



Mandatory training and apprenticeships at Credenhill Court

Background

Credenhill Court Rest Home is a long-established residential home that offers care and nursing for older people who have dementia. Located in a stunning rural position, the home has outstanding views of the Herefordshire countryside. It comprises 35 rooms, all but four of them for single occupancy, and is privately owned by Narendra North.

The registered manager at the home is Amanda Bow, an experienced and professional carer who has been working in the sector since the age of 18. Amanda is passionate about providing person-centred care and, since her appointment at Credenhill Court in 2015, has been working hard with her team of 40 staff to make improvements recommended in their latest Care Quality Commission report.

Relationship with Hoople

Prior to Amanda's appointment at Credenhill Court, the home had utilised the services of an independent trainer for their mandatory and other training requirements. Although that training was sufficient to meet statutory requirements, Amanda recalls that much of the training

was of the 'chalk and talk' variety with little opportunity for staff to practise techniques or get involved.

Amanda wanted her team to feel more positive and enthusiastic about their training. With that in mind, and having used Hoople Training whilst working for a previous employer, she contacted Hoople's Training team for help and support.

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Results and benefits

Mandatory training

Hoople's Business Support Supervisor, Caroline Reading, visited Amanda at Credenhill Court to discuss her training needs and the various options available through Hoople. On her return to the office, Caroline drew up a training plan and associated costings for approval by Amanda.

The plan was accepted by Amanda and shortly afterwards Hoople's trainer, Ben Maynard, delivered Moving and

Handling training for the Credenhill team (refresher and induction). The feedback was excellent, with staff reporting high levels of engagement with the learning and welcoming the approach taken by the trainer that encouraged plenty of interaction and practical involvement.

Since that time, Ben has returned to Credenhill Court to deliver other parts of the training plan. Around 30 staff have so far undertaken a number of different courses, including training to comply with Care Certificate standards. Feedback has been universally excellent.

Apprenticeship programmes

As well as mandatory training programmes, Credenhill Court works regularly with Hoople to offer Level 2 and 3

apprenticeship programmes in Health and Social Care to its existing employees.

Amanda views these apprenticeships as an important part of her ongoing staffing strategy, ensuring that her team members – and consequently the residents at Credenhill Court - benefit from the latest knowledge and skills in the sector. Apprenticeships are also important in helping to secure the future staffing needs of the home.

Once again, the feedback has been extremely positive. Amanda is particularly pleased that Hoople's apprentice assessor, Sherry Evans, regularly visits the learners at the home to support them with their studies and to offer any advice and help needed.

Testimonial

Amanda says: "As an organisation, we value good training – and that's what we get from Hoople. The training is excellent, it's really good and robust and extremely professional. I would definitely recommend Hoople to others."

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