

## **Talent for Care Strategic Intentions Evaluation: Implementation of the Partnership Pledge**

This paper provides examples of the work undertaken by RJAH Orthopaedic Hospital to support the implementation of the Talent for Care Strategy Partnership Pledge.

### ***Get in... Opportunities for people to start their career in a support role***

- 1. Broaden the ways into training and employment in the NHS, especially to attract more young people and improve diversity within the workforce.*
- 2. Increase the chances for people to try new experiences of working in the NHS.*
- 3. Engage more staff to act as NHS Ambassadors who can promote NHS careers to schools, colleges and local communities.*

### **Shropshire wide NHS careers event**

The Trust pledged to provide and support local vocational and academic career events to attract more young people into NHS Careers. This work has included running a Shropshire wide NHS careers event in October 2016. 45 schools and colleges were invited to attend the event and a total of 250 students attended rating the experience as good or excellent. Using the “step in the NHS” box equipment and health ambassadors, the event enabled students to consider many of the different types of careers within the NHS. The event has now set a precedent with local schools and a another event is currently being planned for November 2017.

### **Healthcare Ambassadors**

The Trust has developed two types of health ambassador an internal and external ambassador. Internal Ambassadors participate in events purely known about and usually organised by RJAH. These events may include:

- Attending a careers fair with the training team
- Giving a talk to work experience students
- Facilitating part of the pathway on “Medical Wednesdays”
- Providing a work experience placement

External Ambassadors sign up to the ‘Inspiring the Future’ database via the RJAH specific link. Schools can then search the database for staff able to give talks/activities, and will contact the individual directly. The individual may accept /decline these as they see fit.

All ambassadors were invited to attend an interest session on healthcare ambassadors. The interest session provided information on being both types of ambassador and gave staff the opportunity to sign up for either scheme. This was then followed by an induction session which gave the healthcare ambassadors more specific information and guidance in order for them to take quality information to schools if alone.

At the end of the induction those who wished to be external ambassadors added their names via the specific RJAH link to the Inspiring the Future database. When ambassadors sign up, they are given a pack of information surrounding guidance for talks etc., a health ambassador’s badge and a main point of contact for any queries or concerns. And currently, a Healthcare ambassador’s intranet page is currently being established.

Healthcare ambassador activity is monitored by the Trust and they regularly support internally organised careers events.

## **Operating Theatre Live 2016** **Students get stuck into surgery at RJAH**

Dozens of students have descended onto the hospital this week to get an insight into working at The Robert Jones and Agnes Hunt Orthopaedic Hospital.

Students from across Shropshire and Mid Wales are enjoying a corporate work experience week with the hospital, which includes shadowing different wards and departments, learning about different roles within the Trust and having a go at surgery in a 'mock-theatre'!

Operating Theatre Live, a touring company which showcases careers in medicine, transformed one of the hospital meeting rooms to enable students to experience a theatre environment. Activities included learning about types of treatments and dissecting real anatomical specimens such as pig hearts and brains.

Schools and colleges that took part included: Shrewsbury Sixth Form, Welshpool High School, North Shropshire College, Ellesmere College and The Marches School in Oswestry.

Allen Edwards, Training Advisor at RJAH, has been working closely with the students. He said: "It's been a fabulous experience. All the students have really embraced it. For me, it's inspiring to see these kinds of opportunities for young people. Everybody seems to have got a lot out of it. The first hour was spent telling them how it really is to have a career in medicine, the hard work and long hours that are involved. Now they're getting stuck into the practical. It's great for the community, that's what we are here for. They are going to be on the wards and clinics this week too. They are the next generation and hopefully they will be inspired."

One of the schools with students there was The Marches in Oswestry. Jo White, Business & Community Development Manager at the Marches School, said: "I work closely with Allen and Sam (Pennington) in the training department at the hospital to provide places for work experience throughout the year. I think it's really important to put them in more real life situations because it can inspire and motivate them further. I think it's amazing and I'd like to thank Allen and the hospital for organising and inviting us along."

Sam Piri, Company Director of Operating Theatre Live, was putting the students through their paces, teaching them about things like preparing anaesthetics, dissecting samples and the different systems of the body. He said: "It's very hands on. They have to learn this as part of the A-Level curriculum. There's no better way to learn about anatomy than having a look at the real parts as long as it's done properly. We're respectful, we're using the by-products from animals that have been raised for food for human consumption. So we can really get hands on, get stuck in and examine the anatomy. It's very difficult, I know, for youngsters when wanting to go to medical school to get work experience. Events like this allow us to work with NHS Trusts to increase the capacity of the number of opportunities of work experience. It gets the kids to decide whether it's for them and pursue those A-Levels or not. At the end of the day the students need to learn something that is relevant to what they're doing."

