

# Janna Van-De-Peer Hilton Nursing Partners



**We spoke with Janna Van-De-Peer, a Deputy Team Leader at Hilton Nursing Partners. We spoke to Janna recently about her experiences of the Care Certificate, keep reading to find out more.**

## **What is your current role and what does it involve?**

I am Deputy Team Leader, this involves training new staff to Hilton standards and making sure policies and procedures are followed. It involves completing documentation audits and observations on new and existing staff and ensuring staff are up to date with online training. I am also there to support staff with queries out in the field.

## **How did you get into your current role?**

I have always looked for progression while working with Hilton and have worked my way up to my current position. I found that learning from each position I have held has helped me gain the knowledge and experience for my current role



## **What kind of support do you give to staff undertaking the care certificate?**

I support staff by teaching them Hilton's standards and making sure they know and follow the policies and procedures. I provide them with on the job knowledge and ask them questions to identify any gaps to further support them.

## **What have been your biggest challenges?**

My biggest challenge has been my own confidence. I have never done care before this job and mainly worked in retail or the food industry so my fear was that staff with previous experience would not listen or take me seriously.

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## What have been biggest successes?

I feel biggest success is gaining the knowledge and confidence to teach new members of staff and that new and existing staff feel confident to approach me with any questions they have.

## What do you hope to do next?

I hope to continue supporting my team leader and team members to enable us all to work more efficiently. I also hope to continue to support patients as I enjoy working closely with them to reach their goals and regain their independence.



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## How do you think the Care Certificate benefits the organisation?

It gives us the knowledge we need to feel confident going into the field. I found it really helpful and eye opening when I started as I had never done any kind of care work before.

