

## Project Choice Case Studies

### CASE STUDY: Ward Hostess – Hazifa

Hazifa joined Health Education England Supported Internship course, Project Choice in 2018. Originally she was not sure what she wanted to do, and tried out different placements over the one year Supported Internship course. She worked in an administration role at the hospital and in a nursery, however she really enjoyed the role as Ward Hostess at her local hospital.

Hazifa says that her favourite part of her job is speaking to the patients on the ward and working with the other NHS Staff. They are all so supportive and help her when she needs it.

There were no job vacancies on completing her supported internship, so Hazifa continued to volunteer as a Ward Hostess. This helped her to maintain and learn new skills following the end of her managed placements.

When the pandemic began, Hazifa continued to work in her volunteer role, wearing and following full PPE and NHS guidelines in the hospital. Ann, also works in the ward, and stated that Hazifa was “very good during the pandemic. Myself and some other staff in the team were the ones that put Hazifa forward for the position when it became available. It was really great seeing how Hazifa progressed into the job.”

Hazifa applied and was successful in gaining paid employment on a 20 hour contract with the hospital in May 2019. Ann was so thrilled to be there on the day Hazifa was officially offered a full time job (see picture below). When starting at the NHS Hazifa remembers participating in staff training and meeting other new staff, which she really enjoyed.

As part of the role, Hazifa takes the menu's to patients, takes their orders, collates the orders for the kitchen, then serves food to the patients when they are ready. Hazifa knows when to ask for help, but does not need as much direction now that she is used to the role. The only adjustments that Hazifa requires is some assistance at the start of her shift to go through the menus to ensure she understands them correctly.

Hazifa said “I like how every day is different and that I work in different wards so get to meet different people.”

She is able to adjust between different environments and she has now learnt which wards are busier and which will take more time. Nicola from the Catering department said “Hazifa is always willing to help, always takes extra shifts to support the team, and is always getting good feedback and is super helpful.”

*“I like how every day is different and that I work in different wards so get to meet different people.”*

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Ann said that supporting Hazifa and the other Interns on the ward was a team effort, and the whole team worked with the Inters. She said that “In some ways the Interns have strengthened our team. It makes staff realise and understand their role better as they support the Inters.”

Hazifa stated that she likes her job a lot and she has no plans to find a new job and would like to continue to work for the NHS for as long as she can.



### CASE STUDY - Ward Hostess – Ebony

Ebony started with Project Choice in 2016. As part of her Supported Internship, Ebony completed 3 placements, in 2 departments of the North Tee’s Hospital. Her first placement was a Ward Hostess, talking with patients, taking food orders and serving food at meal times. Ebony tried working in Health Care however did not enjoy the cleaning aspect of the role.

Ebony returned to her Ward hostess role for her final placement before applying for a part time, 18 hour contract with the Hospital. Project Choice and the ward staff supported Ebony with her application and interview preparation. Ebony said that she could not have applied for the job without Project Choice support. Ebony is very confident with her job however she does struggle understand written words and process large pieces of information. In spite of this barrier, Ebony was successful in receiving the paid role and has worked at the hospital since.

*“I like my job because I get to talk to people and I get paid!”*

Ebony said “I like my job because I get to talk to people and I get paid!”.

Ebony would like to learn more and maybe find a different job in future, but for now she is very happy in her role. She likes the staff, she likes that she has a routine and does not need to ask for help anymore which makes her feel more independent.

## Social Care Employment Pathway

### CASE STUDY: Jack - Getting the dream job

#### Newcastle/ Durham

Jack was a carer for his grandad from aged 13 until he passed away in 2019. “My grandad always wanted me to be a carer and it has always been a goal of mine. Now I am the best carer there is” Jack said.

Jack has a learning disability and hearing difficulties and needed some support to get into paid employment. He started a work experience programme with Project Choice in 2015. His first placement was at a care home working with older people, specifically with dementia. He started in the kitchen doing various duties preparing food, and the staff supported him to experience different roles around the care home including facilitating group activities with the residents.

After impressing management, he was asked to continue with the placement for the duration of the academic year. Towards the end of his Project Choice placements, Jack completed a 2 week *Get into Care scheme* with the Princes’ Trust where he worked on developing his skills and experience in care, with Helen McCardle Care. “I enjoyed every single moment of it!” says Jack. The scheme involved additional learning including a Level 2 certificate and first aid training. Jack remembers that, as part of the *Get into Care scheme* he was required to present about his learning to the group and also run activity groups independently, without support from staff.

