

## Health Education England working across North West London

### Health Care Support Worker update July 2017

Welcome to July's edition of the NWL newsletter now circulated to all leads and health care support workers in the sector.

This is the first newsletter since December 2016 and so many great things have been happening since the last edition. We hope to continue to capture and showcase everything that organisations are doing for our support workers in the sector.

Support workers – welcome to the newsletter! If you would like to contribute in the future, then get in touch using the below email:

[NWL.HCSW@hee.nhs.uk](mailto:NWL.HCSW@hee.nhs.uk)

We look forward to hearing from you!

### Local News – celebrating success

#### Sharing Good Practice

**Work Experience Update – Imperial College Healthcare NHS Trust**

#### Nursing and Therapies WEX

The second cohort of nursing and therapies WEX ran at Imperial in March 2017. Sixteen students all of whom are interested in an NHS career attended; 12 selected by Access Aspiration – in support of the widening participation programme and four via schools that have signed up to join the Imperial WEX programme. An additional three programmes are currently being organised for 2017, one on each site. The two-day programme, which included ward visits, patient care, phlebotomy training and a visit from BNU, has been another huge success and some of the feedback included:

- The experience has been extremely beneficial. I have learnt many things including the significance of oral hygiene, ward experience and occupational therapy
- Thank you for making this programme especially tailored to nursing. It has honestly been so amazing and the effect was phenomenal
- Thank you for showing us how the NHS really is! A wonderful work place
- It has most definitely made me want to be a child nurse for sure and I am now determined and motivated to make sure that I achieve my goal.

Imperial College Healthcare   
NHS Trust



Students learning phlebotomy skills



Learning about Cardiac Arrest Scenario

## **Project SEARCH**

The 12 Interns of the first cohort are now on their final rotations and have begun working 'real shifts' in their respective departments. Three have applied for jobs in the Trust and with Sodexo and one has had an interview in theatres as a healthcare assistant and is about to have a 'working skills assessment' with reasonable adjustments put in place. The other two have applied for posts as ward hosts. A further two will be applying for roles within Sodexo in the post room and back of house (Pick and Pack).

The group has had a fun filled year and attended the open evening at the College of North West London to speak to potential interns there about their own experience within the Trust. Their confidence, which has soared since being on the programme, is testament to the success of the programme. They have learnt to deal with different scenarios over the year including the moving of their base room and the change of team members. There has been on-going support for each other and by each other for the duration of the programme.

The Trust has had an open day for the 2017/18 cohort and planning for the Skills Assessment and Interviews day has started. Eighteen potential interns attended with their families and colleges and enjoyed hearing from our current interns who stayed behind to answer questions and speak about what they do. New placements have been established in the following departments alongside those placements already established: Outpatients, Linen Store, Stores, Discharge Lounge, Limb Fitting and Recruitment.



11 of the 12 interns from Cohort 1 at Imperial College Healthcare NHS Trust



The 12 Project SEARCH graduates from Imperial College Healthcare NHS Trust had a fabulous graduation ceremony with families, mentors, managers and the projects business partners in attendance. Six have confirmed jobs with two more pending.

A picture says a MILLION words!

## **Medical Work Experience**

The newly designed programme kicks off in June. Forty-five schools have signed up to be a part of the programme and have started to send in their students' application forms. The application form is designed to be used as not only the student's application but also the school's reference and the consultant's agreement for the placement. The programme accepts students via the following routes:

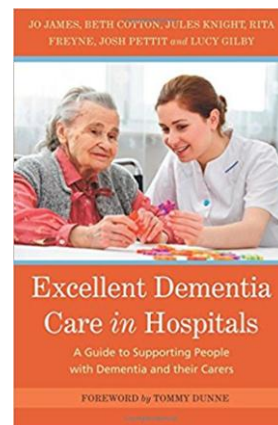
- Schools from five boroughs (Kensington and Chelsea, Hammersmith and Fulham, Brent, Ealing and Westminster)
- Schools recommended by consultants as schools that have a high number of potential medical students
- Friends and family of trust staff that fit into the age criteria of 16-18.

All students on this programme must be studying A 'Levels which include at least one science subject and have intentions of entering into medicine.

## Imperial Dementia Champions

Imperial College Healthcare NHS Trust would like to congratulate Jo James, Beth Cotton, Jules Knight, Josh Pettit and Lucy Gilby, on publishing their book 'Excellent Dementia Care in Hospitals – A guide to supporting people with Dementia and their Carers'.

