

Case Study

Elysium Healthcare – Learning and Development pathways that support career progression

“... Enable a career for life, not just a job for now, so our people can build the career they want ...

Joy Chamberlin - CEO

Elysium set out to provide straightforward, accessible and empowering information to their people on the learning, development and career opportunities available inline with their KITE values. With a commitment to offering a career for life, not just a job for now. Elysium Healthcare use Totara to support them in taking big strides forward in their approach.

About Elysium

Elysium Healthcare launched in December 2016, bringing together strategic sites from existing partnerships. Further acquisitions enlarged the group which now has over 6,000 people offering Mental Health Care, Neurological Care, Learning Disabilities & Autism, Children's Services and Private Patient Services.



Elysium brings together a unique approach to the delivery of care where the individual is embedded in the heart of all aspects of care. Together, with their stakeholders, they shape the care of today and the future. Their aim is to set new standards in the delivery of specialist care through their strategic network of sites which provides a complete pathway of care.

The Challenge

After joining Elysium in 2018, Suzanne Rosenberg, the Head of Learning and Development extensively redesigned Totara Learn with Chambury Learning Solutions because:

- The LMS was not being utilised anywhere near to its capability;
- The look and feel was outdated and did not reflect the Elysium brand;
- The set-up and navigation caused internal frustration and poor metric reporting;
- The lack of visibility of the core learning offer was causing sites to constantly reinvent;
- There was low flexibility to repond quickly to new regulations and service requirements;
- The ROI was low with poor engagement in the technology;



The commitment of the leadership team to development was evident, but the tools and processes to deliver it needed work.

As well as working with Chambury on the design elements, Elysium engaged [Practical Change Partners](#) to support them in building and delivering a new learning strategy. Totara was at the heart of their plans for a future proof learning framework that would enable a one stop shop for all things learning, development and careers.



The Learning Strategy focused on 3 things:

- Deliver Compliance;
- Enhance Skills;
- Support Careers;

Elysium wanted a site that looked like them - reflecting the organisation, its culture, it's values, it's amazing people and it's commitment to career progression from within. The result is an engaging Totara Learning platform that employees can access at any time, from anywhere.

“... Elysium has always provided great opportunities for employees to advance their knowledge and develop their careers. But with so many options, finding what fits and then making the right choice has not always been easy. Our Totara based 'My Elysium Learning' [MEL] now delivers a “one stop shop” with a structure and content that is inspiring - helping signpost employees so they are able to make the right choices for them.

The results speak for themselves with an uplift in employees doing formal qualifications of 68% in 12 months. We are now truly delivering on our vision to provide a career for life, not just a job for now ...

Gareth Green – HR Director

Alongside the system rebuild, and with the advent of Covid-19, existing face to face training like induction and overseas nurse training would have to be rebuilt overnight to enable virtual delivery, along with new training programmes that had to be designed to support changes in infection control protocols and the wearing of personal protective equipment (PPE).

The Solution

Chambury Learning Solutions worked in partnership with Elysium and Practical Change Partners to deliver three things:

- Clean data feeds resulting in more effective statutory and mandatory reporting;
- A new course catalogue enabling employees to search by title, specialism and course type;
- A new fully responsive, intuitive and rebranded theme for learning that worked on all devices;

The theme was designed to mirror Elysium’s internal systems and new employee branding so that staff felt they were learning in a fully integrated process.