## **Operating Theatre Live at RJAH 2017**

For the second year at the Trust, Meeting rooms at The Robert Jones and Agnes Hunt Orthopaedic Hospital (RJAH) were transformed into an operating theatre for students to get a taste of working as a surgeon.

Operating Theatre Live, a touring company which showcases careers in medicine, transformed one of the hospital meeting rooms to enable the students to experience a theatre environment. Activities included learning about types of treatments and dissecting real anatomical specimens such as pig hearts and brains.

Schools and colleges that took part included North Shropshire College, Llanfyllin High School, Welshpool High School, The Corbet School in Baschurch, Moreton Hall in Weston Rhyn, Shrewsbury Sixth Form, The Priory School and the Grange Primary School in Shrewsbury, The Thomas Adams School in Wem, Yssgol Morgan Llwyd in Wrexham, Ysgol Rhiwabon, The Maelor School in Penley, and Leicester University.

Jo Bayliss, Training Manager at RJAH, said: "It's been a brilliant experience for the students, who have all thoroughly enjoyed it and got really stuck in. It's given them a real insight into clinical practices, which should hopefully help them to make a more informed decision on the career path they want to embark on. It's been great for RJAH to host Operating Theatre Live once again, and it's fantastic to see these kinds of opportunities for young people. Everybody seems to have got a lot out of it."

James Hargreaves, careers and history teacher at The Thomas Adams School in Wem, said: "This has been a fantastic, real hands-on experience for the students. It's given them a chance to experience something that they would not be able to do in a normal classroom, and it's extremely beneficial not just for those wanting to get into the clinical side but also those wanting to go into another area of the NHS."

Sam Piri, Company Director of Operating Theatre Live, was putting the students through their paces, teaching them about a host of areas including preparing anaesthetics, dissecting samples and the different systems of the body. He said: "This is a very practical, hands-on experience for the students. Giving them the chance to do a real dissection is important because it helps students to understand how the body works, and gives them the chance to see, touch and feel it for themselves. There's no better way to learn about anatomy than having a look at the real parts as long as it's done properly. What we do is also linked to the curriculum, so links to their studies. Events like this are also beneficial as they allow us to work with NHS Trusts to increase the capacity of the number of opportunities of work experience. This event also helps young people to decide whether it is for them, that's why the practical side is so important."

### **Inspiring the next generation at School's first Festival of Education**

Allen Edwards, Training Advisor, and Samantha Pennington, Widening Participation Apprentice, took part in the Marches School's first Festival of Education recently. Students and teachers from Oswestry and across the region visited to take part in activities and browse through the careers fair.

Allen and Samantha had a stand showcasing over 350 different careers in the NHS and were also promoting the Trust as a world leading organisation. The festival included workshops from Aardman Animation Studios and Lego. North Shropshire MP Owen Paterson took part and the students also heard from former Olympic skier and TV celebrity Eddie "The Eagle" Edwards

### **Work Experience at RJAH**

Every year the hospital participates in a number of work experience programmes with local schools. These schemes run for a full working week at a time and occur on average at least five times each school year; usually throughout spring and summer.

The programme is open to students throughout the surrounding areas; involving many schools ranging from Shropshire up to mid Wales. Additionally the scheme often captures the interest of several university students nationwide. Taking place throughout the hospital, with the students being split up throughout the various ward and departments, each benefit from the valuable guidance various teams have to offer. The most recent programme at the end of April and was a great success. After the experience, many of the students noted how their time here has taught them a number of things regarding the NHS and has inspired many to pursue this further. Comments included:

“It has encouraged me further to work in the medical field and has highlighted how much I enjoy working with staff/patients.”

“I have really enjoyed my placement week and have learnt many new useful things; the placement has enforced my drive for a career in the NHS”

The following message was received from Daniel Sampson, a participant in the last programme, praising the Physiotherapy department for the role they played during his time here. It demonstrates the incredible support that the students receive and the effect one week can have on them:

“I completed a work experience placement in the Physiotherapy department a couple of weeks ago and want to highlight the quality of the support offered; everyone I observed was knowledgeable, professional, and truly compassionate.