The authors all form part of the ICHT Dementia Care Team, with great contributions from two of our Healthcare Support Workers Josh and Lucy.



## ICHT Healthcare Support Worker Conference February 2017

The ICHT annual Healthcare Support Worker Conference took place on the 28<sup>th</sup> February 2017, hosted by Anton Robinson and the Nursing Directorate Education Team. The conference was entitled 'Lead the way, safety today'.

Seventy-five healthcare support workers trust-wide attended the day, with guest speakers Richard Griffin (OBE) and Paul Marijetic from HEE NWL and Tracie Culpitt from the RCN. Mr Guy Young (Deputy Director for Patient Experience, ICHT) presented the award to our Healthcare Support Worker of the year 2017 – Lauren Yearwood.



Congratulations Lauren Yearwood!  
ICHT Healthcare Support Worker of the Year 2017



A full audience at Imperial HCSW conference



RCN rep Sharon and Saj - Congrats to Saj on her Nursing Associate programme



Thank you to all of our guests, HCSWs, speakers and organisers for an outstanding conference on patient safety. Feedback from our HCSWs was very positive and they felt the day was valuable.

### **Imperial Purple Pathways**

A full range of '**Purple Pathways**' has been developed by Imperial College Healthcare NHS Trust to describe the journey of a patient with learning disabilities and/or autism through our hospitals. **Purple pathways** for A+E, Inpatients, Outpatients, Maternity and Discharge are presented as flowcharts so that clinicians and other staff can easily identify how the patient should move through our hospital services, who to contact and best support. They are an integral part of our Learning disabilities and/or Autism Policy and Procedure, 2017.



The **Purple Pathway** for the discharge of patients also forms part of the Trust discharge policy and is the accepted Tri-borough discharge pathway. We are pleased that other London Trusts are producing their own pathways based on the Imperial model.

## Communication Aids for patients with learning and/ or communication disabilities



Every ward and every department at Imperial College Healthcare NHS Trust has been provided with a resource pack to assist with communicating with patients with these specific disabilities or indeed any patient with compromised communication. e.g. intubated patients.


It has a range of charts and pictures, a hospital passport template, BSL alphabet and Makaton signs, plus the essential reasonable adjustments chart.

## Trainee Nursing Associates

Twenty trainee Nursing Associates were welcomed to the induction day for the Trainee Nursing Associates at Imperial College Healthcare NHS Trust on the 24<sup>th</sup> April 2017. Staff from the partnership with Central London Community Healthcare NHS Trust and ICHT all came together for the day. Guest speakers included Sam Donohue from HEE and Professor Janice Sigsworth (Director of Nursing, ICHT). The programme included a group presentation on what to expect from the new training. It was agreed the day was a resounding success and a good start to their training.



Good Luck to all the trainee Nursing Associates!

West London Mental Health   
NHS Trust

## WLMHT Healthcare Ambassadors

**Our new Healthcare Ambassadors helped to inspire the next generation of doctors, nurses and therapists last week at a careers fair at Southall's Guru Nanak Sikh Academy.**

Activity Coordinator Michelle Spooner and Recruitment Administrator Savitha Sheshappanavar set up shop with plenty of information and energy to support the youngsters with their future ambitions. Students sought advice about qualifications needed to work in the NHS, training and voluntary opportunities and learned more about working within mental health.

Michelle said: “I want to inspire the next generation and educate students about opportunities in the NHS. The careers fair was a very successful event and as soon as the doors opened, we were inundated with questions.

“At the end of the event, the Vice Principle of Guru Nanak Sikh Academy thanked us for participating.”

Savitha also spent time interacting with students and promoting the work of the trust. “It was great fun and a very good experience. We met many enthusiastic children who had tonnes of questions.”

Since the start of the year, healthcare ambassadors at WLMHT have given up their time to attend career events at schools or host work experience students. This forms part of the trust’s commitment to growing our future workforce by reaching local communities and raising awareness of careers within the NHS.



Activity Coordinator Michelle Spooner and Recruitment Administrator Savitha Sheshappanavar



Recruitment Administrator Savitha Sheshappanavar interacting with students

### **Development Open Days at WLMHT**

The Learning and Development Team at West London Mental Health NHS Trust, held its annual Development Open Days in March at both Ealing and Broadmoor sites, that were well attended by over 240 staff from across a range of departments/wards.