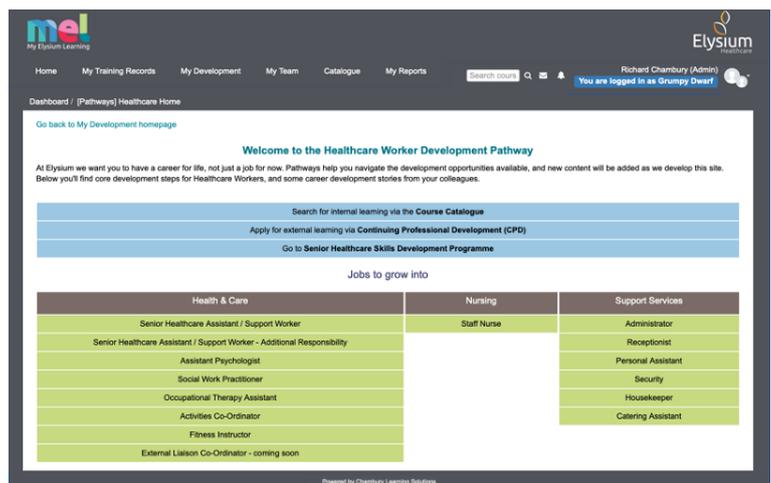
To maximise the user experience the core navigation structure was designed to provide very simple, succinct menus through which staff could find exactly what they were looking for in a minimal amount of clicks.

Linked from the home page now sits brand new menu structures that navigate staff to skills training, development programmes and career pathways. By understanding and articulating the career paths of healthcare workers, nurses and leaders in Elysium the team were able to provide real life case studies, role profiles of jobs that might be the next step forward in career progression and capability frameworks to help people assess and evidence their current skill sets.

The benefit of using Totara Learn was that so much functionality already existed that could be used to support the work. For example:

- Collaboration tools were used to set up shared collaboration spaces for people at the same career step to share experiences, knowledge and support;
- Dashboards with custom features were used to showcase and celebrate careers at Elysium in an effective way;
- These dashboards guide and direct staff and provide clear guidance on learning and development to support career growth and development;

During 2020, with the Covid pandemic, the Totara system’s intuitive course building tools and ease of updating system navigation provided ultimate flexibility for the learning and development team who were all relocated to working from home, to re-design, convert and deliver e-learning and virtual sessions to keep the business compliant and patients and staff safe.



The Results

Elysium set out to increase engagement with learning, development and careers, while reducing the cost to serve their sites. After just one year from launch they have:

- Increased eLearning course options from 10 to over 100
- Promoted over 400 course opportunities on the new course catalogue which can be searched by title, specialism and type (i.e blended, eLearning and face to face)
- Implemented and tailored Elysium on-line Care Certificate (foundational training for all care workers)
- Seen a significant increase in regional collaboration
- Won a number of awards including Best Dementia Training Initiative (National Dementia Awards) and Nursing Times Nursing Associate Trainee of the year 2020 (John Podmore)
- Finalist for the Internal Learning Solution of the Year award for the Overseas Nurses Development Programme
- Run a number of successful recruitment campaigns based on development opportunities
- Implemented virtual classrooms to deliver induction and critical COVID-19 related training to sites nationally

By changing the way learning is designed, delivered and promoted nationally they have:

- Increased staff undertaking formal qualifications by 68%;
- Increased traffic to My Elysium Learning by 99%;
- Saved 1 FTE through increased self service and reduced administration;
- Increased staff retention levels;

The statistics below demonstrated the level of increased engagement from employees to the newly designed Totara Learn based 'MEL' site, and the huge increase of use logins during 2020, even during the pandemic which ordinarily may have lessened engagement due to the increased requirements for direct patient care.

	2019				2020			
	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Number Logins	36,553	25,920	29,352	37,122	54,635	52,481	58,321	31,822
Course Completions	24,311	20,699	22,702	27,601	35,378	30,069	34,701	23,836
Course Module Completions	34,696	29,881	33,941	40,256	52,365	57,651	80,006	44,743
Certification Completions	33,741	22,214	24,376	27,282	35,717	28,037	31,368	18,521



“... Everytime I show the new [Totara based] MEL to teams across Elysium I am overwhelmed by their positive response. We work really hard to hire great people and we genuinely want them to support them to build their career.

The new Totara platform has helped us reach people and highlight what fabulous opportunities are available here, and I'm thrilled when I hear about their progression ...