What particularly remained with me, out of everything I learned, was the display of skill I witnessed in developing relationships with the patients. Noel Harding (who conducted the upper limb class) was an excellent example of this, as he appeared to be on friendly terms with all of the patients he treated. An aspiring nutritionist, I learnt a lot throughout the week by observing the team. Unorthodox as it may be to observe the dietician, Tony; I actually feel I was witnessing the job I hope to have in the future and found this experience extremely beneficial; I may have to harass the HR department so that I can come back to observe Tony again in the future!

The time and effort put into the programme by the whole team was truly appreciated and I will definitely remember the experience. I would consider myself extremely lucky if I could work in such an environment in the future when I'm qualified.”

### **RJAH recognised for 'enriching and enjoyable' work experience it offers young people**

Staff at The Robert Jones and Agnes Hunt Hospital (RJAH) are celebrating as the high standard of work experience it offers young people has been recognised with a national award.

The hospital has achieved the **Fair Train Work Experience Quality Standard Bronze Level** for the high-quality and meaningful work experience programme it offers school pupils. Work experience placements offered at the hospital to pupils lasts one week and consists of an introduction day, three days spent in a ward or on a certain department, and the final day offers pupils the chance to hone their CV writing and interview skills.

The Work Experience Quality Standard is a national accreditation which provides external quality reassurance for high quality work experience and employability programmes.

Allen Edwards, Training Advisor at RJA, said: "I'm delighted that we've received this recognition, it really shows what a high standard of work experience is on offer here, and the good stead it puts pupils in for the future. We run a structured week of activities for pupils that are not only enriching for them but also just as importantly, enjoyable. It's always extremely rewarding to see the transformation the pupils undergo after a week here. At the start of the week, they tend to arrive rather shy but by the Friday, you see that their confidence has grown which is great to see."

Jo Bayliss, Training Manager at RJA, said: "We're extremely pleased with this acknowledgement from Fair Train. The feedback we receive from pupils who take part in the programme is always positive, which reaffirms that the work experience programme we offer here is a worthwhile, engaging and interactive process. Over the last five years, we've had at least one person a year who has taken part in the programme, end up employed within the Trust, in clinical and non-clinical roles."

***Get on...Support people to be the best they can be in the job they do***

4. *Challenge and support every NHS employer and contractor to implement a development programme for all support staff that is over and above annual appraisals and mandatory training.*
5. *All new Healthcare Support Workers and Adult Social Care Workers to achieve the new Care Certificate.*
6. *Increase the number of apprenticeships and establish an NHS Apprenticeship offer to rival the best in the country.*

**Bands 1-4 programme – see attached documents**

As part of supporting the *NHS Talent for Care Strategy* and work stream, the Trust pledged to develop our existing support workforce, giving them new skills and competencies to equip them for the future and provide real opportunities for those who wish to progress or consider new career paths within the NHS. To underpin this commitment, we ran four Band 1-4 Workshops in 2016. The Developing our existing support healthcare workforce remains a critical factor in achieving the Trust objectives now and in the future.

**Care Certificate**

The Trust launched the Care Certificate in November 2015 and to date, 24 of staff have successfully achieved the award.

**Apprenticeships**

Robert Jones and Agnes Hunt NHS Hospital Trust won the SBC Training Employer of the Year award in 2015. The Trust have worked with SBC Training for over 6 years, building a relationship which has seen them provide over 150 opportunities for apprentices in almost every facet of the organisation. RJA actively identify opportunities to develop existing members staff and support progression wherever possible. RJA have also worked with SBC Training to promote apprenticeships and learning in the wider community.

In addition, RJA have provided employment wherever possible for the apprentices following their training apprenticeship and have embraced the apprentice programme fully which in turn has led to

permanent employment for so many individuals. As well as apprentices, RJAH have also encouraged existing staff to develop and improve their skills and working with them has been a real pleasure to contribute to their learning and development.

Not only supporting apprentices and staff through their learning but RJAH has also built excellent relationships with SBC staff, making them feel welcome and part of the team and nothing is too much trouble. SBC look forward to continuing our work with the team and hospital which is always a pleasure to visit.”

For your information SBC has been established for 31 years and this is the first award ceremony they have held in the last 10 years. They work with almost 200 employers ranging from factories / manufacturing to health and social care providers who are based across Shropshire, Staffordshire, Cheshire and the West Midlands.

