



We are introducing to you **Lauren Williams**, a healthcare support worker apprentice at Northumbria Healthcare NHS Foundation Trust.



How did you get your apprenticeship?

I was in the sixth form previously but I was not enjoying it. At the same time I was struggling with my mental health. I saw an advertisement on Facebook about NHS apprenticeships and their open evening for apprenticeships at the Cobalt. I then learned more about the healthcare apprenticeships and applied via the NHS jobs website.

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What is the study model like and what type of things have you been doing in your off-the-job learning?

I spend four days a week on the ward with patients, and one day in the hospital library. I completed my statutory and mandatory training e.g. the Basic Life Support training. I spent afternoons with physios and also with discharge nurses. I attended a meeting in which they discussed their new Discharge to assess plan. I have also shadowed nurses on my ward and attended a planning meeting for one of my patients on the ward.

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What has been the hardest part?

Dealing with and seeing people in distress. In particular, patients who suffer with dementia when they become agitated and learning to try and help calm them in different ways.

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What has been the best part?

The job is so rewarding and I get so much happiness from helping patients, even just by little things such as making them more comfortable or giving them a wash.

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What do you hope to do next?

I hope to gain the right qualifications to do a nursing degree.

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What tips do you have for people who want to do the same apprenticeship as you?

I would 100% recommend it as you gain so much more knowledge this way rather than sitting in a classroom each day as you are able to put into practice new skills and knowledge as you are gaining ward experience.