

# Bitesize Case Study: Widening Participation in Action at Salford Royal

## Voluntary Sector North West

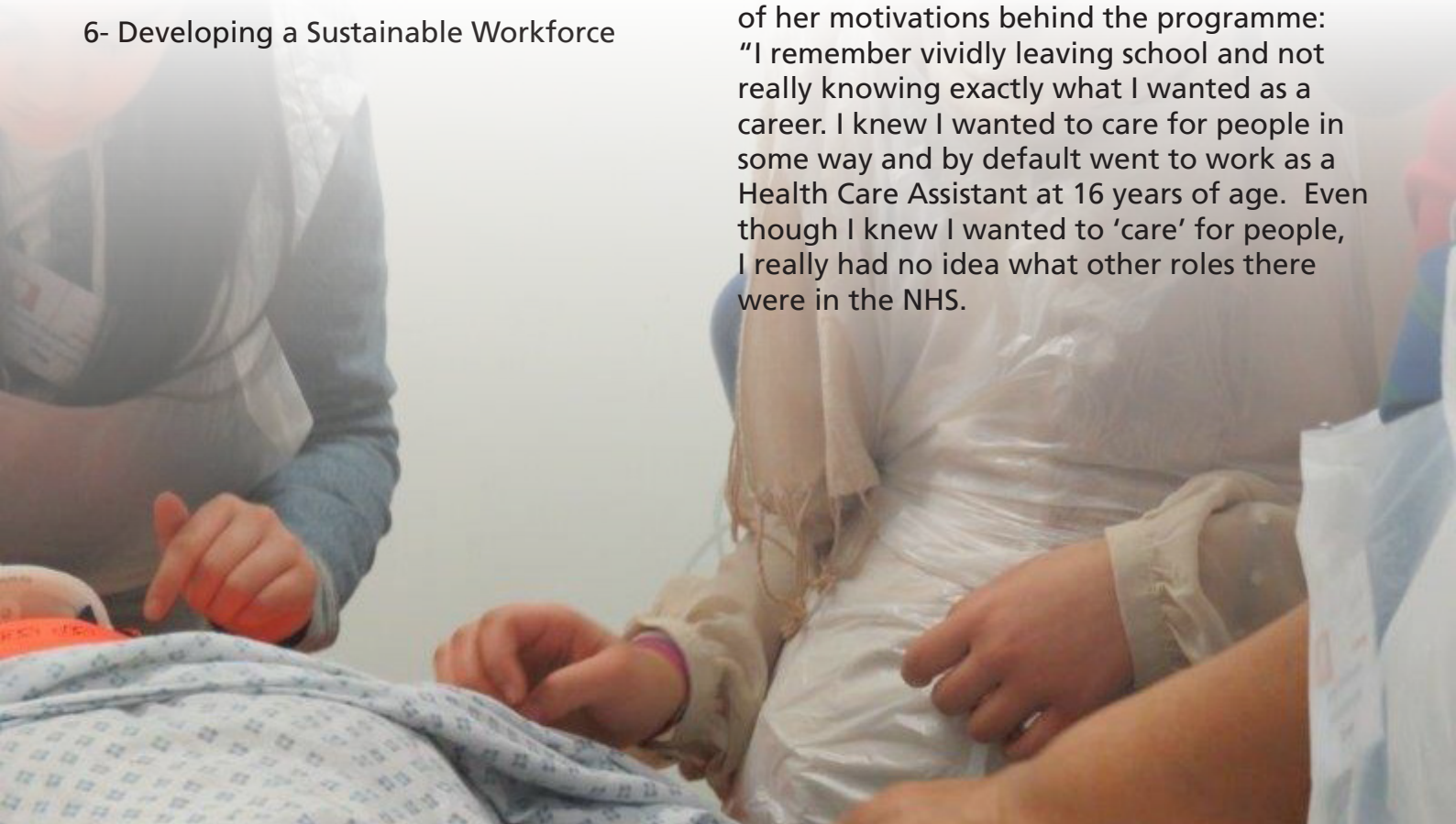
This case study is one in a series of studies curated to capture best practice, and highlight innovations, from the joint Health Education England (HEE) working across the North West and Voluntary Sector North West 'Learning Matters' awards 2017. The awards are part of a cross sector adult learning campaign delivered for the health and care sector through a number of key regional partnerships and collaborations. The overarching theme of the awards is simple: lifelong learning is good for people, organisations and health.

### HEE Quality Standards met:

- 3- Supporting and Empowering Learners
- 6- Developing a Sustainable Workforce

### What was the issue or problem? What did you set out to do?

The project sponsor gave a personal account of her motivations behind the programme: "I remember vividly leaving school and not really knowing exactly what I wanted as a career. I knew I wanted to care for people in some way and by default went to work as a Health Care Assistant at 16 years of age. Even though I knew I wanted to 'care' for people, I really had no idea what other roles there were in the NHS.



I left school with very few qualifications due to the school environment, lack of social support, career advice and work experience opportunities. Through my own determination I returned to study and trained to be a nurse; it was tough as I still felt I had no one really guiding me. This experience still lives with me now and has influenced this project immensely. In both my previous trust in South Yorkshire and more recently at Salford Royal NHS Foundation Trust (SRFT) I have made it my mission to support young people in being able to make the 'right' choices and give them the opportunities they deserve; to have access to information, guidance, and support and hopefully then enable them to make informed career choices. As project sponsor I wanted to introduce an initiative to support the widening participation agenda within the Salford locality. I had a few prongs to attack to meet the overarching desire to support the Corporate Social Responsibility (CSR) agenda with young people, people with learning disabilities and the pre-employment agenda. I moved to SRFT in June 2016 and have initiated 2 new programmes and strengthened a third, all of which, with the support of a fantastic L&D team have achieved much interest, and success."

