

Staff Story: Princes Trust Get Into Programme

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Trust Board paper C (revised)

Purpose of report:

This paper is for:	Description	Select (X)
Decision	To formally receive a report and approve its recommendations OR a particular course of action	
Discussion	To discuss, in depth, a report noting its implications without formally approving a recommendation or action	X
Assurance	To assure the Board that systems and processes are in place, or to advise a gap along with treatment plan	
Noting	For noting without the need for discussion	

Previous consideration:

Meeting	Date	Please clarify the purpose of the paper to that meeting using the categories above
CMG Board (specify which CMG)		
Executive Board	29.10.19	Executive People and Culture Board
Trust Board Committee		
Trust Board		

Executive Summary

Context

Attracting the workforce of the future is paramount to providing a broad range of quality services to our patients in support of Becoming the Best. The Health and Social Care Mandate for Health Education England requires organisations to widen roots into NHS careers through an increased use of apprenticeships. To attract apprentices to the NHS programmes such as work experience and the Princes Trust are in place and underpin these aims. The Princes Trust programme is arranged by Learning and Development to support this; with the last cohort being the 13th successful group. This paper provides an overview of the Leicester Hospitals programme and includes two case studies to demonstrate impact.

Questions

1. What work is being completed to attract our future workforce?
2. What is the impact on the programme on the young people?

Conclusion

- The Princes Trust programme continues to be a success at UHL and will run twice yearly; the next cohort being Spring 2020
- As the case studies show the impact is very positive on the young people and enables them to broaden their knowledge of roles in the NHS giving them a better opportunity to apply for

employment in the health and social care field with their increased work experience and knowledge, especially linked to values and behaviours.

- Enables departments to interact with different people that represent the diverse society in which we operate which can support removing unconscious bias and supporting a more diverse future workforce
- The buddies have opportunities to develop their mentoring skills and leading a young person through the programme. This supports the ethos that 'all staff are leaders'.

Input Sought

We will welcome Trust Board input on:

- Encouraging placements in a variety of areas for future cohorts
- Supporting with raising awareness of the successful Princes Trust and how it can help attract apprentices
- Supporting with workforce planning within CMGs to align apprenticeship recruitment to the Princes Trust timetable.

For Reference:

This report relates to the following UHL quality and supporting priorities:

1. Quality priorities

Safe, surgery and procedures	[No]
Safely and timely discharge	[No]
Improved Cancer pathways	[No]
Streamlined emergency care	[No]
Better care pathways	[No]
Ward accreditation	[No]

2. Supporting priorities:

People strategy implementation	[Yes]
Estate investment and reconfiguration	[No]
e-Hospital	[No]
More embedded research	[No]
Better corporate services	[No]
Quality strategy development	[Yes]

3. Equality Impact Assessment and Patient and Public Involvement considerations:

- What was the outcome of your Equality Impact Assessment (EIA)?
EIA shows no protected characteristic groups were affected by this programme.
- Briefly describe the Patient and Public Involvement (PPI) activities undertaken in relation to this report, or confirm that none were required
None was required however the young people brought family members to the celebration event.
- How did the outcome of the EIA influence your Patient and Public Involvement?
N/A
- If an EIA was not carried out, what was the rationale for this decision?
- N/A

4. Risk and Assurance

Risk Reference:

Does this paper reference a risk event?	Select (X)	Risk Description:
Strategic: Does this link to a Principal Risk on the BAF?	x	Becoming the Best - Delivering caring at its best to every patient, every time
Organisational: Does this link to an Operational/Corporate Risk on Datix Register		
New Risk identified in paper: What type and description ?		
None		

5. Scheduled date for the **next paper** on this topic: [next staff story – TB February 2020]

6. Executive Summaries should not exceed **5 sides** [My paper does comply]



'Get into Hospital Services' with University Hospitals of Leicester



Prince's Trust

Rachel Wilde Princes Trust Programme 12 – March 2019



Rachel was working abroad and on her return found it difficult to find a job and felt she was stuck in limbo.

"My sister was doing some research, helping me look at what my options were and she came across the Princes Trust site. She told me about the type of courses they run, the 'Get into' Hospital programme was the one I was most interested in"

After contacting the Princes Trust Lead, Rachel knew it was the right development for her and booked her place on the Taster Day

"I was obviously very nervous but the Taster day was fun. I thought it would be scary, I was very shy but when I got there everyone was really nice and by the end of the day I really wanted a place on the programme. The interview was very informal and a great experience"

Rachels placement was in the renal Out-Patients Dept. She found it a fantastic but a very emotional and moving experience.

"As some patients are really quite poorly and as they regularly attend clinics you got to know them. I was able to participate in some hands on aspects of the job which I really enjoyed. The clinical team allowed me to shadow consultants and they helped me find out more about patients cases, the different conditions and treatments."

