

## Case Study

Creating an integrated workforce development system that was easy to use, where staff can login at one location and more easily manage their Training, Appraisal (Non-Medical), Supervision and NMC Nurse Revalidation.



Chambury's Totara Learn implementation has given NELFT's staff the **Freedom to Learn** within an integrated, user-friendly system.

### About NELFT

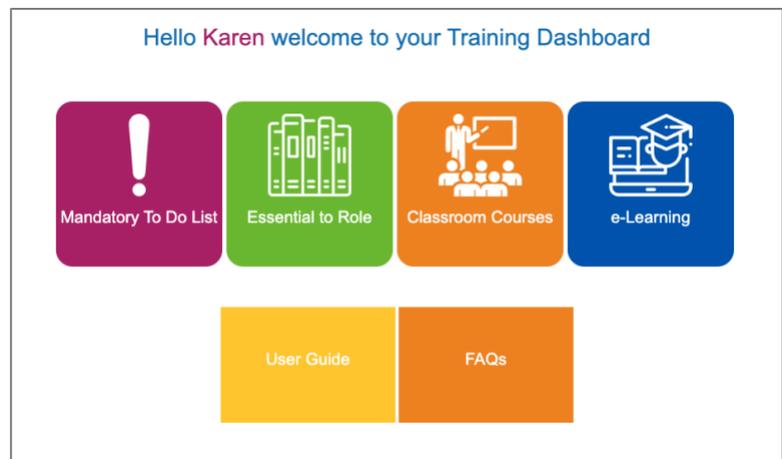
With an annual budget of £400m, NELFT provide care and treatment for a population of circa 4.3 million, employing approximately 6,000 staff working across 210 bases in London, Essex, Kent and Medway plus an additional 3,000 temporary staff providing an extensive range of both inpatient and outpatient integrated community and mental health services for people living in the London boroughs of Barking & Dagenham, Barnet, Havering, Redbridge and Waltham Forest and community health services for people living in the south west Essex areas of Basildon, Brentwood and Thurrock (totalling 2,914 square miles). We provide an Emotional Wellbeing Mental Health Service for children and young people across the whole of Essex. We are the provider of all age eating disorder services and child and adolescent mental health services across Kent and Medway. To achieve this NELFT work alongside local authorities.

## The Challenge

As a large organisation NELFT have many IT systems and for staff this can get very confusing and time consuming, especially when using different passwords with different systems and sites. With that in mind they wanted to create an integrated workforce development system that was easy to use, where staff can login at one location and more easily manage their Training, Appraisal (Non-Medical), Supervision and NMC Nurse Revalidation.

## The Solution

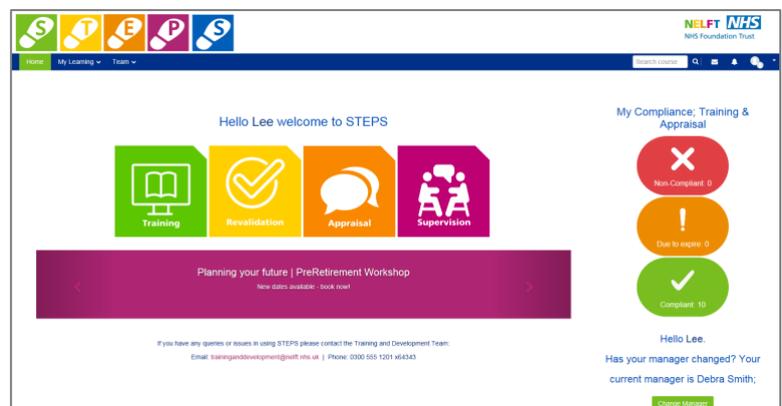
Working alongside other departments, NELFT wanted to bring supervision and nurse revalidation into the Organisational Development remit along with training and appraisals to create a single system. An internal stakeholder group was established and a procurement process was undertaken. Chambury Learning Solutions was then awarded the contract as our preferred partner.



Over the period of several months, all parties worked together to create, design and vicariously test the necessary four workflows. We went live in two phases; phase 1 with training, supervision and nurse revalidation that launched in September 2018 and phase 2 for appraisals in February 2019.

The Organisational Development team successfully integrated four IT systems into one and named the LMS 'STEPS';

**S**taff  
**T**raining  
**E**ducation  
**P**rofessional registration &  
**S**upport



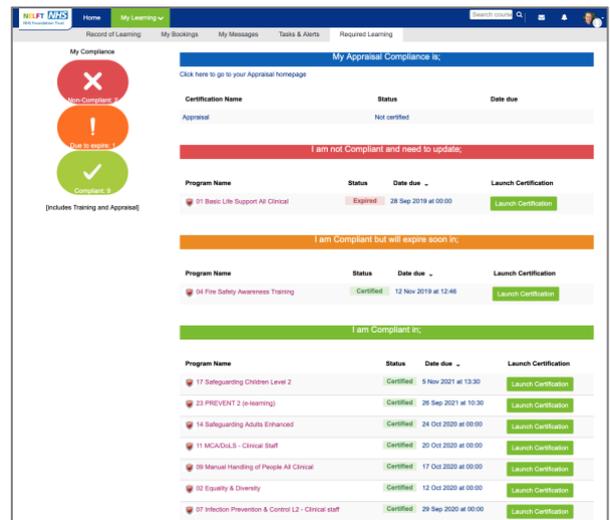
## The Results

STEPS is easy to use and overall the feedback from our staff has been really positive.