Stands were provided by a range of education providers to promote apprenticeships, post-graduate education, leadership development and a range of other courses such as information technology, administration and communication skills as well as numeracy training.

The aim of the event was to promote the wide range of development opportunities available to help staff and managers prepare for their personal development reviews to help make the personal development planning more effective and linked to actual opportunities and training needs. Here’s what some of our staff told us:

*“The Open Days are brilliant; they give us a great opportunity to find out what’s available and there is loads.”*

*“I love attending the Open Days as it really helps me to plan what development I want to discuss with my manager at my appraisal meeting and it just makes it much more effective.”*



### **New Resources for WLMHT:**

Showcasing a great new resource for work experience at WLMHT. Alison Webster has kindly shared this resource for colleagues in NWL.



## At West London Mental Health Trust

At West London Mental Health Trust we want your work experience placement to be engaging and based on your needs, which is why our placements are so competitive. As a result, we ask that those students wishing to gain a placement with us look through the information attached in this interactive booklet and then place their applications.

We look forward to hearing from you.

Ali Webster - Assistant Director of Workforce - L&D

[read more](#)

### **National Apprenticeships**

The HEE National Apprenticeship Awards took place on 28<sup>th</sup> March 2017 at the British Medical Association in London. It was a great event and very many congratulations to Daniela on her award.



## National Apprenticeship Week

At National Apprenticeship Week, training providers were invited to promote apprenticeships at the market stalls for staff to find out more about apprenticeship opportunities at our Trust.

### **Apprentice Student of the Year**

Two apprentices were nominated by their assessors for the Staff Excellence Awards 'Apprentice student of year' category. Sabitri Bhandari, Healthcare Assistant was the winner, 'for being an excellent student throughout the course and never missing a study day. She showed empathy, dignity and respect to her patients at all times.'



### Lord Mayor's Procession

The National Apprenticeship Service had requested employers to participate at the Lord Mayor's Show which took place on Saturday 12th November 2016 in London City.



Two apprentices from London North West Healthcare NHS Trust kindly volunteered to take part. In total there were 47 people involved including apprentices from other organisations.

The purpose of this was to portray the breadth and levels of apprenticeships available.

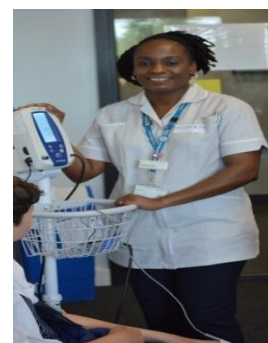
Feedback from the apprentices indicated they thoroughly enjoyed the day, even though it was cold and raining. They would like to be involved again next time, but there is a need for more apprentices from NHS trusts across London to take part.



### Health Ambassadors

A Health Ambassadors workshop was held to motivate, inspire and prepare support workers for undertaking health ambassador activity. Health Ambassadors are enthusiastic healthcare workers, both clinical and non-clinical, who want to inspire and encourage young people to think about a career and job opportunities in healthcare.

They act as role models to young people, offering them the chance to find out as much as possible about jobs and professions in healthcare. We have appointed 17 Health Ambassadors who have assisted at the school and career events.



### School Events

#### **London North West Healthcare NHS Trust & Paramedic comes to Villiers High School.**

The Education and Development department were working in collaboration with the National Careers Service and Ealing Council to run an event for Ealing schools to promote careers in the NHS and social care.

This recent event took place on Friday 24th February 2017 at Villiers High school in Southall. The aim of the event was to encourage students to think in broader terms about working in a range of jobs across health and social care. This ranged from the emergency response, with paramedics, to specialist clinical roles like diabetes specialist nurses, orthoptists and health visitors. There were opportunities for the students to consider clinical and non-clinical roles such as reception staff, finance, estates and many more. The day centred around a clinical





scenario about Sofia a 23-year-old lady who is a new mum. She collapses in the street and encounters a range of NHS and social care staff on her journey through diagnosis to returning home with follow up and support in the community. This journey was represented through five hubs.



