

# Avon Park Care Homes

## Bath

Staff at a residential care village are so motivated by the training they're receiving from Norton Radstock College that they're competing to see who can get their qualifications first.

Jean Chapman, Registered Manager at Avon Park Care Village, says the training provided by the college has made a major difference – not least because the college's flexibility made the training possible in the first place.

"We're out in the sticks here between Bath and Bradford on Avon and some of us don't drive, so it would be very difficult if staff had to keep going into college to be trained," she says. "But thanks to Norton Radstock College, 95 per cent of the training has been done on site – and that means we're not losing staff for long periods of time."

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But the savings in time and transport costs are only a part of it.

"When you're having to send staff away from the workplace to college, they're not as interested in the training. But since the college started coming here on site, the staff have been eager and asking if they could learn particular things.

"They don't feel isolated. They can work as a group and bounce ideas around. They're better trained and we're getting better performance from them. We don't even need agency staff. They can find where their weaknesses are and the more experienced staff can help them overcome that."

Avon Park began using Norton Radstock College after another business recommended the college.

"A couple of my staff had completed their NVQs with Norton Radstock College before I joined the company and were very happy with the way they were treated," says Jean. "Now all of our staff in the EMI (Elderly Mentally Infirm) unit are undergoing dementia training and customer care training. 90% of the staff now has either a Level 2 or 3 NVQ, two have completed the Registered Manager Award, and two others have enrolled for it."

Jean is full of praise for the way the college tutors and assessors deliver the training for staff working in Avon Park's residential care, EMI, nursing and domiciliary care units.

"The college will come and spend as much time as we want here. They interact very well with all our managers and the assessors have been excellent. They're so supportive and put staff at their ease. Having the training on site makes our staff feel better and more supported, because they can show the assessors what they want to get across.

"When I first came here, one of the younger staff was a care assistant. I encouraged her to act in a head of care role and achieve a Registered Manager Award. She's now the acting manager of our residential unit. Another member of staff was very quiet and reserved, but her standards of work were excellent. She completed her Level 3 NVQ and flew through it at a rate of knots and has now come out of her shell. She's just started on her Registered Manager Award and has really excelled. I'm so proud of her.

"I can highly recommend Norton Radstock College for their person-centred approach and am sure that any company using their services will not be disappointed."



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