Organisational engagement is extremely high one year on with the system seeing over 5,000 logins in the last 30 days, 6,355 logins in the last 90 days and 7,903 active users in the last 12 months.

From having a single point of access, integration between the modules, and easy to read RAG compliance ratings we now not only seamlessly give staff an integrated experience but ultimately created a system to guide staff easily through their career at NELFT.

Compliance for core skills training has improved beyond expectations, going from an average of 85% to above 95% in nearly all topics.



Date	Equality & Diversity			Fire Safety			Health & Safety Awareness			Infection Prevention & Control non clinical			Infection Prevention & Control Clinical			Information Governance (Annual)		
	Total in Target Audience	Meets Requirements	Equality & Diversity	Total in Target Audience	Meets Requirements	Fire Safety	Total in Target Audience	Meets Requirements	Health & Safety Awareness	Total in Target Audience	Meets Requirements	Infection Prevention and Control	Total in Target Audience	Meets Requirements	Infection Prevention and Control	Total in Target Audience	Meets Requirements	Information Governance
June 2018	5505	5044	91.63%	5521	4666	84.51%	5507	5018	91.12%	1423	1336	93.89%	4120	3761	91.29%	5516	4632	83.97%
July 2018	5535	5097	92.09%	5552	4801	86.47%	5537	5075	91.66%	1430	1360	95.10%	4145	3812	91.97%	5545	4693	84.63%
Aug 2018	5776	5293	91.64%	5792	4969	85.79%	5778	5250	90.86%	1481	1399	94.46%	4337	3982	91.81%	5787	4804	83.01%
Sept 2018	5748	5294	92.10%	5764	4813	83.50%	5751	5292	92.02%	1479	1413	95.54%	4309	3989	92.57%	5759	4846	84.15%
Nov 2018	5849	5482	93.73%	5856	4837	82.60%	5849	5510	94.20%	1465	1406	95.97%	4384	4060	92.61%	5856	4996	85.31%
Dec 2018	5832	5540	94.99%	5832	5053	86.64%	5832	5533	94.87%	1465	1403	95.77%	4374	4090	93.51%	5832	5090	87.28%
Jan 2019	5876	5613	95.52%	5876	5209	88.65%	5876	5585	95.05%	1481	1419	95.81%	4396	4136	94.09%	5876	5206	88.60%
Feb 2019	5910	5641	95.45%	5910	5249	88.82%	5910	5649	95.58%	1484	1423	95.89%	4426	4180	94.44%	5910	5290	89.51%
Mar 2019	5720	5510	96.33%	5720	5103	89.21%	5720	5495	96.07%	1437	1391	96.80%	4283	4070	95.03%	5721	5188	90.68%
Apr 2019	5819	5631	96.77%	5819	5255	90.31%	5819	5613	96.46%	1467	1421	96.86%	4352	4143	95.20%	5819	5314	91.32%
May 2019	5852	5700	97.40%	5852	5377	91.88%	5852	5675	96.98%	1473	1429	97.01%	4379	4199	95.89%	5852	5403	92.33%
June 2019	6013	5870	97.62%	6013	5533	92.02%	6013	5843	97.17%	1479	1436	97.09%	4534	4350	95.94%	6013	5567	92.58%
July 2019	6030	5883	97.56%	6031	5527	91.64%	6030	5871	97.36%	1494	1456	97.46%	4537	4375	96.43%	6030	5575	92.45%
Sept 2019	5725	5537	97.76%	5725	5235	91.44%	5725	5538	97.78%	1428	1398	97.90%	4239	4165	96.88%	5725	5316	92.86%
	-305	-286	0.20%	-306	-292	-0.20%	-305	-273	0.42%	-66	-58	0.44%	-238	-210	0.45%	-305	-259	0.40%

Appraisal compliance, which we have recently started reporting on again is steadily improving and in some areas such as Waltham Forest are seeing its best ever compliance (84.06%).

## What our staff say

*“Safe practice in nursing is underpinned in NELFT with the integrated systems, ensuring that monthly supervision and annual appraisal are available to all, training is easy to book and manage. All of which can be easily linked to the nurse revalidation system ensuring nurses can work towards revalidation in a time efficient way which is key in a busy health care environment.”*

*Susan Smyth, Director of Nursing*

*“I and several of my colleagues have found it to be a much easier process to book onto training and that the interface is very user friendly.”*

*Claire Gould, Clinical Psychologist*

*“We are having some really good feedback from operational teams about STEPS! Thank you!”*

*Joanne Guerin, Assistant Director Children’s Services*

*“I find STEPs so useful and very easy to access and well organised when navigating through it.”*

*Catherine Nduka, Corporate Affairs Receptionist*

## 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.