- Hub 1 – Emergency
- Hub 2 – Diagnostic
- Hub 3 – Treatment and Care
- Hub 4 – Health Promotion and Ongoing Care
- Hub 5 – NHS Careers Information (work experience)



### Feedback from the day...

*“I just wanted to say a huge thank you to you and your colleagues for organising and running the careers event on Friday. Your contribution was fantastic and much appreciated by the students. They are still taking about it this morning.”* Gopali Nagi – Assistant Head Teacher, Villiers High School

*“Thank you for letting us be a part of something wonderful you guys organised for the young adults @ Villiers School.”*

*“It was a lot of fun!!”* Anu Jose Padayathil – Orthoptist

*“Can I pass on my sincere thanks to you both and all of your colleagues for making the Villiers school event a really successful careers activity. In my experience as a Careers Adviser, by their nature, year 12 students on A Level and other post 16 courses tend to be shy but keen to learn. In a sense, at this stage they are growing their futures and learning about the options they have. They were clearly taking on-board everything you were saying and gaining a greater clarity about working in the NHS.”*

*“In the long term, your work last Friday will have been inspirational and your efforts will have made an impact. Thank you to all of you.”* Neil Hammond – National Careers Service

### Careers in Health and Social Care, The Cardinal Wiseman Catholic School

Thursday 7<sup>th</sup> July was designated “Wellbeing at Wiseman enrichment day” and it was decided that Year 8 students would attend a Health and Social Care Careers event, which would enable the school to deliver the part of the statutory citizenship curriculum on Key Stage 3 careers, and enable students to meet professionals from health and social care workplaces, gain an understanding of skills required and learn about responsibilities in the world of work.

Two Health Education England strategies are particularly pertinent to this initiative; both the Talent for Care national strategic framework and the Widening Participation strategy recognise the need to promote NHS careers to schools, colleges and local communities in order to ensure that young people are aware of the multitude of opportunities to work across the sector and are inspired to find out more and progress into careers in health and social care.

The day was planned to provide interactive, stimulating and inspirational activities to raise awareness and aspiration into employment and careers in the health and care sectors.

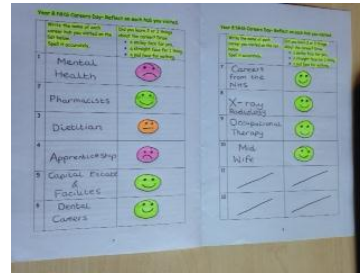
We asked students to do a quiz and these were marked and the results returned to the school so that the information could be used in the students’ wellbeing folders.

### Feedback from students

The table below shows the data collated from the student questionnaires captured on the school VLE – FROG. Over half of the year group responded, the school was not able to provide a breakdown of the feedback for each workshop.

Questions	Yes %	No %
Did you learn more about careers in the NHS?	98%	2%
Can you recognise any of your own skills?	92%	8%

Are you thinking more about your future career?	91%	9%
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Picture: Feedback captured in student workbook

#### Additional quotes from students include:

*"I learned a lot about jobs that would be fun and interesting and I found one that I may want to do."*

*"I learned about the different types of jobs there are in the NHS. The activities were really fun. Also, I learned about the different qualifications needed for each job which might help me in the future."*

*"I learned about responsibilities in the NHS. It was very insightful."*

*"From the NHS careers fair, I learned some very interesting facts about a variety of jobs in the NHS, especially about: Capital Estates and Facilities and Radiography."*

#### Feedback from teachers:

Ms Conran, (Curriculum Co-ordinator KS3 & KS4 Citizenship, Progression Pathways and PSHE Manager at the school) said: *"We have had excellent feedback from our Senior Leadership Team, teachers and students and the careers fair has been considered a huge success."*

*I genuinely appreciate how much effort you put into arranging the guest speakers and organising the event and I am extremely grateful. It was great to see our students talk to trained professionals and interact with outside agencies."*

#### Feedback from workshop leaders:

*"We really enjoyed the day... we had lots of positive comments from the students and lots of questions which made the whole event worthwhile. ... I think that for future events we need to think more about the timings i.e. minimum of 30 minutes per session if possible and also the age group we are working with and how we can explain more about what GCSE options they may want to consider for careers in healthcare for example as this would make it more relevant to them. We all really enjoyed it."*

#### Harrow, Ealing, Brent (HEB) Partnership

London North West Healthcare NHS Trust is the main employer supporting with the HEB Partnership. The HEB Partnership was established nearly four years ago as it was recognised that uptake of apprenticeships in adult social care in NWL was low. The membership includes leads from Local Authority, JCP and colleges within Harrow, Ealing and Brent (hence HEB).



