

Healthcare

Apprenticeships

## Sue Lands Oxford Health NHS Foundation Trust



**Sue Lands is the Care Certificate Lead for Oxford Health NHS Foundation Trust. We spoke to Sue 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 the Care Certificate Lead for the Trust. This involves assigning the Care Certificate, marking and issuing the certificates, standardisation and quality assurance.

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

Initially I was supported via the trust to complete my Foundation Degree in Health and Social Care to become an Assistant Practitioner. I then went onto to complete the Mentoring Course. As a result of this qualification, I was able to support others with clinical training, mentoring and forums. I see this opportunity as the start of my career after being a Technician/HCA (Healthcare Assistant) for 17 years.



I applied for a role in Learning and Development as a Work Based Tutor to support the pilot Nursing Associates. The Clinical Apprenticeships came about and I had an opportunity to complete the AET (Award in Education and Training) course and then the Assessors qualification in education which led to supporting students on the Senior Health Care Support Workers apprenticeship as an assessor.

At the time I was also supporting HCA Induction and the Care Certificate. Eventually taking over as the Lead 2 years ago.

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#### What kind of support do you give to staff undertaking the Care Certificate?

New staff are supported to complete the Care Certificate via HCA Induction. All mandatory sessions will have a focus on person centred care, trust values and the Care Certificate standards.

Just over a year ago we moved from the workbook to an online platform called One File. This has been a game changer with compliance rates and support for the HCA's.

One File will cover the theory element, where staff can complete a standard at a time and receive feedback within a couple of days. Not only does this make the standards more manageable it increases staff confidence when they can see that they are on track.

We have designed a Practice Assessment Document (PAD) for the observations in practice.

The PAD mirrors other PADS held by Student Nurses and Trainee Nursing Associates. This enables Staff to connect with the competencies in a way they recognise and understand, resulting in ward support for the HCA's with this element of the Care Certificate.

**The Care Certificate is an identified set of standards that health and social care workers adhere to in their daily working life. [Click here to learn more about the Care Certificate.](#)**

#### What have been your biggest challenges?

Setting up accreditation with local trusts and organisations. We did this for quality assurance and to enable us to accept the Care Certificate from different areas with the knowledge that the Care Certificate is delivered and marked to the same standard. We have since set up regular IQA (Internal Quality Assurance) and EPA (End Point Assessment) meetings.

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### What have been your biggest successes?

Linking the Care Certificate to our apprenticeships and identifying HCA's career progression pathways.

### What do you hope to do next?

Link the Care Certificate to the trust probationary policy. We still have a number of outstanding Care Certificates and wish to increase compliance. This will also highlight the importance of the Care Certificate following HEE (Health Education England) and CQC (Care Quality Commission) guidance.

[Click here to view Oxford Health NHS Foundation Trust's Apprenticeship Flowchart.](#)

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

The Care Certificate supports induction to the trust, HCA development, develops the knowledge and skills to provide safe, compassionate care for our patients.

**The Care Certificate feeds in Apprenticeships supporting recruitment and retention. In the current climate this is high on all NHS agendas.**