

Case Study

Empowering Managers to Achieve Distinction-Level Success

About Home Instead

Home Instead Norwich is part of the UK's leading home care network, delivering high-quality, relationship-led support to older adults across Norfolk. With a strong focus on professionalism, compassion, and community, their team of managers are committed to delivering excellence at every level.

Organisational Challenge

Home Instead Norwich was seeking a training provider who could deliver Health and Social Care apprenticeships that not only met industry standards but also equipped their team with the practical skills and confidence to grow and lead within a demanding care environment.

Our Approach

Since June 2018, t2 has delivered Health and Social Care Apprenticeships to Home Instead. The programme was tailored to reflect the real-world challenges and dynamics of the adult care sector, with:

- Monthly 1:1 sessions with experienced tutors
- Access to subject specialists
- Expert-led workshops aligned to management best practice
- Progress tracking via our online platform, giving managers visibility and control

Our flexible, responsive delivery model ensured learners could balance their studies alongside busy roles, without compromising on depth or rigour.

The Results

The most recent learners on programme successfully achieved Distinctions—a remarkable 100% success rate at the highest level of achievement. These results demonstrate not just the individual effort of each learner, but also the strength of the partnership between Home Instead Norwich and t2 group.

“Our training provider, t2 group, played a vital role in our apprenticeship success. Learners received monthly tutor meetings, expert-led workshops, and access to subject specialists. Managers could track progress through t2 group’s online platform, ensuring learners stayed on course and had the right support when needed.”

Ruth, Manager & Apprentice, Home Instead Norwich

t2 group’s Perspective

“We’re incredibly proud of the learners at Home Instead Norwich and the results they’ve achieved. It’s been a pleasure to support such a motivated team through their development journey. Seeing each individual gain a Distinction is testament to their hard work and the strength of the partnership we’ve built together.”

Anthony David, Managing Director, t2 group

What’s Next

With a proven track record of success, Home Instead Norwich continues to invest in developing their managers and team leaders through apprenticeships. t2 group looks forward to continuing the journey with them and supporting future cohorts to achieve equally impactful results.