*“My job means a lot to me. I just want to work and make sure that all the residents are happy, cheerful and have laughter every day.”*

Following the completion of his Project Choice work experience, Jack was successful in being offered a two year apprenticeship at Helen McCardle Care. After the first year, Jack was offered part time work as an activities coordinator and worked across two different sites. Now, years on, Jack works full time, supports six care homes across the district, and trains new staff starting in care. It is well known that Jack has a natural talent building rapport and engaging all the care home residents.

On reflection of his Project Choice experience, apprenticeship and work in the care home, Jack stated that it really helped him to have a routine. It helped him to be able to do his job and to be really good at it. “It helps to know where you are at and what is expected of you” said Jack.

Jack has now been asked to step up into a Care Assistant role. He has been offered additional training, and now completes care related duties including assisting residents with personal care, eating and ensuring that they are “comfortable and have a good day, every day” said Jack.

Jack said “My job means a lot to me. I just want to work and make sure that all the residents are happy, cheerful and have laughter every day. I want to make sure that their families are all happy with the care. That is all that matters to me.”

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Jack does admit that getting work is not easy, and people need more opportunity to build more confidence. Jack said “you need to take it day by day, make a target for yourself and work towards that target.”

Jack succeeded to use his work experience as a pre entry-level opportunity to help build his skills to enter the workforce. He is now a valued member of team, knowledgeable, a model worker, and has a true mind set for care and support.

Jack knows that this is what his Grandad would have wanted and he is so happy to be able to reach the goals that he said he would.

## Inclusive Workplaces - North Tees & Hartlepool NHS Foundation Trust

University Hospital of North Tees is focussed on inclusive employment for young people with a learning disability and autism. North Tees & Hartlepool NHS Foundation Trust has been working with Project Choice through Supported Internships, apprenticeships and inclusive employment since 2017, taking on an average of 6-10 placements each year, within five different hospital departments.

The staff in the five departments involved all say that they love have the Interns being included in their teams.

*“It might seem daunting or hard a first. You just need to take a little bit of time. The time investment to the amount of support the Intern gives to the team is definitely worth it. You can get just as much from them, as anyone else that does not have a disability. We have no regrets taking on Interns or the Interns that are now employed within our teams”*

*– NHS Staff/ Project Choice Mentor*

### **People with disabilities and the NHS department teams:**

Staff say that they love having the Interns join the team, they are always such a massive help and customers in the hospital are always giving feedback about how much they love seeing our young people on the wards. We often have customers giving feedback seeing our staff with a disability working in the café. The Intern demeanour is always more welcoming and visitors to the hospital really appreciate it.

We welcome the Interns into the team, and they usually settle in well. The one difference is that some Interns are more reserved and quiet when they first start their placement. However, overtime, when they feel more comfortable they start to feel more confident, open up and really come into their own. “Watching an Intern’s confidence transform over the time they are with you is one of the best experiences” a staff person said.

One department within the hospital stated that the staff learn more from the Interns, than the Interns learn from them. The Interns make their team stronger because it is a team effort to support the Intern, help them learn. A ward manager said that the staff learn more about themselves, the staff around them and even their complexities of their job role through engaging with the Interns.

All the Interns are a massive help to the teams at the Hospital and staff have said, more than once, “It is important to give everyone a chance. It proves by our successes that they [people with a disability] just need to be given a chance.”

### **Support and Training:**

When it comes to Interns being recognised in a staff role, they are all treated equally and interns receive the same NHS training that would be appropriate for the role they are undertaking.

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Catering department staff said that the support they provide is no more than what you would provide a new starter, except what it is different, in that you work on a few tasks at a time and then build from there. It is less about more time and more about how you deliver the support to onboard a new Intern or person with a disability.

All Interns are matched with a Mentor or a key person that they build a relationship with and can go to for assistance. There are some departments within the Hospital that see it as more of a team effort to support Interns, rather than a specific person.

All Mentors are trained by Project Choice, in their role as a mentor and about inclusive workplaces.

A department manager said “Regardless of who supports, it is key to include staff that have particular qualities including patience, compassion and understanding. Often, if a staff person has a family member who has a disability, they are also the best to take on the Mentor role, as they tend to understand and be more observant of the challenges that the Interns face. It is these staff that lead by example on how to support a person with a disability in the workplace.”

A manager on a ward said that her staff have learnt more about themselves and their work through the process of inducting an Intern into the roles. When you have to explain a task in detail, it makes staff reflect on why we things that way and how they might be done more efficiently.

