by Industry Experts – for the sector, by the sector**
- 9 The Custom Rostering System is the only NHS eRostering delivered by a not-for-profit and the UK's Sector Skills Council**



# Research and Evaluation

From identifying the development needs of the healthcare workforce, to supporting employers in making data-driven decisions that will improve patient care, our experts have experience and resources to get under the skin of your workforce issues, making a positive difference to strategic outcomes.

## We can help you:

- Identify and understand the impact of your patient services
- Maximise the capabilities of your workforce with evidence-led insights
- Reduce the skills gaps in your organisation, review roles and shortages to help deliver a future-proof workforce growth plan
- Improve system-wide and organisational intelligence to help you make more informed workforce and service decisions
- We use proven research methodologies to maximise participation, ensuring you get the full picture about your issues
- Our results influence key decision making at an internal, organisational, system-wide and national level
- We conduct process and impact evaluation for both projects and programmes, including assessing Social ROI assessments and cost-benefit analysis
- We apply experienced analytical knowledge to ensure findings are focused on providing practical outcomes that will support the health sector
- Our findings are presented in meaningful and relevant reports that can be interpreted to positively impact yourself and your organisation



*The research reports delivered by Skills for Health offered us a series of unique insights, including pinpointing disparities between local health service supply and population demand. By using this information to optimise our services for local demand we increased overall productivity and service quality and helped deliver on our QIPP agenda.*

**Adrian Whittle**

Head of HR and Organisational Development,  
NHS Cambridgeshire and NHS Peterborough



# Framework Development

## 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.





Visit [skillsforhealth.org.uk](https://skillsforhealth.org.uk)  
to find out more

### Social media

 @skillsforhealth

 Skills for Health