

Mandatory Training

Status update for Gold Command
6 May 2020

Current Trust compliance

(figures taken from the April 2020 data pack)

Current compliance targets are:

- 95% for Fire and Information Governance
- 80% for the remaining subjects

Mandatory & Required Training		
Number of Courses Target Achieved:	Number of Courses <5% below target:	Number of Courses Target Not Achieved (>5% below target):
19	2	0

Training	Compliant	Compliance	Total Required	Non Compliant	Previous Compliance %	Change
Fire Training	2582	94.51%	2732	150	94.80%	↓
Information Governance	2581	94.47%	2732	151	94.98%	↓

Governance

Mandatory Training is monitored by:

Group/Committee	Frequency
Board (IPR)	Monthly BI
Quality & Safety Committee	Monthly
Compliance Group	Monthly
SLT	(Was weekly accountability wall) pre-COVID now monthly
Workforce Committee	6 monthly

In response to COVID-19 monthly reports will be sent as follows:

Assistant General Managers	Monthly analysis reports (as SLT plus 6 month extension %)
Service Managers	Monthly trajectory reports

All data for these reports will be taken from the monthly data pack produced in the second week of the month

Current situation

All classroom-based training was suspended from Monday 23rd March, which has affected 18 courses.

Classroom based training courses are being cancelled one month at a time, so that it will be relatively easy to return to offering face to face training as part of the recovery plan, where this is assessed as necessary/important.

Current training venues are being used for COVID 19 related work, so temporary training venues have been established for training that requires an element of assessment e.g. Breakaway/Basic Life Support and Moving and Handling.

The opportunity for staff to access training may diminish due to pressures on the services relating to staff off sick or self-isolating, those staff who remain in work covering for colleagues, getting used to new ways of working or learning new skills having transferred to other teams e.g. SLT/PODs to DN Teams; Wakefield 0-19 working in the Acute Trust.

Actions to mitigate the impact on compliance during/post COVID 19



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- A grace period of 6 months has been given to staff whose competences expire between 1st April and 31 October 2020 to provide more time for the training to be undertaken
- From early May monthly analysis reports will be sent to Assistant General managers for information and to help them release staff for training over the six month grace period. This data will be the same provided to QSC.
- From early May monthly trajectory reports will be sent to Service Managers to enable planning and supporting staff in completing Mandatory Training utilising the interim solutions
- HR will monitor these monthly reports and provide support to services as required
- Recovery Plans are being formulated for post COVID but the actions taken so far will support the recovery planning

Interim solutions:

Refreshers via eLearning

- Reviewed all national eLearning packages and added extra modules to ensure the training was in context to the Trust – **6 additional eLearning packages are available now through this route e.g. Safeguarding Adults L2 & 3; Resuscitation**
- Developed in-house eLearning packages where national ones were not available or inappropriate - **currently 6 have been developed and available for staff to access e.g. Mental Health Act and CPA**
- Utilisation of Microsoft Teams to deliver training live where appropriate e.g. Fire and the face to face session for CPA Clinical Risk

New starters

Are able to utilise eLearning or blended learning where training needs an element of assessment. These subjects are Basic Life Support/Moving and Handling/Breakaway

All other training is provided eLearning

Any training completed provides compliance for that subject for both refreshers and for new starters

Other actions taken

- A BLS + course has been developed to provide those staff who would normally need ILS to gain some advanced skills to support the Wards. These staff would still need to attend a full ILS course once available. This training will also provide updates for ILS and will be available from end of May.
- MAV training team has split into 'hot' and 'cold' teams, the hot teams are supporting the Wards and the cold team training, which is well received by the Wards.

Actions for May

- A Risk Analysis will be completed to prioritise training to enable a staged approach to recovery
- Refreshers for MAV Breakaway/Physical Interventions to be planned. Timescale to be determined
- BLS/MH practical training sessions to be opened up to staff as refreshers where staff feel they need face to face assurance of their skill level by the middle of May.

Actions for June

Commence evaluation of the new ways of learning with staff to inform what current training model retained.

Learning

- Teamwork - different departments coming together to provide solutions and supporting one another to a greater extent than normal e.g. HR/MAV team/Nursing Development Department/Estates and Facilities and SME's in arranging training and the resources needed in a timely manner.
- Flexibility and skills - of staff to enable the interim solutions to be available so quickly.
- The utilisation of Microsoft teams for providing training through live streaming
- Staff are conscious about keeping in date with their Mandatory Training as teams which reflects the hard work undertaken over the past year to increase and maintain compliance rates
- A blended approach to learning is effective and gives some ownership of learning to the individual as they have to complete an eLearning package prior to attending the course. This provides them with a knowledge and understanding of the subject and so are able to use the classroom based session to consolidate learning and application of skills rather than learning from scratch on the day. This also has the added advantage of a reduction in the time spent in the classroom.
- SME's have been open to new ways of delivery as a way of maintaining compliance

What would we want to retain?

Use of blended approaches to training utilising technology more in the delivery:

- The exploration of the use of Microsoft Teams and Webinars for learning
- eLearning - keep newly developed in-house packages and the national packages which evaluate well as part of a blended learning approach, releasing time for SME's to support services more e.g. bite size learning/audit/supervision of practice etc
- Live Streams and recorded videos from Teams/training sessions for staff to access as required as aide memoires
- Identify the subject areas where refresher frequencies can be increased safely.