## **What did you do? What was the intervention or initiative?**

### **1) Career Events – Simulated day in the NHS**

Every month the L&D team run an event with a local school where up to 18 young adults (14 to 17 years of age) are invited to apply to attend an organised event at the Trust, in the Simulation suite (see Appendix 1, 2 and 3). The events run after school between 4.15 and 6.30pm (see Appendix 3). Salford Royal has to date run four very successful events (see Appendix 2 and 4). The simulated careers events are attended by young adults who successfully applied to attend, their teacher, and where possible, their careers advisor. They are supported by the Resus and Simulation team, the work experience co-ordinator, the practice development team and the general L&D team.

The aim of the event is to help attendees understand the wider roles within the NHS. At the beginning of the event, by 'asking the audience', it can be established what roles the attendees think are available – through three activities and questions, they then begin to understand the wider roles. At the start of the session the roles identified usually include; doctors, nurses or midwives (usually based on their experience from television programmes).

At the end of the session, when teams have explored other roles, they are asked to list them on flipchart paper and usually they manage to name at least another 20 roles. The session really opens their eyes to the opportunities available in the NHS.

The work experience co-ordinator then talks to the group about opportunities to do work experience and the vocational team talk about apprenticeships; more recently the nurse associate programme has been included in discussions.

The team hope this event will achieve its aim (opening the eyes of children, and schools, to the many opportunities in the NHS), hopefully encouraging them to be the future workforce; if not in SRFT then in Greater Manchester. A final addition to this work will be a partnership to support a charity called the Girls Network. Discussions are in early stages but the hope is to offer a selection of the girls being mentored by volunteers in the charity, the chance to attend the events in due course.

### **2) Get Into programme (Prince's Trust)**

Still in its infancy but on the road to success is the team's support of the employability programme. The programme gives young people between the ages of 16-25, who are work ready but do not have the relevant professional skills, the opportunity to develop sector specific skills and experience to enable them to move into sustainable jobs in the sector. SRFT have called the programme 'Get into Hospital Services (Hotel Services and Information Management & Technology)'.

The L&D team have worked closely with the Princes Trust (PT) to design the programme structure whereby local residents are supported by both parties to;

- Attend a pre programme course with the PT
- Attend a Taster Day – supported jointly by PT and SRFT (held at the Trust)
- Attend a values based mini assessment centre (supported by SRFT and PT)
- Attend the SRFT induction
- Attend a six week placement at the SRFT (either in hotel services or IT)
- Attend a celebration event at the end of the 6 weeks

To date the team have successfully run the Taster Day, assessment centre, and had the successful PT delegate meet their 'buddies'; who they will be working with once they commence placement. The placements commenced the 6 week placement in April 2017. At the end of the programme SRFT have guaranteed those that successfully complete the whole programme either a job or an apprenticeship programme; showing our commitment to the CSR agenda with the local populations of Salford and Greater Manchester.

### **3) Interns**

The learning disabilities internship was already in operational flow at SRFT; however the L&D team have been more proactive in supporting this work programme since June 2016. L&D now attend the quarterly interns meetings to gain insights into the current rotations, how the interns are getting on, and any issues that Pure Innovations or the college are having. The work experience co-ordinator and project sponsor visit the interns on each of the three placements to offer any support, mentorship and guidance required.

The team have worked with the manager at Pure Innovations to look at not just part-time paid work for at least 50% of the interns at the end of the year (originally agreed two years previously), but also for those able to, access to an apprenticeship. Currently the team believe one intern will be able to access a level 2 apprenticeship at the end of the programme in June.

### **What were the Key Outcomes?**

All three of the above mentioned high profile CSR widening participation work streams have shown the success working collaboratively with other organisations can have when raising the CSR and Widening Participation agenda/ profile and in supporting the local residents of Salford and Greater Manchester. It really showcases what people can do when given the chance to shine and encouragement to do well.

### **What were the lessons learned?**

The evaluations from the careers events have been really valuable. The team started asking the young adults what form of communication they would prefer and almost all said Facebook, SnapChat and Instagram – a huge learning point for the team. They did not use Twitter, in fact some of them had not even heard of it, and this was where information was being posted.

The first Careers event also demonstrated that the young adults (from the team's perspective) did not appreciate the value of team working – some of them turned up 15 to 20 minutes late to the event, which had already started. This was really useful to explore with the group at the event; some of the debrief was altered to ask what the impact of being late would be if, for example, they were working in A&E in the trauma unit (as this is one of the simulations). The delegates very quickly realised the impact that one person has on the whole team, and therefore the patient; if they are late to work.



Sharing the information: By attending the Continuing Professional Development (CPD) meetings and public health programme board (as examples) SRFT are able to share this work, the benefits, pitfalls and successes. The team are able to advocate collaborative partnership working, not just in the NHS, but with other partner organisations. This is really important, and key to intelligent working across boundaries, as future sessions could be even better if collaborative working was further encouraged.

For example:

- Careers Simulation events – the team are now in discussion with colleagues at the Clinical Commissioning Group (CCG) to introduce a primary care session into the format of the event, to talk about GPs, Practice and District nurse, and what happens in General Practice
- Princes Trust – encouraging the programme further across Greater Manchester with the introduction of the collective approach to the 'Get into' programmes, as part of both the Talent for Care and the Widening Participation agendas.

To share learning locally within the Trust, the Learning and Development team have written articles for the internal Siren newsletter

## Appendix

**Appendix 1** - Careers Event Application Form

**Appendix 2** - School Simulation Evaluation Form

**Appendix 3** - Clinical Simulation Session Agenda

**Appendix 4** - Testimonial

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**Level of award:** Runner up - Widening Participation category

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