Suzanne Rosenberg – Head of Learning and Development

The Future

With a solid framework underpinning the learning management system Elysium are now planning for the future and further maximising their return on investment in Totara. Their plans include:

- Implement Totara Perform for eAppraisal and 360
- Online Supervision forms
- Study Leave capture
- Enhanced reporting
- Customised themes based on the service that a staff member sits in, for example if they work in Elysium Neurology the theme will be different to staff working in Mental Health
- Enhanced leadership tools
- Manager workshops to develop skills in career conversations and raise awareness of opportunities
- Probation period end workshops to raise awareness of development and career opportunities
- Online application forms with associated workflow



Elysium's Head of Learning and Development asked for some feedback from their senior management team and end users. The response was over whelmingly positive and you can read these below;

“... From apprenticeships to online learning, from leadership development to lectures by our amazing colleagues, from case studies of people who have walked the path, to resources to help you think about career direction....it's all there in one place. The new MEL helps me inspire and develop my team, and helps my team lead their own career. From my own experience feedback from staff on why they identify Elysium as an employer of choice is the access to Learning & Development and that this is a unique selling point (USP) for the organisation, staff can see tangible benefits to remaining in our employ linked to career progression ...

Gerry Graham, Hospital Director & Regional Lead

“... Career development pathways have opened up such a huge range of possibilities for my teams. Its really important from the point of recruitment into our organisation that employees can see clear ways to develop and progress - this attracts people to our hospitals and homes who are engaged and proactive in their learning from the outset .We can then utilise these pathways and opportunities in performance and development conversations, talent and succession planning, and learning management. It has been a fantastic step forward for us in our employment offer and we have seen this is something that is important to staff retention – our surveys highlight this as well as our exit interviews ...

Kim Hill, Operations Director

“... When I joined Elysium I wouldn't have had a clue where to start with growing my career. MEL is a one stop shop for understanding career development opportunities, it provided the information I need for development conversations with my manager. I do feel more positive now about my long term future here.I feel that Elysium has helped me progress within my role and offered me all the help and support that I have needed over the years ,I have been able to access many courses that usually wouldn't be offered to HCW .I feel that I have been given many opportunity's over the 8 years that I have worked for Elysium and also have more in the pipeline when covid has disappeared ...

Layla Redfern, Senior Healthcare Worker Level 4

“... MEL is an ideal learning portal, as I'm able to see what is available to myself , and how this might progress my career or even do a course just because it appeals to me. Elysium healthcare feeds my hunger for learning and this in turn benefits me, the people we look after and the communities we serve ...

Hayley Benadie, Healthcare Support Worker

“... I joined Elysium nearly four year ago and since then then I have progressed to become a senior Healthcare worker. I have also taken part in the career advancement programme which I successfully completed over a twelve period . Since then I have started a foundation degree course as an apprentice Assistant Practitioner with the university of Derby which has been supported by Elysium though Mel supporting me throughout my progress down my career path. This has greatly helped increased my level of skills and knowledge within the Mental health environment ...

Ian Lewis-Suter, Trainee Assistant Practitioner

“... When I joined Elysium I was stuck in how to progress in my career. I had a degree already however didn't know how to use it. My Elysium Learning [MEL] has helped me to build on my career and it has given me the opportunity to be more confident in my role. Even more it has given me access to complete another degree in order to become a mental health nurse. I feel that MEL will give me more opportunities to advance in my career and is tailored to high standards to support staff development ...

Sibel Albay, Nurse Apprentice

About Chambury Learning Solutions

Chambury Learning Solutions works with organisations that are looking at how technology can assist them to develop their learning, organisational development and staff performance systems.

They work with you to ensure that the system fits the local need. Their extensive experience spans public and private businesses with a specific focus on Healthcare.

Chambury Learning Solutions prides itself on high levels of customer service providing an individual service tailored to each client's needs, all at a cost effective price to meet your local budget.