#### Caring Careers: What Next? Events

Three events were held in March 2017:

- Tuesday 21<sup>st</sup> March 2017 – West London Colleges, Hammersmith Campus
- Wednesday 22<sup>nd</sup> March 2017 – Harrow College, Harrow on the Hill Campus
- Thursday 23<sup>rd</sup> March 2017 – College of North West London, Willesden Campus



The events were supported by Specialist Nurse Recruiters, Healthcare Ambassadors and staff members from the Education and Development team. Students from colleges and claimants from Job Centre Plus were invited to attend these events to understand 'caring – what it means for us' and listen to Health Care Ambassadors and apprentices who are care workers in the NHS, "the day in the life of..."

The purpose of the event was to:

- dispel the myths about caring as a job and career opportunity

- gain a more in-depth insight into the changing and growing career opportunities in the health and social care sectors
- meet employers and hear about the vacancies and opportunities
- hear from real people about their experiences.

Employers were invited to set up market stalls and promote opportunities available in health and social care, provide advice and guidance. Feedback on the overall rating for the event:

Answer Choices	Responses	
Very Good - it met all my expectations and more	54.55%	12
Good - it met most of my expectations	31.82%	7
Satisfactory - it met enough of my expectations	13.64%	3
Poor - it met a few of my expectations	0.00%	0
Very Poor - it did not meet any of my expectations	0.00%	0
Total		22

### Caring Careers: Facts and Fiction Event

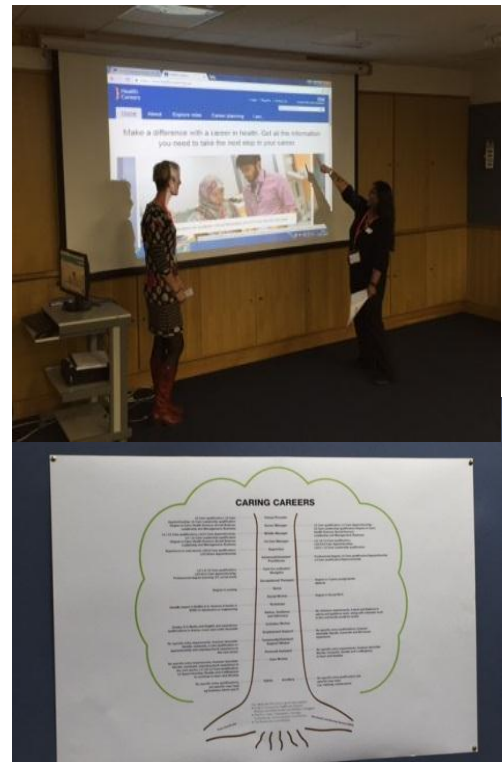
On Thursday 10<sup>th</sup> November 2016, Caring Careers: Facts and Fiction event was held at Ealing, Hammersmith and West London's College (Hammersmith campus).

This event had been designed to raise awareness about career opportunities in the health and social care sectors and to promote this growing industry to adults and young people which was aimed at carer advisers and curriculum lectures.

The purpose of the event was to:

- raise awareness about the career opportunities in the health and social care sectors
- gain a more in depth insight into the changing career opportunities
- enable promotion of this growing industry to adults and young people
- develop links with employers.

In total 44 people attended the event, 25 of whom were careers advisers and tutors.

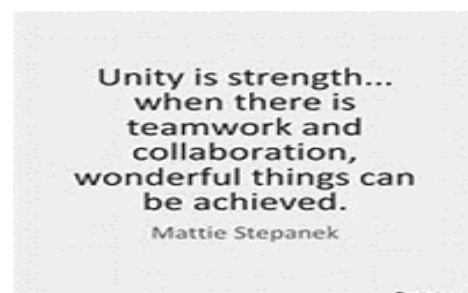


The programme consisted of Facts and Fiction:

- Recruitment & Retention Quiz
- Brief demonstrations of free on-line resources
- Market Place – Opportunity to network
- World Café Activity – Finding out about career opportunities

## North West London Health Care Support Worker “Voice” Network

Since March last year, HEE NWL, in conjunction with Trust Learning and Development Leads, has developed a network for Health Care Support Workers. The collective group has been created to ensure Support Workers from clinical and non-clinical roles can contribute and steer the massive policy agenda which has emerged over the past year. Representing views and vision from their perspective predominantly this is to enable this group of staff to have a voice.