### **Apprentice example 2017**

The hospital, in partnership with SBC Training, is leading the way with apprenticeships by recruiting a young person to train as an Orthotics Technician.

The Trust, which is world renowned for the treatment of musculo-skeletal problems, has invested in the Orthotics Department which now employs eight technicians and services hospitals across the country. It now produces approximately 5000 individually designed devices per year to support or correct skeletal deformities or weaknesses.

Teri Jones is the first apprentice and has hit the ground running, developing the skills she needs to provide effective braces and supports for patients. She attends day release at SBC Training, based in Shrewsbury, to complete the qualifications and skills she needs to support her in her new role.

She said: “I am finding the training in precision hand skills very useful and look forward to moving on to machining and design, including computer aided design.”

Back at the hospital she is also gaining essential knowledge of bio-mechanics and anatomy. After leaving school Teri followed a full time course in graphic design and originally took up a job in this area of work. However she felt that she wanted something more practical and is thoroughly enjoying the apprenticeship at the hospital.

Lance Jones, Production Manager in the Department of Orthotics Manufacture, is delighted with how Teri is settling in. He said: “There is a shortage of skilled orthotics technicians and I was really pleased when the Trust agreed to invest in an apprentice. The role of an orthotics technician within the NHS is quite unique with only a handful of ‘in-house’ manufacturing departments in the country but there has been no recognised qualification. With the introduction of an apprenticeship programme the hospital will now have a robust continuity plan for the future. Teri will be in training for two years, moving round all areas of the department to develop her skills. The other members of the team are enjoying getting involved in her training as learning how to train others and pass on their valuable skills is also developing them. When Teri becomes a fully skilled member of staff we hope to add another apprentice to our numbers.”

***Go further...Provide opportunities for career progression, including into registered professions***

- 7. Simplify career progression for those who want it, with innovative new roles and pathways to promotion, including more part-time higher education as a route into nursing and other registered professions.*
- 8. Agree with employers and education providers a universal acceptance of prior learning, vocational training and qualifications.*
- 9. Support talent development that identifies and nurtures people with the potential to go further, especially for those wanting to move into professional and registered roles.*

**Open University partnership helping RJAH grow own nurses**

A special partnership with the Open University is helping three healthcare workers at RJAH realise a dream of becoming qualified nurses.

The trio – Craig Worthington, Dan Hamilton and Will Walter – have all successfully applied for a place on an Adult Nursing degree course. Funding is being accessed through Health Education West Midlands via the LETC to train a total of 10 nurses across Shropshire. The other seven will come from The Shrewsbury and Telford Hospital NHS Trust and the Shropshire Community Health NHS Trust.

Craig, a Clinical Support Worker in the Theatres Department at RJAH; Dan, a Theatre Orderly and Healthcare Assistant (HCA); and Will, a HCA on the spinal injuries unit, will all be able to continue in their present roles for the duration of the four-year degree, while being seconded for 15 hours a week to carry out their nursing placements.

Bev Tabernacle, Director of Nursing at RJAH, said: “We are a small Trust and it can be hard to recruit qualified nurses, so it is great to be entering into a partnership like this to grow our own. We have a number of good people who have lots of experience and would be keen to progress, but are held back by the financial realities of taking time out to become a student. This secondment scheme is terrific in that these three individuals will be able to keep working with us, while developing their skills and gaining their qualification. It is a massive opportunity for us as a Trust.”

The three students are all excited to be beginning their nursing training, having already enjoyed lengthy healthcare careers. Craig, who has worked at RJAH for 12 years and will start his first placement on Clwyd Ward, said: “I felt it was time to push myself and get out of my comfort zone. I’m delighted to have been given this chance to do something different.”

Dan, whose first placement is on the Sheldon Ward (which specialises in care of the elderly), has worked at the hospital over eight years already. He said: “The Recovery Nurses have all said to me that I’d make a good nurse but I’ve never had the opportunity until now. When this came along I saw it as a chance to progress. It’s a good opportunity.”

Will, who has worked on the spinal injuries unit for 18 months and will begin his placement on Ludlow Ward, added: “My goal was always to do nursing but I didn’t have the right qualifications. But the criteria was different with the Open University and I became eligible. It’s the chance of a lifetime for me, so I had to go for it.”

***Making it happen***

- 10. The national Talent for Care programme partnership will support this framework with a national campaign. We will publish information, support pilot projects and spread good practice to continue building the engagement and commitment of all healthcare communities.*