

CASE STUDY

Flexible online package delivers the specific training needs of Brambles Care Home staff

A Virtual College Case Study



“

When our staff were attending face-to-face sessions they would often have a different tutor and therefore come away from the session with a different level of understanding.

”

The background

Brambles is a modern, family-run, care home offering comfortable, homely accommodation for a maximum of 28 older people.

It is located in the beautiful Kent village of Wye and provides a safe and secure environment in which each resident is encouraged to lead an independent and active lifestyle, balanced with the appropriate level of physical and emotional support.

Care is provided around the clock by trained staff who offer personal support which is responsive to the varied and individual needs and preferences of their residents. Staff respect privacy and dignity and are sensitive to changing needs.



The solution

Coincidentally, Caroline was helping a friend out with some catering and found Virtual College in her search for **online food hygiene training**. She undertook the course and really enjoyed the delivery style.

Seeing the other courses that Virtual College offered which were relevant to Brambles Care Home, she approached her manager and after further investigation into pricing, training content and quality, they decided to go down the route of online learning with Virtual College.

Flexibility, quality and consistency were important considerations.

“When our staff were attending face-to-face sessions they would often have a different tutor and therefore come away from the session with a different level of understanding,” explained Caroline.

Brambles has opted for Virtual College’s Total Training Package which gives them flexible access to a range of courses tailored to their specific needs - ranging from Dementia Awareness and Infection Prevention and Control, to Safeguarding Adults.



The challenge

Brambles Care Home employs 25 members of staff who deliver a personal service of the highest quality and sensitivity.

“As cover was always needed back at the home, we could only send a few colleagues at a time. The courses could be up to 20-30 miles away from Brambles so we would incur staff travel expenses and time off site, as well as the cost of the training course.”



In order to achieve these standards, staff training is of paramount importance. They also have a mandatory training requirement to meet CQC inspection standards.

Caroline Sandford has been assistant manager at Brambles Care Home for the last 6 years and explained the challenges training used to create: “Sourcing training courses at local colleges and other external providers was a logistical nightmare.”

“

Online delivery means staff can access learning during free time at work or at home and can ‘dip in and out’ without losing progress.

”



The results

“The quality of the courses is really good and our staff are already putting their learning into practice,” enthused Caroline, “and Virtual College courses come with a certificate, demonstrating knowledge as learners are required to complete an assessment, whereas all we got from the face to face sessions was a certificate of attendance.”

“**The Total Training Package** we opted for gives us the vital flexibility to deliver our mandatory training as well as training around the Mental Capacity Act and Deprivations of Liberty Safeguards.”



“Online delivery means staff can access learning during free time at work or at home and can ‘dip in and out’ without losing progress.”

“Our staff are happy that they do not have to travel to attend courses. They find the system very easy to navigate even though they have varying computer skills.”

“**The Total Training Package** we opted for gives us the vital flexibility to deliver our mandatory training as well as training around the Mental Capacity Act and Deprivations of Liberty Safeguards.”

What next?

“Virtual College’s online training is a highly cost effective solution and avoids the cost of travel, time off work and face-to-face course costs.”

“We have just purchased Virtual College’s **Equality and Diversity course** for additional staff training and are looking at the **First Aid course**,” continued Caroline.

“The courses are delivered via Enable, Virtual College’s learning management system. I use the administrator access daily to allocate courses to staff for their development, review evaluation results and monitor completions for compliance as we are regulated and inspected by the CQC.”



Phone
01943 885083



Email
info@healthcareea.co.uk



Web
www.healthcareea.co.uk

About Virtual College

Since 2006, we have provided training to every NHS Trust and now work with over 60 local safeguarding boards. Over this period, we have donated more than £200,000 to healthcare and safeguarding charities.

We are part of Virtual College, which has over 1.75 million learners and is growing at a rate of 1000 per day across public and private sectors.

Virtual College Ltd
Marsel House, Stephenson's Way
Ilkley, West Yorkshire
LS29 8DD, England