



A year of  
education at  
St Andrew's  
Healthcare  
2018/19

*Transforming lives together*

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# Introduction

## Katie Fisher, Chief Executive Officer



### Welcome to Grow

– a report exploring progress in education at St Andrew’s.

The charitable objective of St Andrew’s Healthcare is to ‘relieve suffering, give hope and promote recovery.’ We design a package of care around every individual that comes to us to help them make the best possible progress.

We publicly state our commitment to “the advancement of education, training and research in the causes and treatment of mental disorder.”

Education is vastly important within this – not just in the training of our expert staff, but for the patient too. Education can mean better understanding of mental health issues; it can be learning to cope with the demands of life in the community, or gaining qualifications or work experience to get a job on leaving us.

We recognise that the biggest factor in successful recovery is hope. We need to help each person in our care to see and embrace the possibilities in their future. Having a realistic goal to aim for – and being supported to achieve it – is a vital human need.

We have achieved great things in the past year in all forms of education, as this report illustrates. I hope you enjoy it.

Katie



# Introduction

## Martin Kersey, Executive Director, HR



St Andrew's is unique in its commitment to learning in all its guises – and that's one of the reasons it's such a rewarding place to work. It's a privilege to lead the teams that provide education to our community of patients, staff, students and the public.

Our approach to learning and education is holistic. There are blurred lines between the different forms of learning here. Staff training improves how people work with our patients, which in turn helps them to progress. As we reach out to the community and de-mystify mental healthcare, we help improve life for everyone experiencing mental ill health.

By encouraging students into psychiatry, psychology, occupational therapy and the many other disciplines that help people progress, we help devise new ways to support patients into the future.

I am ever impressed by people's dedication and commitment to learning and supporting others. As you will see from this report, that appetite for learning really does change lives.

