



Digitising the Care Certificate for Stockport NHS Foundation Trust

Find out how Stockport NHS Foundation Trust used the platform to support and develop its Healthcare Assistants with a digital Care Certificate Programme.

About the client

Stockport NHS Foundation Trust operates Stepping Hill Hospital, specialist healthcare centres and community health services for Stockport, UK. It employs 5,500 staff and boasts the best stroke services in England.

What they wanted

The Trust needed to better engage, support, and develop its Healthcare Assistants, who play a significant part in the care of patients. The Trust wanted to standardise its training for Healthcare Assistants and improve the recording and reporting of progress and who had completed the training.

Their solution

Healthcare Assistants now access the Care Certificate through the People Alchemy platform. It was set up quickly and is easy for users and administrators to use. Through the platform, the Trust can track the progress of individuals with their line managers and provide support if they are falling behind with their training. Each learner is assigned

"The platform is easy to implement, and learners find it intuitive to use, so there is no need for training on how to use the system."

"People Alchemy is great at understanding our needs. And is open to feedback. I've already told colleagues in the NHS that if they are looking for a technology solution for the Care Certificate then this is the perfect solution."

"The one-off cost for a user is not only great value, but it also helps me budget for training. You are not committing to a huge spend over a long period of time without knowing whether or not the solution will work (like other vendors)."

Lindsay Roodurmun
L&D Manager



Stockport
NHS Foundation Trust

a mentor and the platform uses a blended approach, which enables the Trust to present what would have been in a classroom in different ways. The platform manages the delivery of the Care Certificate with



other projects such as the Preceptorship programme and Integrated Safeguarding training also underway.

The platform enables the Trust to report data back through its governance channels. This is key as the Trust is required to make improvements as a part of Care Quality Commission recommendations.

Ingredients for success

- Easy to use technology – for employees and admins
- Supports a blended approach to learning
- Partnership working creates customer value
- Data reporting meets requirements of external governance bodies
- Platform enables mentors to support learners

Summary

The Pathway solution is a transformative approach to healthcare programmes, both for the learners themselves and the mentors who supported them.

Their results

The system has been easy for learners and administrators to use. As Lindsay Roodurmun, L&D Manager at the Trust, says, “This has been a roaring success, mostly because we have been able to use the technology really easily. And as a result, we have been able to expand it to other educational programmes.”

The success of the platform has helped the learning team invest in extra resources Roodurmun adds, “People are really interacting with the platform, uploading, and sharing information as well as giving feedback, which we have not been able to capture previously. I can now justify investing in another team member to help roll out to other programmes because I know how much of a difference the platform is making.”

Your next steps →

Get in touch and we can show you how you can deliver digital Care Certificates for your Healthcare staff. This is not elearning which you may have seen elsewhere. This is different.

Contact us to find out more or to arrange a demo



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