

CASE STUDY

Home Instead



About Home Instead

Home Instead Senior Care Cardiff has been operating since September 2009. They are a multi-award winning care provider, and winners of the top prize “The Spirit of Care” at the Wales Care Awards 2012. The business was set up by a local man, Philip Batchelor, who previously had worked as a Director and Managing Director of large food manufacturing companies. They are proud to provide high quality home care for over 150 older people in Cardiff, Penarth, Barry & surrounding areas. The Cardiff Home Instead Senior Care office is part of a global network of more than 1,000 locally owned and operated offices. We are thrilled to be spreading the Home Instead brand of person-centred home care to people in Cardiff, Penarth, Barry & Dinas Powys.

Organisational Challenge

It is important that their staff complete this course to help with their own professional development and knowledge to work in the care sector. It helps them to stay compliant with the Care Inspectorate Wales (CIW) and with the new registration process for all care staff which is coming in next year (2020).

Our Solution

Since June 2013, t2 has delivered Apprenticeships from Health and Social Care to Business Administration to Home Instead. Assessors have been visiting learners on a monthly basis to make sure all training needs have been met and that the learners have benefited through completing their Apprenticeships. Our Account Managers have also kept Home Instead updated with funding and training opportunities that are available to them and their staff members.

The Result

“The assessors have really helped staff to comfortably achieve the Health and Social Care qualifications. Any problems that occur, the assessor has kept the office team at Home Instead involved so that we can work with them. The assessors arrive on time and have a regular group that work with our staff which is lovely. As we can really get to know them as well. This helps us to work well together for the learner. The Health and Social Apprenticeships also works well with our staff as many work part time so with t2 we can be flexible to help them to achieve the qualification at the right level for them. If I have had any problems I have been able to raise this through our account manager and they have been sorted quickly and easily.”

Kate Morton



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