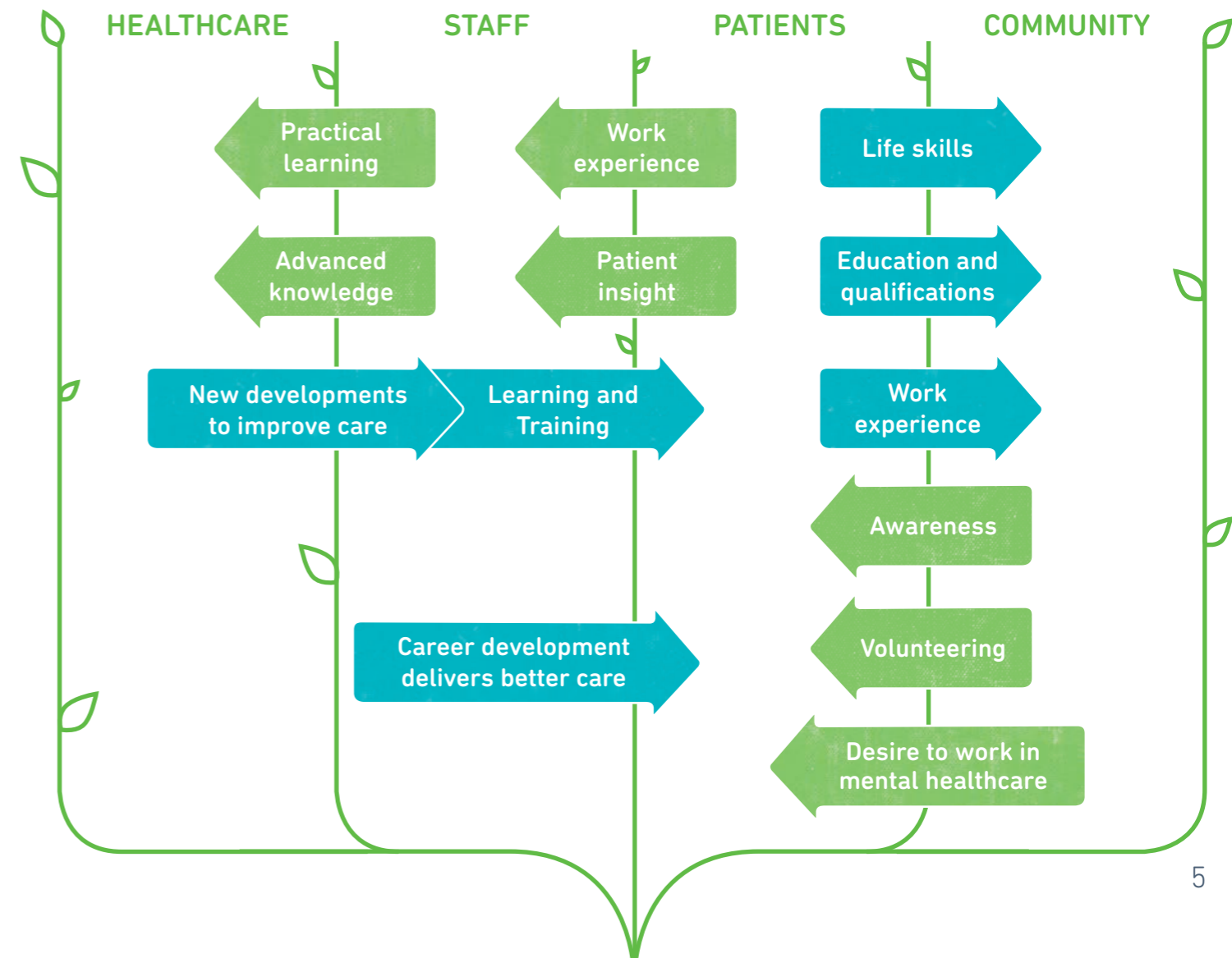
*Martin*



## Education at St Andrew's

St Andrew's Healthcare is a mental healthcare charity caring for around 2,000 patients in four UK locations. Our charitable purpose is to relieve suffering, give hope and promote recovery.

Education at St Andrew's spans many audiences. Their learning can take them in new directions, as outlined below.



# Patient Education

## The vision:

“Every patient will have the opportunity to access education: enabling them to be happy, healthy and achieve their fullest potential; enabling them to participate in and contribute to all aspects of life.”

### St Andrew’s College: the school at the heart of our service for young people

- Rated Outstanding by Ofsted
- 121 students last year
- Achieved a total of 414 qualifications
- Core subjects include Art, Business, English, ICT, Maths, PE, Science and Vocational topics
- Of patients with a diagnosis of Autism or learning disability, 78% attained or exceeded their personal academic target
- Among patients with diagnoses of mental illness, 79% met or exceeded their target
- The College has developed the St Andrew’s Quality Mark scheme, supporting schools to embrace mental health awareness and support. Rollout began in early 2019
- Carers are invited to Parents Evening and an annual Achievement Ceremony

### Enrichment opportunities

- Duke of Edinburgh award scheme
- Environmental science trip to Newton Field Centre, Northants
- Science Enrichment day – ‘I didn’t know you could make a bazooka from a vacuum cleaner! Great fun’
- Halloween Literacy event
- FitzRoy panto – Cinderella, a 25 minute extravaganza starring students
- Harry Potter day
- World Book day
- Theatre trip – Awful Auntie at the Derngate Theatre
- 6 mile orienteering course in Holdenby, Northants
- Wheelchair rugby
- Reading Camp
- Sports Day

## Case study

**Ryan\*** has a diagnosis of autism and learning disability. He has had a poor experience of education, having attended 13 different schools before being sectioned due to aggressive behaviour.

Ryan is now highly engaged in his school work. Since attending St Andrew’s College he has improved his reading age from 5 years 8 months to 6 years 8 months. He has also achieved more than 20 AQA Unit awards – certificates to mark the achievement of a short unit of work.

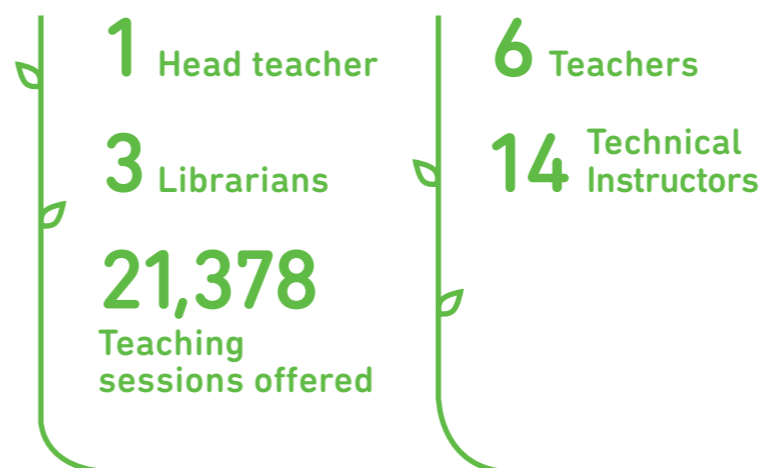
Ryan rarely misses a session and, despite previous issues with engaging at school, he has taken part in many enrichment and vocational activities including sessions at Workbridge (see p.9), yoga and science days.