"My buddy was Kym, he was amazing, so supportive, he helped gain so much more confidence in myself that I didn't think I had. He arranged for as many people as possible to let shadow them so I could get an in-depth feel for the NHS" That's one of the amazing things the programme did for me, it gave me the confidence and motivation to progress my career"

Talking about the Celebration Event, Rachel said, *"It was a lovely day, though it was nerve racking to do the speech but it made me very proud of myself and my fellow participants. It was nice to see so many people there, families and buddies. We all went out for lunch after the event. We all still keep in touch and several of us are now in employment, some at UHL"*

What happened after the programme?

"After the programme my buddy, Kym, kept in touch and so did his wife who is a Matron at UHL. They gave me lots of support and advice when applying for jobs. They couldn't have been more helpful, nothing was too much for them. As soon as I hear about the HCA recruitment opportunity I was up early to ensure I got my application in before the application limit was reached, just hoping I was one of the lucky ones. I was. My interview went really well, apparently I was one of the highest scores and they said I would make a great nurse"

Rachel is now a HCA was a very busy Ward 22, and has just completed her supernumerary period.

"I love it, yes, it's very busy but I am seeing patients with a wide range of conditions, support needs and often very poorly. It is an emotional environment but really happy that I am on such a busy ward and I am able to do so much as I do, I have more duties on here than I would in some areas. As I gain in confidence and knowledge I am increasing my responsibility on the ward and definitely want to become a nurse. I want to start the nursing associate next year and continue my career"

What did the 'Get Into' Programme do for you?

"More than anything it gave me confidence and self-belief and the drive, things that I was severely lacking in at the time and I was quite down trying to find a job. It gave me a reason to get up in the morning, being part of a great team, not feeling useless and a hindrance to my family. I almost gave up, I had no social life, I was so low, basically living in my room. It can be so cruel when your applications are rejected time and time again. Now look at me and I have all these new friends from the programme and work and a future in the NHS"

'Get into Hospital Services' with University Hospitals of Leicester



"The programme had such a profound impact on me I am now Young Ambassador for the Princes Trust. I am so passionate about the charity and they can see the significant change the programme has made to me. I go to events with the Princes Trust team, talk about the programmes, about my own life story and how the trust helped me start this journey, especially Jai."

We spoke to Jai from the Princes Trust,

"Rachel's story is so very inspiring and she truly has a great impact at the events that she has spoken at. The role of a Young Ambassador entails speaking to corporates, donors, employees, delivery partners and young people who are engaging with the Prince's Trust. A Young Ambassador's role is to speak about their experience with the Prince's Trust along with how the Prince's Trust has positively impacted their lives to the point of significant change.

She is a highly requested Young Ambassador within the Prince's Trust East Midlands region, as this is as a direct result of Rachel's enthusiasm, her caring personality and desire to succeed. It is very clear that Rachel loves her job, it shows in how passionately she speaks about the programme and her current role."



'Get into Hospital Services' with University Hospitals of Leicester



Prince's Trust

Hannah Donkin, Princes Trust Programme 11 – October 2018



In the summer of 2018 Hannah graduated and was struggling trying to find herself a job.

"I had no idea what I wanted to do or be but I did know that I did not want to go back into Education. I was on Universal Credit at the time and my mentor gave me a leaflet about the Princes Trust so I contacted them about the Get Into Programme"

Hannah came along to the Taster Day feeling anxious but found the Princes Trust and the NHS teams very welcoming and an easy, comfortable environment to be in. She successfully gained a place in the Phlebotomy Department, based at Glenfield Hospital.

"When I found out where I was going I had no idea what to expect – my only thought was Arrgh! I CAN'T TAKE BLOOD!"

Hannah explained how her buddy, Sharon Nicol, was so supportive during her placement, giving her the opportunity to work in many different areas of the organisation.

"Sharon was brilliant. I worked in the Fracture Clinic, visited the wards and Cardiology department. I experienced so many different administration processes such as taking phone calls, sending out letters and general ward clerk duties. Also the classroom sessions about work ethics, IT and employability skills were great. I was given such a wide and varied placement; I was learning and understanding so much more about the NHS whilst developing other skills."

Though the Celebration Event was daunting at first, once the group started it was fine, hearing everyone tell their own story made Hannah feel really good in being part of the programme.

"Before joining the programme I was feeling very worried that I would not get a job, however the programme made me realise I am not the only one. It really boosted my confidence and we all gelled well as a group. Some of us are still in contact now."

