

Improving Training Compliance Cleanliness Teams

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Back in March 2022 the Domestic Teams statutory and mandatory training had been 83% for PRH & 75% for RSH. The domestic teams have found it a challenge in the last few months to complete their mandatory training. In June their compliance dropped to 76% for PRH and 67% for RSH and it has been difficult to raise this compliance %. This coincided with the introduction of the Learning Made Simple platform. We have taken the opportunity to investigate this variation in compliance %, looking at whether the introduction of the Learning Made Simple platform has been the main reason for a decrease in compliance or whether other factors are involved and test various solutions to increase compliance. On the 8th January 2023 report the team at PRH are now at 94.76% and 93.96% for RSH

SMART Aim

To increase training compliance for the CSTF modules to 95% for the Cleanliness Teams by 8th February 2023

Plan

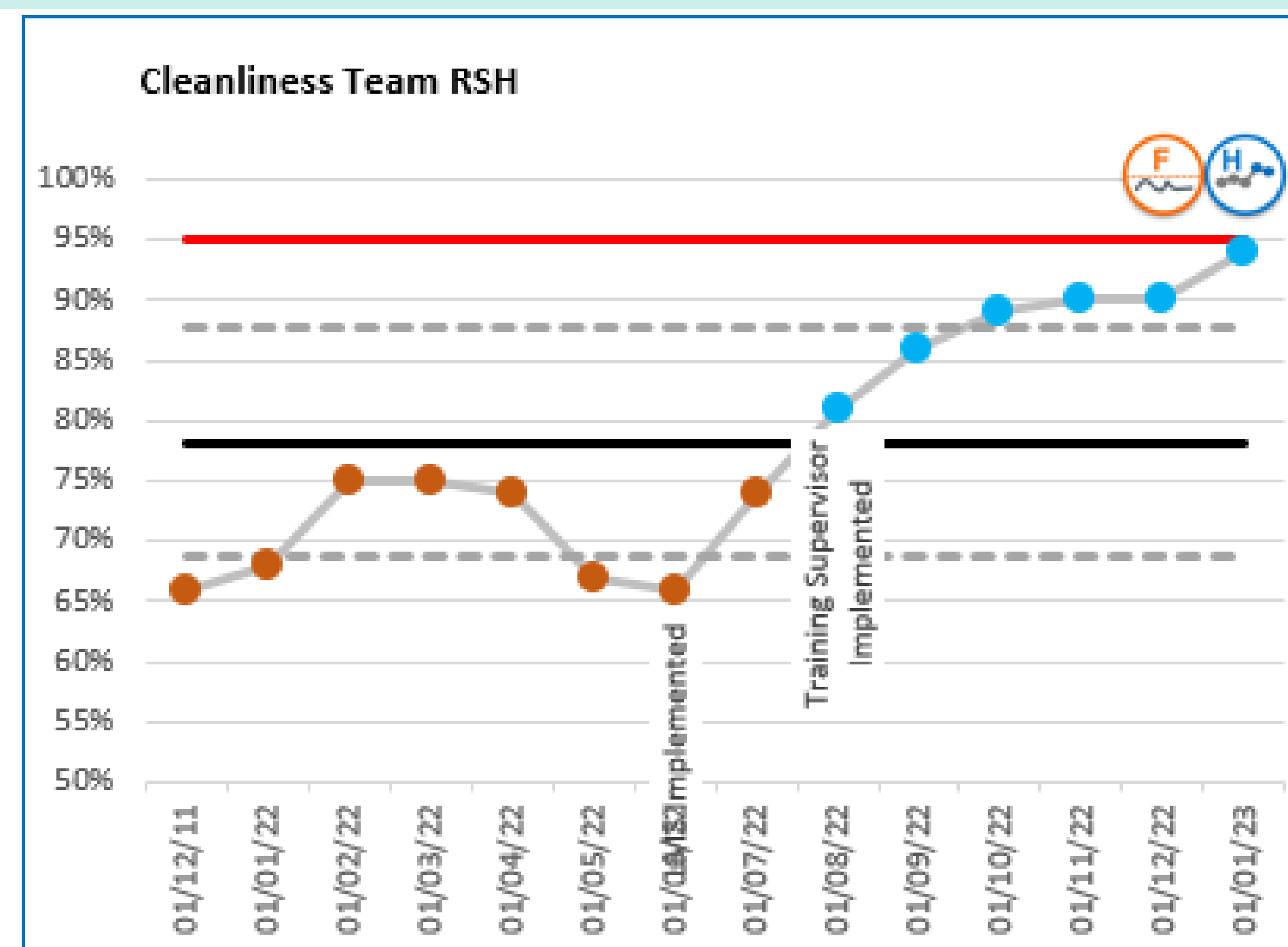
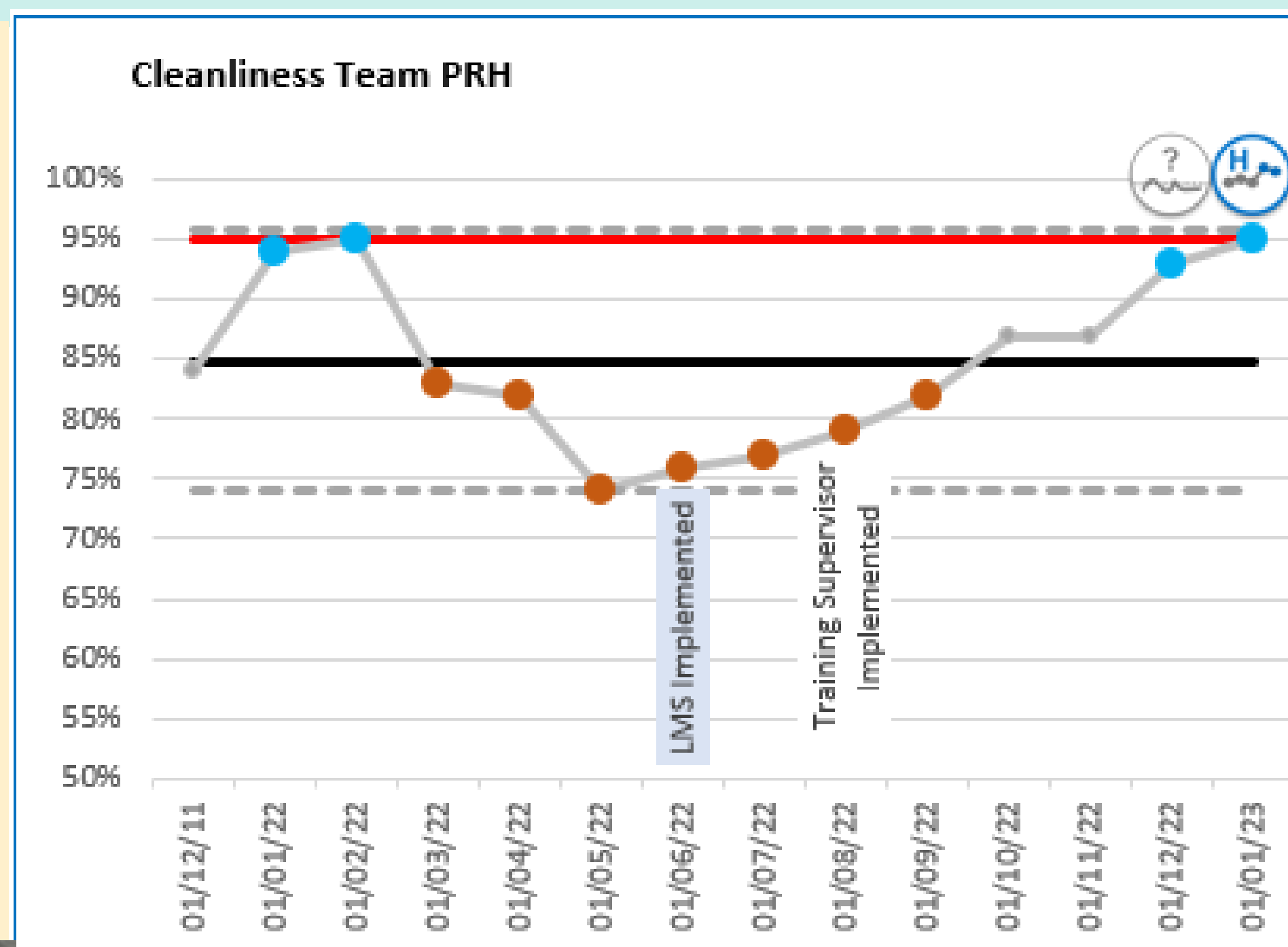
A meeting was arranged with the Cleanliness Supervisors to discuss the statutory and mandatory training compliance for the Cleanliness Teams on both sites. During the meeting we discussed the blockers to staff completing their statutory and mandatory training modules. It was felt that the introduction of the Learning Made Simple platform and the reduction in completion of paper based workbooks had led to the decline in overall training %. The domestic supervisors felt that the reintroduction of the workbooks would help increase the training compliance % and in turn increase confidence and moral amongst the staff around training compliance. We planned to hold face to face sessions with the Cleanliness Teams to complete the workbooks. These would take place on both sites for both the day and evening staff. The training report would be manipulated in advance to show all outstanding statutory training for staff who would be attending these sessions. Workbooks and assessments would be printed in advance and distributed during these sessions. Myself and the supervisors would mark the workbooks during the sessions and support where needed. The completed workbooks will then be added to the LMS. We plan to run these sessions on a monthly basis until training compliance has reached 95%. By reaching 95% rather than the Trust wide target of 90% this will allow for some reduction if the areas become short staffed for any reason. The cleanliness teams have introduced Training Supervisors within their areas.