The objectives of the network are to:

- establish a group of HCSWs who would like to contribute to learning and development within NWL
- establish a group of HCSWs who would like to contribute to the wider skills and workforce agenda within NWL
- provide peer support within this shared group
- create and contribute to the design of a specific project stream e.g. design of Information, advice and guidance/career tools and lifelong learning skills. Last year HCSWs were pivotal in designing the [Higher Development Award](#)
- meet three times per year as an all-day meeting – contributing to the network agenda and ideas to produce materials which is both helpful and meaningful to them and their extended teams
- collectively their voice will be heard and this group will feed into the NWL HCSW Leads Forum.
- communicate within organisations with news and updates from this workforce
- powerfully inform the reality of their working day and the impact they have on patient care.

At a recent HCSW Voice event the support workers had a long-term vision of the network being able to support them become a group that are:

***“Acknowledged, appreciated, trained and skilled to deliver quality care”***

The group met four times last year and were instrumental in creating the Higher Development Award (a self-development programme for HCSWs).

### **The NWL HCSW Voice event 28<sup>th</sup> April 2017**

28<sup>th</sup> April 2017 saw the first event of the year. It was well attended with over 30 HCSWs and ten L&D Leads discussing careers, information and guidance for support staff. A fact finder survey was completed by HCSWs on the day about current careers advice in the sector. This set the scene for creative thinking for career pathways in NWL.







JACKIE



JANE



MAREK



SAID



TINA



LIHAMM

**Higher Development Award - Presentations and Awards Ceremony**

On the 26<sup>th</sup> June 2017 we celebrated the presentations of cohort one's *Service Improvement Projects* and awarded their certificates during the afternoon. Well done to all involved!



Link to the full news article [here](#)

## **Launch of Higher Development Award - Cohort 2 & 3: 5<sup>th</sup> May 2017**

Thirty-seven Health Care Support Workers attended the launch day of the Higher Development Award to enroll onto cohort 2 and 3. Over 50 people attended in all, from health, social and primary care. Chris Eades – a Support Worker from the first pilot group – came along and spoke about his experience so far. You can also see the film here: <https://youtu.be/UeUzyRumphQ>

The Higher Development Award was designed within NWL to bridge the gap between the Care Certificate and any other future training or for HCSWs staying in their role. It focuses on personal development and leadership, incorporating coaching skills, problem solving, service improvement, numeracy study and English skills. Completed over seven months with eight study days. The programme results in a Level 3 ILM Certificate in Leadership and Management.



Chris Eades – a Support Worker from the first pilot group came along to speak about his experience



Course Leader Desiree speaks to the room full of attendees

More programmes will follow this autumn responding to sector demand. The Higher Development Award Scheme will also be presented to the National Talent for Care Group in September for further exposure of this type of training and development.



Some happy faces from the audience at the launch



Ralph Schafer – Practice Development Lead Nurse for Support Workers at London North West Healthcare NHS Trust

## Talent for Care

### Talent for Care

Here is a summary of the various national activities linked to Talent for Care and apprenticeships. This was circulated to the national HEE Talent for Care and Widening Participation Implementation Group for its meeting on 15 March. The following issues were highlighted at the meeting:

- Fair Train provides a national **quality standard for work experience** (see attached leaflet and their website - <http://www.fairtrain.org/>). HEE has provided regional teams including HEE NWL with some limited funding to assist trusts and general practices that wish to seek accreditation. The NHS has also secured a 12% discount on accreditation fees. **If you are interested in seeking Fair Train accreditation and would like funding support, please let us know.**
- HEE's toolkit to help employers with **work experience** is now available: <https://hee.nhs.uk/workexperience>
- The National Skills Academy for Health is developing a set of **Quality Principles for Apprenticeships** with HEE. The standards are being designed to help employers assess the quality of apprenticeship provisions
- The NHS Staff Council is drawing on guidance **on pay rates for apprentices**
- Professor Ian Kessler's evaluation of Talent for Care, which was commissioned by HEE, is now available. If you would like a copy please contact Ian - [ian.kessler@kcl.ac.uk](mailto:ian.kessler@kcl.ac.uk) Ian will be conducting follow-up research this year (including with trusts in NWL)
- DfE has received 42 Expressions of Interest in developing healthcare related apprenticeship Trailblazers
- The NHS **volunteer's strategy** (designed by HEE with NHS England) has been approved and will be shortly published.
- HEE has been sub-contracted by DfE to provide supported **internships** for people with learning difficulties in the NHS. Funding is likely to be available. Plans are being developed and further information will be circulated. The proposal is to pilot in the NE and Yorkshire in 2017/8 and then move to London after that. **If this is something your organisation might be interested in, please let us know.**

