

# DEVELOPING SKILLS IN HEALTH AND SOCIAL CARE

Part funded by the European Social Fund,  
led by Suffolk & Norfolk County Councils

The Developing Skills project would like to support you with your chosen career in adult health and social care. We are able to offer level 1, 2 and 4 courses where you will gain fully funded accredited units and Functional skills to support you as you move forward with your educational pathway.

We want you to feel valued and supported, you will be given a Career Progression Mentor to work closely with you and give you all the skills and confidence you need to move forward in the health and social care sector.

## Contact Us

### E-mail:

[developingskills@norfolk.gov.uk](mailto:developingskills@norfolk.gov.uk)  
[developingskills@suffolk.gov.uk](mailto:developingskills@suffolk.gov.uk)

### Website:

[www.norfolk.gov.uk/developingskills](http://www.norfolk.gov.uk/developingskills)

### Facebook:

Developing Skills in Health and  
Social Care | Facebook

### Twitter:

[@DevelopingCare](https://twitter.com/DevelopingCare)

### LinkedIn:

[Developing Skills in Health and  
Social Care | LinkedIn](#)

The Developing Skills team have been out and about again recently distributing posters to over 150 care establishments, thinking about sustainability by walking and cycling where possible to deliver these.

Have you seen these? Would you like a copy sent to you to display on your staff noticeboards, if so contact [developingskills@suffolk.gov.uk](mailto:developingskills@suffolk.gov.uk)



We are continuing to network at various events most recently the 'Bringing Ideas To Life' event at Trinity Park and the Job and Training Fair at East Coast College to promote the great opportunities this project has to offer. If you are holding an event or a staff meeting and would like us to attend, please get in touch with Sian on 07541 694089.

# DEVELOPING SKILLS TEAM

This edition we would like to give a warm welcome and introduce you to our new Business Support Officer - Polina Kyriakidou. Polina joined us in April on a temporary contract and brings lots of administrative experience with her.

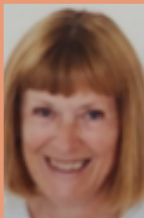
The Developing Skills team are looking forward to a team building day on the 10th May where both Norfolk and Suffolk colleagues can come together. We will start the day with a team meeting to share information and updates and then in the afternoon we will be completing team building exercises. Let the competition begin!

## MEET THE TEAM

Continuing with getting to know the Developing Skills Team, in the hot seat this time we have....

### Lynn Thorrington

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Job role: Employer Engagement Officer (EEO)

Date joined the project: October 2020

Previous job role: I worked in the Provider Support team, working with providers across Suffolk delivering workshops and support when required

In two words describe the project: Great opportunity

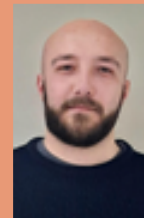
Favourite Film: Pretty Woman

Dream Holiday Destination: Cuba

Dislikes: Cold weather!

### Mark Harmer

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Job role: Career Progression Mentor

Date joined the project: April 2021

Previous job role: Conveyancing Assistant

In two words describe the project: Encouraging achievement

Favourite Film: Anchorman

Dream Holiday Destination: New Zealand

**Contact us: [developingskills@norfolk.gov.uk](mailto:developingskills@norfolk.gov.uk)**

# DELIVERY PARTNER IN THE SPOTLIGHT

## Contact us

Rotterdam Road  
Lowestoft  
Suffolk  
NR32 2PJ

Number: 01502 525177



This edition we would like to showcase East Coast College and the courses they have to offer.

East Coast College is the top ranking apprenticeship provider in their area and QAA Good for Higher Education.

They hone your skills and expand your talents while helping to nurture your wellbeing and employability skills.

Top quality student services and careers guidance will help develop you as an individual and achieve your full potential.

Hundreds of their students every year go on to university or an apprenticeship, into work and build very successful careers. Their tutors pride themselves on being an integral part of students' individual journeys; offering quality teaching and learning, and excellent student success and wellbeing.

East Coast College have additional courses that are funded by us, for more information contact the college.



## Courses

FUNCTIONAL SKILLS IN MATHS,  
ENGLISH & ICT

INTRODUCTORY AWARENESS OF  
PERSON-CENTRED SUPPORT IN  
HEALTH, SOCIAL CARE  
LEVEL 1

GATEWAY PROGRESSION  
EMBEDDING THE ELEMENTS OF  
THE CARE CERTIFICATE  
LEVEL 1

DEMENTIA AWARENESS  
LEVEL 2

SUPPORTING INDIVIDUALS  
WITH LEARNING  
DIFFICULTIES  
LEVEL 2

MENTAL HEALTH  
AWARENESS  
LEVEL 2

END OF LIFE CARE  
LEVEL 2

INTRODUCTION TO  
AUTISTIC SPECTRUM  
LEVEL 2

QUALIFICATION IN  
PRINCIPLES OF  
LEADERSHIP &  
MANAGEMENT IN ADULT  
CARE  
LEVEL 4

Contact us: [care@eastcoast.ac.uk](mailto:care@eastcoast.ac.uk)

# PARTICIPANT CASE STUDIES

## Jonathon's story

Jonathon has been working within care for over 2 years. When he started on our project, he was a Recovery Support Worker but has successfully moved on to become an Assistant Practitioner.

