

Neighbour Training



EMPLOYERS NEWSLETTER



As you can see from this view from Neighbour Training's offices, it's well and truly autumn, so where has our Newsletter been?

Like the leaves still clinging to the trees we have been hanging on to bring you good news. We now have the confirmed result of our recent OFSTED Inspection. It's a Grade 2! Pleased yes, surprised no. To say we are relieved is a bit like saying the Chilean miners were glad to get out for a breath of fresh air!

We hope you can appreciate how we feel. The OFSTED Inspection is rigorous and we were given little time to prepare for it but we are happy that the Inspectors have confirmed that we are doing a great job.

What the Inspectors said

Overall they said that Associated Neighbour Training is a good provider of training. Learners achieve well and you (the employer) also consider the training is well matched to your needs. From your point of view they found that learners develop good work related skills and their confidence and ability to communicate is improved. They said that our quality of training is good and, in all business areas, highly experienced assessors skilfully guide and encourage learners through their programmes.

From all of us at Neighbour Training—a big thank you to all our employers.

Summary of Views of Employers as confirmed by Inspectors

They said you liked:

- The good level of communication.
- The quality of the training.
- The extremely supportive training team.
- The level of professionalism and support at all times.

They said you would like to see improved:

- Greater feedback on learner performance.
- Greater explanation of NVQ options.
- Better information on classroom activities for Vet Nurses to help Practices.

We have taken on board all that OFSTED has said.

We are very pleased with the grade 2 we have received and will be working hard on the three areas where you would like to see improvement. Please remember if you have any questions we are always happy to talk – our details are in the footer of this Newsletter.



Our Employer Showcase features Broome Park Nursing Home in Surrey. They take training their staff very seriously. Hannah Choy has completed her Business Administration NVQ Level 3 and is now working towards her Advanced Apprenticeship in Management. Please read our case study overleaf.

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Employer Showcase

This is the first time that we have featured a nursing home. Perhaps it is therefore to be expected that the caring environment Broome Park is noted for is carried over to its staff and their training.

It has been a private family-owned establishment since October 1993 and has 56 permanent residents who require a high level of 24-hour nursing care.

The owners, Mr and Mrs Law-Hing-Choy have been in the business since 1986. They, and their staff, are committed to person-centred care and have gained a positive reputation nationwide in nursing this specific client group.

They tell us that in this area of Surrey they were the first nursing home to introduce work-based apprenticeships. To date, they have four apprentices working in Business and Administration, Catering, Health and Social Care and Management. They have been delighted to be one of the organisations in the South East region that was selected to be involved in the "Skills for Care" apprenticeship pilot, focusing on non-care roles within the healthcare setting. They were also shortlisted for the National Apprenticeship Awards 2010



The 18th century manor house is set within 10 acres of landscaped grounds. It is situated between Reigate and Dorking in Surrey.



Hannah Choy at work in Broome Park Nursing Home

Hannah Choy

Against this background, Hannah Choy joined in 2007 as part of the Administration Support Team. She was 22 and had no prior experience or relevant qualifications. She has become an integral member of the team; co-ordinating the day to day running of the management office and playing a key role in setting up and introducing the 'Caresys' computer database. Hannah completed a Business and Administration NVQ at Level 3 within six months and was nominated for Outstanding Learner of the Year 2010. Her role has since progressed to management support and this year she began an Advanced Apprenticeship in Management.

Apprenticeships

Broome Park tell us that they believe that work-based Apprenticeships offer younger adults the opportunity to gain practical experience, a recognised qualification and be part of their positive learning culture. In turn the Apprentices give the business vibrancy, energy, a fresh approach and a sense of well-being. "This is an unquantifiable benefit and a priceless return of our investment". And we agree.

Because of their involvement in Apprenticeships, Broome Park has been nominated by Surrey Care Awards as an organisation for 'Creative Training Solution'.

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