### Other

- Following last year's Sainsbury Review of **post-16 technical education** (<https://www.gov.uk/government/publications/post-16-skills-plan-and-independent-report-on-technical-education>), the government is supporting the development of 15 new technical routes, (so-called T-levels) as an alternative to A Levels. One route covers health and science and another social care. FE Week has a good summary here: <http://feweek.co.uk/2017/03/06/making-sense-of-the-plans-for-t-levels/> T-levels provide a new route into support roles. Teaching of the routes will begin between 2019 and 2022.
- **The Register of Apprenticeship Providers**, which includes six NWL trusts, is now available: <https://www.gov.uk/guidance/register-of-apprenticeship-training-providers>
- Edgehill and Bournemouth universities are undertaking **research on diversity in the nursing profession**. If you are a nurse, they would appreciate you completing a short on-line survey: <https://bournemouth.onlinesurveys.ac.uk/implications-of-nurse-diversity-for-practice-final>.
- The Institute of Vocational Learning and Workforce Research with Kings College London has just finished an evaluation of the work that HEE NWL has been supporting in the sector. If you would like a copy please contact [Mary.Somerville@bucks.ac.uk](mailto:Mary.Somerville@bucks.ac.uk)
- There is a film available of the work **Imperial College Healthcare NHS Trust with Access Aspiration**, highlighting the range of jobs available in the NHS for young people [https://www.youtube.com/watch?v=H\\_e7u5ZAnEo&feature=youtu.be](https://www.youtube.com/watch?v=H_e7u5ZAnEo&feature=youtu.be)

## Department of Work and Pension (DWP)

Jobcentre Plus will be running a National NHS Campaign #jobswithapulse week commencing 17th July 2017. It is being developed in partnership between Jobcentre Plus, Health Education England, NHS Employers and NHS Jobs. The aim is to connect with every Jobcentre across the country to up-skill the vast army of Work Coaches on jobs, opportunities, apprenticeships and careers in the NHS. Work Coaches



support Jobcentre customers in finding jobs and training and are in an ideal position to spot potential talent for the NHS. National activities will be taking place for work coaches as well as local, more bespoke activities to be developed, for example:

- Delivering an information session for Work Coaches and/or jobseekers
- Work with your local offices to create a NHS display area to promote careers and jobs, a great way to meet potential new applicants
- Get involved in designing and delivering a NHS specific Job Club
- Promotion of apprenticeships to both Work Coaches and their customers
- Work with your Trusts to open the doors of the hospitals to showcase what it is like to work there
- Specific initiatives such as work experience, pre-employment training or volunteering
- Run a recruitment campaign to address local needs

For more information about how Jobcentre Plus can support you visit [NHS Employers website](#)

## Public Health

As part of the 5-year forward view, Public Health is a crucial part of being able to deliver an agenda of preventing ill health and supporting people to live healthier lives in North West London - by tackling smoking, alcohol use, physical inactivity and obesity amongst other things.

NWL has developed a *Making Every Contact Count* (MECC) 2.5-day programme for HCSWs with motivational interviewing as a core component. We believe this to be a crucial skill for all HCSWs on a day-to-day basis to start affecting change.

The knowledge they gain will include completing E-Learning for Health MECC online training – in addition to classroom teaching – and will result in support workers being able to understand how to have very brief conversations that can help patients to change their behaviours.

HCSWs will be completing a local signposting resource which will help provide their patients with the contact details of resources to support behaviour change, close to their home.

