



October 10th, 2014

## Trailblazing training to ensure compassionate care

South Tyneside NHS Foundation Trust is leading the way in providing special training for health and social care staff to ensure they have the right qualities and skills to provide high quality, compassionate care.

About 20 new starters from the Trust and independent care providers in South Tyneside have embarked on the Care Certificate programme, which the Trust is running along with partners including Tyne and Wear Care Alliance.

It is anticipated that, in the coming months, all new care workers in England, including healthcare assistants in hospitals and staff in care homes and who look after people in their own homes, will have to gain the certificate, which is being introduced in response to the Francis Inquiry Report's recommendations into the failings at Mid-Staffordshire NHS Foundation Trust.

Dr Bob Brown, Executive Director, Nursing and Patient Safety, with South Tyneside NHS Foundation Trust, which has staff working at South Tyneside District Hospital and in community health services in South Tyneside, Gateshead and Sunderland, explained that, in the interests of providing best care for people, it was keen to introduce the certificate as soon as possible.

He said: "Safety, quality and experience are our bywords: ensuring patients and the public feel safe using our services; that the service they receive is the highest quality we can offer and that their experience throughout is a good one. We already have an extremely good record for providing safe care but we are never complacent and aim to improve even further so I am delighted that we have been able to introduce a Care Certificate training programme so soon.

"It shows our continued commitment to investing in our own future workforce, whilst ensuring staff in both health and social care are equipped to deliver safe and competent care. It will give employers, patients and people who receive care and support evidence that the health or social care worker standing in front of them is providing safe, compassionate and high quality care."



Topics covered in the programme include infection control, dementia care and patient dignity. All learners, in addition to gaining hands-on caring experience with the support of a mentor, progress through a workbook and are actively encouraged to learn through reflecting on their role.

**ends**

*Pictured above: The photograph shows the first group of Care Certificate trainees with, front centre, South Tyneside NHS Foundation Trust Executive Director, Nursing and Patient Safety, Dr Bob Brown, and Denise Horsley, the Trust's Strategic Lead Safer Care*

Issued on behalf of South Tyneside NHS Foundation Trust by Kay Jordan

For press enquiries on this release, contact 0191 404 1128 or email [kay.jordan@stft.nhs.uk](mailto:kay.jordan@stft.nhs.uk)