



Case Study

About Newcross

Newcross Healthcare is one of the UK's leading providers of nursing and care professionals, complex care and supported living solutions. Since 1996, Newcross has championed best practice and the fair treatment of staff and those for whom they care. Through its investment in clinical governance, technology and staff development, the organisation fosters the highest standards of practice and nurtures a unique culture of trust and empathy with over 7,000 employees across Britain. Above all else their focus is on making a positive difference to the lives of people in need of care.

Organisational Challenge

Newcross wanted to utilise their Apprenticeship Levy by delivering a wide range of qualifications to its healthcare staff. The business has always been committed to staff development and wanted develop its workforce as much as possible. "Our people are what makes Newcross special." Every single person who works for Newcross knows that what they're doing is part of a bigger picture. Each member of staff contributes to the high quality of care that Newcross provides. Because of this, Newcross was seeking a training programme, which took into account each learners' individual needs to suit their job role. Initially, Newcross was looking for a training provider solely in Wales but its plans were to eventually branch out across England.

Our Solution

Since April 2018, t2 group Ltd has delivered over six different Apprenticeship programmes throughout Wales and England, ranging from Health & Social Care to Leadership & Management. Each Newcross learner receives a dedicated Personal Development Assessor who they meet every 28 days. Along with that, each Newcross branch receives an enthusiastic and devoted Account Manager to help Newcross meet its operational needs and maintain the working relationship. Since enrolling onto the Apprenticeship programmes, Newcross has an 89% retention rate across the Adult Care Worker and Lead Adult Care Worker qualifications. Recent figures have shown that the organisation's average retention rate on Healthcare Apprenticeship courses is 17% higher than national averages. We continue to support each learner on programme from beginning to end.

The Result

"t2 group offers high quality qualifications which allows maximum flexibility for our healthcare staff. In the nature of our business and within care, this was vital from the get go. The ILM Management qualifications are individually tailored to each learner undergoing the course to achieve the best possible outcome whilst enjoying their time on programme. Each healthcare assessor and management Coach works hard to support our staff and adapt their teaching to fit around their rotas and their individual roles within the business. The support given to us from the assessors, coaches and our dedicated Account Manager, helps us track each individual's performance and allows us to identify a learning need our end to be able to help and support one another."

Mark Story, Head of Learning & Development

"I have always personally welcomed any opportunity to grow and develop. With being an adult learner, I was apprehensive but also excited about beginning my journey, knowing I would only get out of it what I was willing to put in. During the experience on the Leadership & Management Level 5 qualification, I found t2 to be both very transparent and supportive at all times. Offering guidance whilst ensuring I was comfortable throughout the whole process."

My Management Coach from the outset was fantastic in breaking down the course content, clarifying things when needed which in turn enabled me to go at my own pace without being overwhelmed."

The knowledge and tools I have taken away from the qualification will stay with me throughout my career. I personally believe that every manager given the opportunity would benefit and should complete the qualification. I now feel I have grown as a Manager since completing the qualification and I am proud of my achievement."

Thank you to t2!"

Monique Thomas, Business Centre Manger in Colwyn Bay