\*Names changed to respect patient confidentiality



### Adult Education

Education and learning contribute to the recovery of our patients. Many have had poor experiences of learning in the past. Our professional staff help people learn in ways that meet their particular needs, often leading to awards or qualifications.



### 202 qualifications including:

- Literacy
- Numeracy
- Economic Wellbeing
- Healthy Living
- IT Skills
- Sports Coaching

“We’re completely flexible to people’s needs and will work with each person to find subjects that are interesting and useful to them. Teaching is delivered on the ward or in dedicated classrooms, in one-to-one sessions or groups, led by patient preferences and individual situations.”

Kate, teacher

## Case study

**David\*** lacked confidence and was very reserved, but he loved sport. He was offered the chance to complete a sports coaching course with Northampton Town Football Community Trust and gained an Entry Level Award. David thrived, gaining skills and confidence through team working and social interaction. He has since progressed to a Level 1 Award and completed a coaching work placement. His care team have noticed his new found positivity and improved communication skills.

David is due to commence a Level 2 qualification and is waiting to hear if he can assist with the delivery of the next sports project at St Andrew’s, in collaboration with Northampton Town Football Community Trust.

# Patient Education

## REDS Academy

In June 2018 St Andrew's launched the Recovery and Every Day Skills (REDS) Academy.

REDS Academy is a uniquely inclusive offering open to patients, staff and carers alike. Its aim is to increase hope, help all students better manage their mental health and prepare patients for life outside our care.

Each course is designed and delivered in partnership with professionals and people with personal experience of mental health challenges.



"It felt honest, engaging and emotional at times, but well worth taking part in."

### Student on 'Personality Disorder and me'

#### Courses include:

- What is Borderline Personality Disorder?
- Meditation
- What is Recovery?
- Finding Hope
- Tai-Chi for Wellbeing
- Managing your Money
- Basic Life Skills
- Drama
- Healthy Eating

Since launch, 111 patients and 127 staff across our four hospitals have taken part in the full range of courses.

"As a Peer Trainer my role is to help create and deliver courses using my lived experience of mental health alongside my training skills. The aim, though, is to have more St Andrew's patients involved in doing that. The empowerment they'll gain from co-designing and co-delivering courses is massive."

### Kyle, REDS Academy Trainer

"My experience of the course was positive and enlightening. The information was delivered in a way that enabled me to see things from my daughter's perspective and through her eyes. It was truly thought-provoking as well as offering me some level of comfort that she is not alone and neither am I. I gained so much from the course: a new confidence for the future."

### Carer on 'What is BPD?'

## Workbridge

Workbridge supports people with mental illness, learning disabilities, autism or brain injuries to develop work and life skills.

More than 2,500 people attended sessions with Workbridge last year, around 1,100 of whom live in the local community. The 1,400 St Andrew's patients attend activities at a range of different locations, both public facing and secure, at St Andrew's hospitals in Northampton and Birmingham.

#### Work experience and activities include:

- Bakery
- Bike Maintenance
- Catering
- Ceramics
- Charity Shop
- Contracting
- Food Hygiene
- Office Skills
- Plant Nursery
- Garden Centre
- Nature projects
- Coffee Shop
- Design and print
- Textiles
- Woodwork



## Work placements

Over the year 60 Workbridge service users moved into formal work placements. The majority of these were St Andrew's patients who are preparing to leave our care, plus six individuals from the local community.

After a 12 week placement with the grounds team at the University of Northampton, Gary has accepted a permanent role.



# Educating the Community

Despite the prevalence of mental ill health in the UK - with around one in four people experiencing such issues every year - there remains a strong stigma around mental illness.

We have a duty to our patients to help drive better understanding of mental health concerns and how they are treated. Transparency and insight will drive acceptance and inclusion.

## Initiatives to engage with the community include the following:

St Andrew's College is rolling out an innovative mental health 'quality mark', awarded to schools that perform well against an assessment of their support for students' mental wellbeing. Schools can also opt for strategic development support from St Andrew's in order to prepare for assessment.



St Andrew's hosted a Mental Health in Schools conference in November 2018.

We supported a patient leaving St Andrew's, Taneesha, in sharing her story with the BBC and other media. She was keen to explain what mental health recovery is really like.

We offered a free mental health 'boot camp' event to the community in Northampton as part of Mental Health Awareness week. Members of the public gained free mindfulness sessions, yoga, access to experts and free self-help guides.

A current patient, WelshStar, was assisted to blog about her life in one of St Andrew's wards. Her blogs appear on the St Andrew's website.

To mark World Mental Health Day we hosted a conference with the British Association of Social Workers in October 2018, which included presentations from staff.