Having no formal qualifications in health and social care except for completing internal (on the job) training, Jonathon jumped at the chance to enrol onto our level 2 Mental Health unit with Steadfast training. “I wanted to expand knowledge and ideas and felt it would be at least a refresher in what I already knew.”

“The tutor was really good; she made the subject interesting and engaging and had a good energy level.”

Alongside his course Jonathon was assigned one of our fantastic Career Progression Mentors, Ali. “Initially I wasn't sure if mentoring was for me but the more I chatted with my mentor the more it became beneficial. I feel it's important to explore whether it's for you or not, it only takes a couple of sessions to work out if it's for you.”

Thanks to his mentor's support, Jonathon was able to confidently prepare for an upcoming job interview. Together they looked at what Jonathon was good at and focused on the strengths he was going to bring to the Assistant Practitioner role.

“Mentoring came at a particularly good time, as I was looking to move on to a new job and a mentoring session occurred prior to my interview so we were able to do interview preparation. It helped a lot; gave me a little bit more confidence and I had taken lots of notes to use in the interview.”

During his job interview, Jonathon was even able to share that he was undertaking this level 2 Mental Health unit.

After a successful interview Jonathan has since started his new role and has continued looking for training opportunities to progress his career development.

Overall, when asked how the training and mentoring has benefited those people he worked with, Jonathon said “It makes me better at my job.”

To find out how the Developing Skills project can help you or your team, check out our website.



# PARTICIPANT FEEDBACK

Feedback is valuable in helping you to choose if this training is right for you.

Read below to find out how participants have benefitted from our training.

## **Rebecca - Functional Skills - Maths**

The biggest thanks goes to you Alex, first and foremost for being so patient with me! You've absolutely made me look at maths in a different light and I have genuinely enjoyed learning with you. I have not once been made to feel inadequate or stupid and my confidence is my weakness so thank you for not banging your head against the table 😊 and thank you for teaching me the best way I have ever been taught anything!

## **Linda - Level 2 unit in Mental Health**

"All in all, the course was very easy to access from beginning to end. The tutor was very knowledgeable and supportive, the subjects were explained well and were very interesting. The mentor (Gary) has been a great support and I would recommend the mentoring service to anyone in the future. Gary was very easy to talk to and reassuring and I felt that I could contact him at any time for support. Overall a very good experience."

## **Sam - Level 2 unit in End of Life**

"While studying the End Of Life course, I gained lots of insight on the course and got to share my own experiences with the class as well as hear others experiences. I also gained more knowledge and how it can be applied to my day to day job. I enjoyed learning how to handle different situations and how to correctly respond to them"

## **Alison - Level 2 unit in Dementia**

"I have enjoyed completing this course and learning about different aspects of Dementia, how your lifestyle can be a big factor and how to help communicate with people I work with and their carers. I have received great support from my manager, the tutors delivering the course and from Ali my mentor. All of which has been greatly appreciated."

## **Tamara - Level 2 unit in Autism**

"I have enjoyed taking part in the Introduction to Autistic Spectrum Condition course. It has provided me with useful, up-to-date information and has given me the opportunity to practise my study skills including listening and concentration skills. I benefitted too from having to produce written work, organising research and sticking to dates it was due in. My tutor was successful in helping me throughout. She was very supportive as well as approachable and encouraging"

## **Gemma - Level 4 Aspiring Managers Programme**

"I feel that I have developed more as a person as well as enhancing my knowledge and appearance towards others within my workplace. It has taught me how to deal with my emotions and how to express certain emotions with certain people. The aspiring manager course have developed my knowledge around managing people and how to work more as a manager within a team."

## GOODBYES

As well as welcoming new members to the team we also had to say goodbye to some.

Since our last newsletter, Lisa Sutton, Adam Moore and Carol White, our Career progression Mentors have left us. We were sad to see them go but wish them all the best in their new chapters.



## PCR UPDATE

We informed you last time that we have put in a Project Change Request (PCR) with DWP to extend the project until late 2023. Just to keep you updated on how things are progressing, it has moved to the next stage of the process and we are hoping to receive a decision shortly.

## STAFF UPDATES

Gary is busy expanding his skills by training with Ipswich Hospital Radio to become a volunteer DJ. What an exciting opportunity for Gary and we hope he can help support the project by giving us a 'shout out'.

Some of our Career Progression Mentors - Gary, Katrina and Ceri have recently submitted their Information, Advice and Guidance (IAG) with West Suffolk College. This will enable the mentors to be able to support individuals with personalised advice and guidance.

Following on from the event at Trinity Park, Sian one of our Senior Career Progression Mentors attended their session on Homestarts and has now signed up to be a volunteer within this team, which will involve supporting families.



## What's Next...

### Podcasts

The team are currently exploring these and working on a plan to introduce these into the project, they will look at a pilot in July. Keep any eye out for the next newsletter to find out more.

### 'Upskill Your Staff & Benefit Your Care Setting' - webinar

Some of our team will be involved in the delivery of this webinar. Click on this link to book a **free** place.

<https://www.eventbrite.co.uk/e/upskill-your-staff-benefit-your-care-setting-tickets-325838270037>

Why not join our Career Progression Mentors at East Coast College on the 18th May. They will be there to talk to some apprentices about joining our project and making use of our mentors. If you would be interested in us attending your college please get in touch.

### Next Edition...

Look out for our 6 weekly flyer that will be heading your way in June.