Post programme, Hannah said, *"After the programme I applied various roles at UHL. Within three weeks of the programme finishing I went for any interview at UHL. I also went for an assessment for the civil service job but wasn't selected – I was getting really down but the next day I received a phone call to say I had got the job at UHL. I was so happy. My grandma and mum were nurses and my grandma kept saying how the NHS is in our blood."*

Hannah is now a ward clerk working in the Acute Medical Unit, this is an extremely busy area and she has to cover many wards. Hannah works 12 hours shifts, days and nights. She loves her role and loves talking to everyone she meets in the course of her role; consultants, nurses, physiotherapists, dieticians, patients and their relatives. She has recently expressed an interest in taking on some more learning, perhaps an apprenticeship at UHL.

"I have told everyone I know about the Princes Trust. If they are not sure what they want to do I tell them how the Princes Trust has helped me and it's a fantastic experience. After the programme finished the Princes Trust did not forget about me and provided me with ongoing advice and guidance. The follow-up care was brilliant, I had a mentor who supported me once the programme had finished. They are such a fantastic organisation and I still get texts from the team to see how I am doing."

"I am so proud of myself and the journey I have made getting to where I am now. I am now looking ahead at what I can now achieve. It's opened up an entirely different world 😊"



'Get into Hospital Services' with University Hospitals of Leicester



Prince's Trust

Imogen Wakely, Princes Trust Programme 12 – March 2019



Imogen took part in the Princes Trust 'Get Into' Programme in March 2019; The 4 week programme offered a blend of administration work experience and classroom activities including IT, Self-Care and Employability skills.

"Before the programme I studied Travel and Tourism for 3 years at college and believed I would move into a career in this area but things have turned out very differently. Once college had finished I spent the next year trying to find a job, though I enjoyed filling my time working in a local charity shop and museums"

It was Imogen's Universal Credit mentor who told her about the Princes Trust Programme. She was a little reluctant to apply at first but after some persuasion she contacted the Princes Trust.

"I had never thought about working in the NHS. It never crossed my mind of the vast number of administration roles until I came onto the programme"

Having enjoyed taking part in the activities and meeting everyone on the day, Imogen stayed for the afternoon session and successfully gained her placement with the Patient Safety Team and met her buddy, Tracey.

"On my first day I felt little nervous, unsure, have I done the right thing. However when I started to meet people in the team and get into the tasks I was given, it became exciting about what I was doing and I became more relaxed and comfortable. The Princes Trust programme lead, Alice, was a brilliant mentor to everyone throughout the whole programme and the hospital trainers gave us lots of interesting study days"

In the classroom Imogen again got involved with all the activities, always arriving on time, and punctual, reliable and smart. She found the employability session beneficial.

"I found the interview support extremely helpful, the STAR method, how to sell myself, improve my confidence and apply for jobs. The Princes Trust was fantastic in this and my Buddy, Tracey, helped me to apply for jobs and interview techniques."

About the final day of the programme, Imogen said, *"The Celebration Event was nerve racking as I went first but I remembered everything I was told, smile, look at the audience and it went really well. So proud of myself in what I achieved over those 4 weeks"*

"The Princes Trust 'Get Into' Programme came at the right time for me; I was in the right place to undertake the programme"

Following the end of the programme the Patient Safety Team offered Imogen a volunteering placement for 2 days a week. This led to her applying for the new apprenticeship in the team and on the 24th June she became the **GP Services Apprentice** at UHL. She is hoping that once her apprenticeship is finished; there will be the opportunity to become a permanent staff member in the team.

"I was even offered another job during my volunteering time but I knew I wanted to work in the Patient Safety Team. I am vastly enjoying my apprenticeship; it has given me a reason to get up in the morning. A year ago I would be lying in bed, bored and the days just drifting by. I now have a purpose!"

Tracey and the team have always been so supportive, helping me out where needed. Supporting me both during the Princes Trust and now as their apprentice"

"The Prince Trust 'Get Into' Programme is a once of a lifetime experience so don't miss it. I would recommend it to anyone struggling to get a job. Gaining the experience and knowledge of working in a hospital environment has been fantastic. I really enjoyed every element of the programme and was thankful to be given the opportunity, it made me realise how worthwhile taking part is"

I am now starting a new chapter in my life and although initially I was nervous about the Programme look where I am now - and it's all thanks to the Princes Trust, UHL and the Patient Safety Team.

Imogen's Princes Trust Buddy has this to say, *"From the first day of meeting Imogen as part of the interview process, I was confident that Imogen would embrace the opportunity of being offered a work placement through the Princes Trust Programme. I have had the privilege of being Imogen's buddy throughout her placement and am thrilled that we have been able to offer Imogen a position within the team as a GP Services Apprentice. Imogen is a valued and respected member of the Patient Safety Team and will hopefully following the completion of her apprenticeship; decide to continue her career within the team."*