# Staff Education: building skills

St Andrew's is highly committed to providing career opportunities for all, and has a dynamic learning and development strategy in place to achieve this.

On average staff complete 23,000 days of learning each year, with numerous opportunities for face to face study, e-learning and further education available to people of all role levels and career paths.

## Facts:

**23,000** DAYS  
of learning per year

**6** DAYS OF  
LEARNING  
per staff member per year

**95** STAFF  
completed entry  
level qualifications

**95** APPRENTICES  
currently on programmes

**99** e-learning  
courses  
on offer from  
Managing Absence  
to Understanding  
Racism

We invest over £3.5 million in staff education each year, with over £1 million coming from education grants and by maximising the use of Apprenticeship Levy funding.

### Entry level

For many junior staff members, progressing their career can be a challenge as they may not have achieved the entry level requirements in English and Maths. We provide free courses to improve literacy and numeracy skills. These involve:

- 12 hours of classroom training across a 6 week period
- 2 hours per week of self-study
- Exams to show they can perform at the appropriate GCSE level

In the past year more than 95 people have studied for entry level qualifications with us. Many will go on to enrol in further education.

### Apprenticeships

Over the year we supported 95 apprenticeship learners across our hospitals.

Sample apprenticeship programmes include:

- Level 2 Health Care Support Worker
- Level 3 Business Administrator
- Level 4 Data Analyst
- Level 5 HR Consultant Partner
- Level 7 MBA Senior Leaders Degree

With new apprenticeship programmes available each month, the total number of apprentices is ever-growing.

We take a blended approach to training. Our forthcoming Team Leader Level 3 Apprenticeship programme will be delivered with St Andrew's as the training provider. Meanwhile, the Occupational Therapy and Physiotherapy Level 6 Degree apprenticeship programmes will be delivered in partnership with Coventry University.



### Nursing

We offer three 'career routes' for our nursing teams, designed to take them from the entry level role of Healthcare Assistant through to Senior Nurse, and then on into leadership and management; or further clinical specialisation, or into education and research.

This year we launched a Nursing Associate programme with the University of Northampton, and 25 people started their journey to progress from Healthcare Assistant to this new, nationally-recognised position within the nursing team.

"While it can be stressful to balance work, study and leisure time I'm really enjoying the course and it's already influencing what I do on a day-to-day basis with patients. I think it's great that St Andrew's is funding these courses for staff."

### Joao, Trainee Nursing Associate

"The [Business Administration] apprenticeship enabled me to learn new skills and opened my mind. It's boosted my confidence and the confidence of the people around me, including my manager and my colleagues. Without on the job training like apprenticeships there is a real danger that you can stagnate in a role or become complacent. For me it's been a fantastic opportunity to develop my career, and also develop personally."

Megan, who won 'Apprentice of the Year' at the Northamptonshire Health and Care Partnership Apprenticeship Awards

# Staff Education: patient care

## ASPIRE

Each year we provide nurse bursaries under our Aspire programme, funding 25 staff members to undertake their nursing degree, at a cost of over £16,000 per person. There are currently 90 people at various stages of their academic journey.



## Case study

**Nina** joined St Andrew's in 2004 as a Healthcare Assistant at Spring Hill House, on a ward for patients with learning disabilities. Having always had hopes to become a nurse, she was inspired ultimately by her children to begin studying.

"My son had an accident and was being cared for in a high dependency unit. Watching the nurses caring for him focused me on taking the next step. I wanted to make my children proud, and able to say 'my mummy's a nurse!'"

Nina first needed to complete her GCSEs and level 4 training in order to start her nursing degree. With a full time job, a five year old and three year old this was no easy task. Having hated school, she was also nervous about studying. But she was well supported by St Andrew's and given adapted hours to complete her studies. She received her GCSE results in August 2016, and started her nursing degree at the University of Northampton just two weeks later.



Nina with Emma Swain, Aspire Programme Facilitator

The course was enjoyable and Nina flew through practical exams, but found the writing side a challenge: "I'd never written academically before, so I had a lot to learn about the style and referencing. The 10,000 word dissertation nearly broke me: I tried to put it off but realised I was spending just as much time worrying about it as it would take just to do it!"

Nina graduated in February 2019 with a First Class Honours Degree. She says that the ASPIRE programme has changed her as a person: "It's given me such a sense of pride, especially on coming back to work with my team. I owe a lot to St Andrew's and particularly the ASPIRE team – Ged, Emma and Karen. And while I love being a Senior Staff Nurse, I want to carry on pursuing my career. My next goal is to become Clinical Nurse Leader."



## ASCEND

We are one of the first organisations in the UK to provide formal training for non-medical staff to become Approved Clinicians (ACs). There are less than 40 non-medical ACs in England and Wales.

