



ePortfolio

An ePortfolio to support learning for Norfolk and Suffolk NHS Foundation Trust's healthcare support workers.

Where they were

The Norfolk and Suffolk NHS Foundation Trust (NSFT) needed to increase the accessibility and compliance of their Care Certificate training. This certificate regards the expected knowledge for health support workers to prove they can assist nurses and healthcare professionals, building foundational skills.

Originally, the NSFT were using paper systems to track their training. These systems were difficult to scale to a large organisation, required an excess of effort to get involved with, and proved hard to track. The paper system was a manual process, with no automation to it, it didn't allow them to see progress at a glance, and offered no corroboration across other platforms.

As a result of these factors, the Care Certificate compliance was at 78% – 12% shy of their target.



What they wanted

The Norfolk and Suffolk NHS Foundation Trust needed a system that could automate their Care Certificate training and recordkeeping process. They set an initial KPI of 90% compliance, with additional goals that the resultant system should be:

- Intuitive and easy to use by all levels of staff
- Scalable for multiple employees to use it independently and simultaneously
- Easy to adopt – not all digital solutions would be viable, as not all employees could access a work laptop or phone
- Trackable, with results that could be viewed and updated from anywhere

Another key goal was to support the NHS' long-term workforce plan, which is broken down into three parts:

1. **Train:** ensuring staff obtain the Care Certificate before further development.
2. **Retain:** recognising, valuing, rewarding, and providing staff learning opportunities.
3. **Reform:** freeing up time and costs in admin and travel via digital technologies and administration automation.

Their solution

The Norfolk and Suffolk Foundation Trust chose People Alchemy to support their Care Certificate compliancy goals. Our ePortfolio was the perfect, customisable fit to their challenges.

“Primarily, we wanted to improve compliance, setting an initial KPI of 90% completion rate. We also sought to standardise responses, provide support for staff with additional learning needs or language barriers, and make learning more enjoyable and accessible.”

Katrina Munson,
Practice and Development Facilitator,
Talent for Care Team

The implementation of the system involved many stakeholders, from governance and peoples' participation groups to project works, the Education and Development team, and the peoples' participation lead. These groups provided direction on the patient experience, and subsequent training requirements, through live interactions.

The ePortfolio comes with several key features for accessibility and feedback, like a progress bar and accessible materials, improving motivation towards and visibility of progression. This innovative application of technology worked to increase their compliance and the efficiency of achieving it – working alongside the NSFT's internal conversations and efforts on awareness.



“A new platform without training and awareness wouldn’t have seen any success. Likewise, training and awareness for the Care Certificate without a new platform to support the learning would have been a failure as well. Our process needed to start by building both elements out at the same time. Therefore, we embedded it into the induction, giving staff an immediate overview of their initial progression path.”

*The Norfolk and Suffolk
Foundation Trust*

Their results

The Norfolk and Suffolk Foundation Trust achieved an over 93% compliance rate with the Care Certificate by June 2024, up 19% from their previous level of 78% compliance under the old system in April 2023. These results surpass the 90% KPI, showing an extreme improvement with plenty of potential to increase the effect even further than originally anticipated.

The course is easy to access via laptop or phone, and the ePortfolio offers automatic handling for report generation, compliance, progression, and administration.

The impact of the ePortfolio solution was enhanced by a competency plan the client rolled out, bringing overdue staff up to speed with the Certificate.

As a result, the Trust achieved a fit-for-purpose Care Certificate programme that’s both accessible and adaptable. The system is extremely flexible and is now included in their induction – enrolling people early and mapping their progression to key competencies with ease. Learning and practical experience in live environments have become a bigger part of the company culture, setting their healthcare workers up for additional learning after the programme and receiving great testimonials from them (see below).

What they said

✔ “When I first saw the Care Certificate, I thought to myself how daunting is this! But actually, once I started to look through it properly the system was so easy to use online! And I soon realised that it wasn’t as daunting as I thought as most of it I completed on a daily basis at work and managed to get things signed off quite quick!”

✔ “The platform was very straight forward and easy to use!”

✔ “My experience of doing the Care Certificate on the online platform was a positive one. If anyone new to the Trust has to complete the Care Certificate, I would definitely recommend they complete it online as opposed to paper form.”



Key results the client achieved:

1. Compliance has risen from 78% to 93% with the Care Certificate surpassing our 90% KPI.
2. 40% of new starts are completing the Care Certificate within 12 weeks, over 50% within 16 weeks, and over 90% within the 6-month probational period.
3. Increased awareness of the Care Certificate and what's involved, encouraging staff, saving time, and improving support quality.
4. An evidence base for band four and five assessors who can see the training process in detail.
5. Internal recognition that current practice and fundamental skills are crucial, even for registered nurses or doctors from other countries.

"[Future] changes will be easy due to the adaptable platform, utilising technology to ensure the support that all staff need is there – both in training, and beyond."

Katrina Munson,
*Practice and Development Facilitator,
Talent for Care Team*

Summary

People Alchemy implemented their ePortfolio in collaboration with the Norfolk and Suffolk NHS Foundation Trust. Bringing them from a paper system to an advanced automated digital platform saves time and money while improving the user experience and completion rate of the Care Certificate.


Your next steps

Similar results can be achieved at your NHS Trust. A paper system is incredibly restrictive, as can be many digital platforms as well. Our ePortfolio solution provides the right technology, guidance, and flexibility needed to ensure you get the outcomes you define, and your staff receive the training they need in a format that works for them. To find out more and develop your own bespoke solution, get in touch today.

Your next steps →

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