

BUSINESS SECTOR: HEALTHCARE
NUMBER OF EMPLOYEES: 263 BASED AT EALING HOSPITAL
REGION: LONDON

Part of Compass Group, Medirest is the UK healthcare sector's leading provider of quality hotel services including catering, cleaning, housekeeping, portering, security, reception and switchboard.



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Jim Cloney
 Deputy Hotel Services Manager
 Medirest, Ealing Hospital

The challenge

Ealing Hospital is one of 130 UK hospitals to have contracted the services of Medirest.

The Ealing-based Medirest team undertakes a wide range of duties, from portering services through to cleaning and waste management, and catering.

Jim Cloney, Deputy Hotel Services Manager for Medirest at Ealing Hospital, was keen for a number of his team members to acquire new skills. He said: “Medirest is committed to ensuring that training and development are at the heart of what we do.

“IT literacy is becoming an increasingly important requirement of our work within the healthcare sector. Many of our people felt they would benefit from improving

their computer skills, gaining confidence and knowledge when faced with IT-based tasks. The new skills would also allow them to take on new responsibilities and expand their work role.”

The solution

A Train to Gain skills broker visited Jim and the Medirest team at Ealing Hospital in order to conduct a comprehensive assessment of their training needs.

The skills broker recommended ITQ, a National Vocational Qualification (NVQ) Level 2 which is aimed at IT users. It proved ideal because it could easily be customised to meet the specific training requirements of the Medirest team members and their diverse roles within the company.

Jim knew his team would be keen to get involved. He said: “Training like this gives our employees a nationally recognised qualification, which they really value. It also gives them a sense of achievement – and they enjoy it!”

As expected, the prospect of IT training went down extremely well with the team: 12 people signed up to undertake the course. One of them was Tom Kennedy, who works as a porter and domestic supervisor for the hospital’s Accident and Emergency department. He leapt at the opportunity for IT training, because: “You can’t do without a computer these days.”

The training is being successfully delivered by Uxbridge College at its Hayes Community Campus. Learners are able to supplement their weekly classes with online studying at a time and place of their choosing.

FURTHER INFORMATION:

Visit: www.traintogain.gov.uk
 or call: 0800 634 0262

The results

The ITQ course is going well for all 12 learners. Jim is very satisfied with the Train to Gain experience because his team is noticeably more confident at work. Armed with their new IT skills, people are now very comfortable using computers when required to, such as for logging blood and plasma. This in turn is helping to drive up levels of efficiency and productivity.

Charge Hand Radomir Spasic, who supervises the porters, said: "Uxbridge College had everything we needed and, if we wanted to find something out, we knew our tutor was there to help us. Doing this course has given me more confidence to carry out my duties."

Jim is convinced that this training will also help to improve employee retention levels. He said: "I strongly believe that if you induct someone properly, give them a mentor and proper training, you'll retain them. Trained people who want to progress can be promoted from within, which always makes good sense."

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WHAT DOES TRAIN TO GAIN OFFER EMPLOYERS?

These days, making sure your business is more productive and competitive is a real challenge. Train to Gain can help you get the right skills to do the best job. It's a service that does three things:

- It provides a free and independent look at what skills your business needs – now and in the future. An unbiased skills broker who knows your region and industry works with you to find out what training could make a real difference to your business.
- It helps you pick the right people to do the training. Once you and the skills broker find out what your business needs are, they then work with you to find the right training provider. It's important that the training is done in a way that meets your business's needs.
- It helps you get the most from your training investment. The skills broker can also help find out the best ways to pay for the training, since they know what financial support might be available to you.

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