Our first ASCEND programme launched in May 2017, and in early 2019 two of our social workers were successfully approved by the local Mental Health Panel.

Sam Smith said: "ASCEND has been a highly enriching experience. I considered training as an AC previously, but it was difficult to access as there was no formal training being run. The fact the St Andrew's has established it in-house is excellent. The masterclass teaching sessions, postgraduate law training and case management has been extremely rewarding and I am very proud to now work as Responsible Clinician for the Women's Low & Locked IPU."



Sam Smith

### Clinical Skills

Clinical skills training is available to staff across 12 professional disciplines from physiotherapy to psychiatry. Clear career paths are in place for each one, with clarity about the skills and experience needed at each level.

### Higher Education

Over the year, St Andrew's supported 175 people to achieve qualifications at degree level and above. This includes degrees for our allied health professionals, such as occupational therapists and physiotherapists, and for clinical practitioners to study for the MSc in Advanced Clinical Practice.



# Staff Education: Leadership and professional development

Supporting staff to develop their careers delivers great rewards for them personally, for our patients and for the Charity as a whole. We offer a fluid and non-linear approach so that every colleague can develop both clinically and professionally, ultimately into leadership roles.

## Facts:

We have enabled

**336** Internal promotions **11%** of the workforce

Roles include

**4** Board appointments **27** IPU Leaders  
**5** Clinical Directors **15** Change Co-ordinators

PLUS

**46** registered nurses **50** senior nurses  
**17** ward/nurse managers **16** Clinical Nurse Leaders

## Leadership programmes include:

**A Leader's Journey** – a three day course focusing on key leadership principles including accountability, appreciation, listening, feedback, and empowering and developing others.

**TRANSFORM First Line Manager programme** – a leadership and management programme that focuses on the HR Core Skills and management roles and responsibilities.

**Leading Transformation** – for senior leaders, who also have access to an Executive MBA programme.

**Mentoring** – we are creating a formal Peer Mentoring programme for leaders based on their developmental aims. This will pull from a pool of mentors, who are being upskilled and matched with suitable mentees. This is a formal mentor scheme with regular networking, skills workshops and CPD events.

**Coaching** – we have created a pool of coaches who will gain formal accreditation via the Institute of Management Level 5 qualification. The first cohort began in May 2018 with 12 people.



## Continued Professional Development

All St Andrew's staff have access to presentations from their colleagues and external speakers to expand their knowledge and network with their peers. Talks take place on a weekly basis. Topics over the course of the year have included:

- Diversity & Inclusion
- Mental Health Law Update
- Managing relationships in secure care
- Antimicrobial stewardship
- Narcissistic disorders in forensic practice
- The St Andrew's research agenda
- Volunteering at St Andrew's
- Routine Outcome Measurement in Forensic Mental Health
- Trans Identity self-identification tool
- Art in Mental Health
- Burnout prevention in the mental healthcare sector
- Priorities for the President of the Royal College of Psychiatrists

# Student support

We welcome more than 300 students to St Andrew's Healthcare each year from a wide range of disciplines. Placement opportunities are open for students from any UK-based universities.

We partner with many universities to help students bring their studies to life. These include the University of Cambridge, the University of Northampton, De Montfort University, the University of Bedfordshire and the University of Buckingham.

As part of this we specifically host medical students from Cambridge and the University of Buckingham, where they spend around seven weeks at the charity's Northampton hospital, receiving classroom based teaching from St Andrew's clinicians and gaining clinical skills training within the charity's wards.

In addition, we sponsor 10 students at the University of Birmingham who are studying for a PhD in Forensic and Clinical Psychology.

"Psychiatry is notoriously under-recruited, so it's vital to make the mental health block of a medical degree engaging and inspiring. That way we hope to tempt more doctors to specialise in psychiatry – and help address the growing demand for mental health services."

**Dr Peter McAllister, Associate Medical Director – Training and Education**

"Thank you for everything you have done for us. We really appreciate your efforts and support. We wish you all the best in supporting and nurturing future doctors."

"My placement exceeded all of my expectations."

We have  
students from **28** universities  
across **26** different professions,  
supported by **170** qualified mentors



"Very interesting to see such a diverse range of mental illnesses, such a good place to learn about mental illness."



"All doctors were more than happy to give up hours of their time to teach."



## Getting in touch





For more information about our  
**comprehensive care services**

t: 0800 434 6690 (we welcome text relay calls)

e: [enquiries@standrew.co.uk](mailto:enquiries@standrew.co.uk)

w: [stah.org](http://stah.org)

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