Do

We ran two sessions for the Cleanliness Team on both sites, one for the day staff and one for the evening staff in October. The relevant workbooks were printed in readiness and distributed amongst the team.. Myself and the supervisors were on hand to be able to support and guide if required. This also gave me an opportunity to discuss any other interventions that may be required. The supervisors would continue to distribute the workbooks and assist with these if required. Support was given by the supervisors within the sessions and during shifts to complete the workbooks.

Study

During the four sessions we distributed 250 workbooks for completion. These will be marked and returned to Education before the end of the month to ensure they are registered on the LMS before the next report on the 8th December. During the sessions it became apparent that we wouldn't be able to mark the workbooks on the day, the supervisors will mark and return to the Education Support Unit. In month one RSH had increased by 3% and PRH have increased by 5%. IT Support was given to organize the email addresses and a Freedom to Speak to Workbook was created. By the 8th January report PRH had increased to 94.76% and the RSH team to 93.96% which is an incredible achievement.



Act

In conclusion we felt that the sessions had been well received. We will continue to send the supervisors lists of outstanding training and support with printing of workbooks if required. I will check in with the Cleanliness Supervisors once a week to see how they are progressing and whether any other support is required. We will continue to send the supervisors lists of outstanding training and support with printing of workbooks if required. A meeting will be arranged for the New Year to discuss with the supervisors long term training interventions to assist with the completion of statutory and mandatory training i.e. bespoke training workbook. A meeting has also been arranged to discuss other education and learning and career opportunities for teams within facilities including the Cleanliness Team.