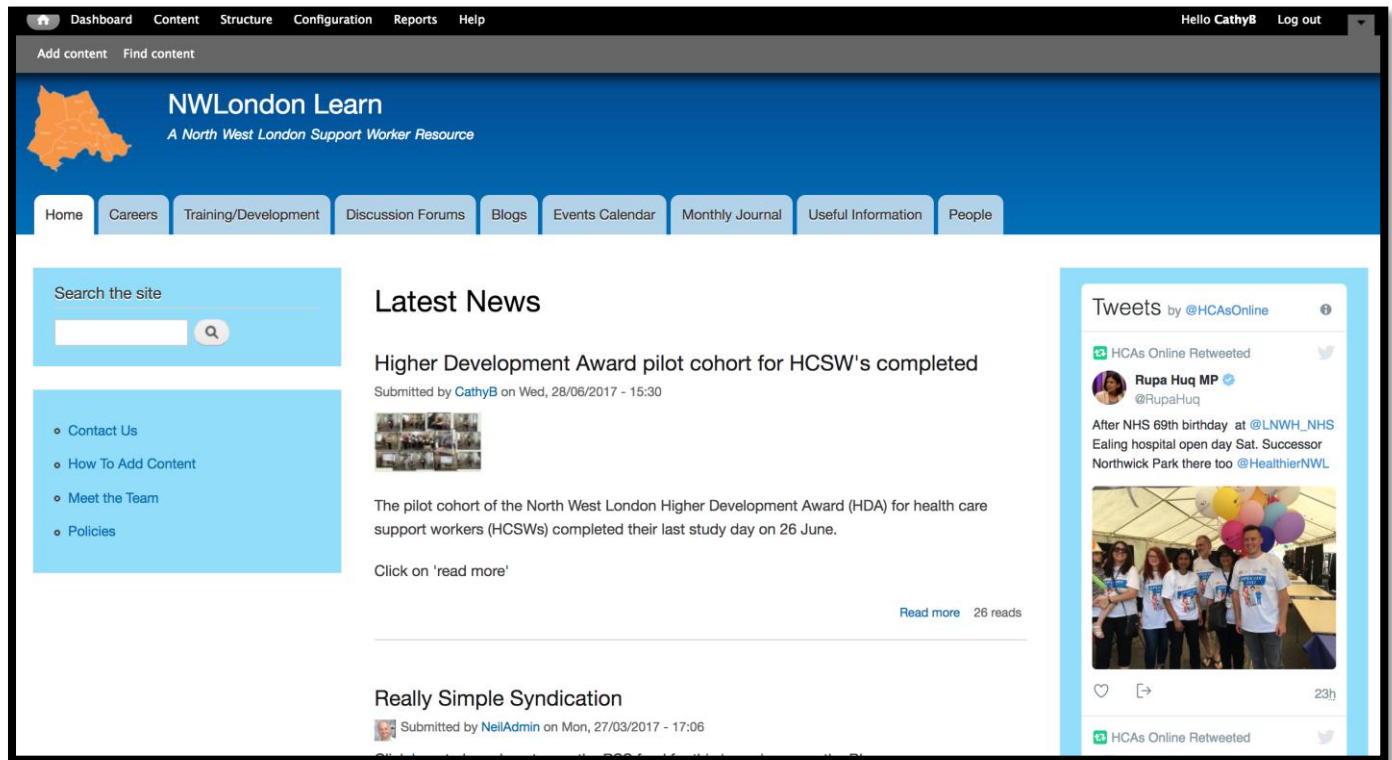
The programme will launch in the autumn. More news to follow. See programme details below.

Day one AM	Day one PM
introduction to MECC and 4 E learning modules 1. Underpinning knowledge 2. Introduction to skills 3. Introduction to lifestyle topics 4. Signposting and your organisation. <a href="http://www.e-lfh.org.uk/programmes/wm-making-every-contact-count/">http://www.e-lfh.org.uk/programmes/wm-making-every-contact-count/</a>	Delivered by Chris Glover  Common conditions associated tobacco, hypertension, alcohol, being overweight or being physically inactive.  Anatomy & Physiology of these conditions
Day two AM	Day two PM
Motivational Interviewing Understanding the brief – how to have a meaningful exchange to start changing behaviours Advanced communication skills for healthy conversations Challenging behaviours	Gaining support in your organisation Introduction to organisational signposting project – guidance to produce it for specific area Project management and communication skills (ILM based learning)
Follow up ½ day – Sign posting projects	
Share learning experiences and projects with other HCSWs and L & D/ Education managers in the sector	

# North West London Website

The North West London Learn website for all Healthcare Support Workers is currently under construction, however we value any feedback on it.

[HERE](#) is the link to the website. A screenshot is below for you too:



The next newsletter will be released in October 2017. Any news items to be included please send to:

[NWL.HCSW@hee.nhs.uk](mailto:NWL.HCSW@hee.nhs.uk)