## Roles, Tasks and Reasonable Adjustment Examples

Below are examples of real Interns, the tasks they completed in their roles and the reasonable adjustments that they needed as part of their role. Please note: this list is not exhaustive and it will always depend on the skills of the person with the disability and/ or Autism.

Intern & Role Details:	Tasks completed	Reasonable Adjustments
<p><b><u>Intern demographics:</u></b> 22year old female Physical disability and learning difficulties.</p> <p><b><u>Role Detail:</u></b> <b>Role:</b> Café Assistant <b>Department:</b> Catering Department</p> <p><b>Duration in role:</b> 24 Week placement</p>	<ul style="list-style-type: none"> <li>• Wrapping cutlery</li> <li>• Clearing tables.</li> <li>• Wiping down tables.</li> <li>• Washing/ drying up café items.</li> <li>• Stock take</li> <li>• Managing café stock</li> <li>• Taking deliveries</li> <li>• Rotating shelves/ food items.</li> <li>• Taking orders from customers</li> <li>• Writing down orders.</li> </ul>	<ul style="list-style-type: none"> <li>• Task log with list of tasks in order of completion.</li> <li>• Fortnightly Project Choice meeting to review progress.</li> <li>• Staff physically showing the Intern each task when learning.</li> <li>• Mentor to meet at the start of each day.</li> <li>• Having picture aids list of stock items on clip board to stock take/ tick when completed.</li> <li>• Using written dates to help with stock rotation.</li> </ul>
<p><b><u>Intern Demographics</u></b> 23 year old female Learning Difficulties</p> <p><b><u>Role Detail:</u></b> <b>Role:</b> Ward Hostess <b>Department:</b> Patient facing ward</p> <p><b>Duration in role:</b> 2 years ( 12 month placement + 12 month volunteer role)</p>	<ul style="list-style-type: none"> <li>• Collecting daily menu's</li> <li>• Taking orders from patients</li> <li>• Tallying up the orders and giving to the kitchen</li> <li>• Organising tea trolleys</li> <li>• Organising food trolleys for food service</li> <li>• Preparing cutlery and food trays for service.</li> <li>• Serving food to patients</li> <li>• Cleaning up food preparation stations</li> <li>• Clearing up patient trays.</li> </ul>	<ul style="list-style-type: none"> <li>• Task log with list of tasks in order of completion.</li> <li>• Fortnightly Project Choice meeting to review progress.</li> <li>• Staff physically showing the Intern each task when learning.</li> <li>• Reading through the menu's at the start of each shift.</li> <li>• Support with computer based online learning in smaller/ shorter sections to help retain the information.</li> <li>•</li> </ul>

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<p><b><u>Intern Demographics:</u></b> 22 year old male Autism</p> <p><b><u>Role Detail:</u></b> <b>Role:</b> General Porter <b>Department:</b> Portering</p> <p><b>Duration:</b> 24 Week placement</p>	<ul style="list-style-type: none"><li>• Transporting patients ward to ward via beds or wheelchairs</li><li>• Working throughout different departments delivering and replenishing clinical stock</li><li>• Checking oxygen levels on wards and working with staff to ensure they are at the right level</li><li>• Transporting controlled drugs and medicines to pharmacy</li><li>• Collection of sharps boxes and ensuring safe disposal, returning empty boxes</li><li>• Patients belongings – stored in day case, these are returned by the porters to patient wherever they are in the hospital</li><li>• Laundry collection from a ward to the laundry room</li><li>• Using radio communication to pick up jobs and inform supervisor of completion</li><li>• Delivery of bloods and medical equipment from ward areas</li><li>• Fill in paperwork signing out beds on the log sheet to ensure health and safety requirements are met</li><li>• Moving furniture around the hospital</li><li>• Working within the Accident and Emergency department, moving equipment and furniture around to ensure smooth transition of patients</li><li>• Transfers; using a safe slide to ensure that the patient is moved safely</li><li>• Working out of the X-Ray department and transferring patients for scans in various areas of the hospital.</li></ul>	<ul style="list-style-type: none"><li>• Task log with list of tasks in order of completion.</li><li>• Fortnightly Project Choice meeting to review progress.</li><li>• Staff physically showing the Intern each task when learning.</li><li>• Complete NHS Manual handling training.</li></ul>
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	<ul style="list-style-type: none"> <li>• Performing and assisting with mortuary duties.</li> </ul>	
<p><b><u>Intern Demographics</u></b> 22 year old male Learning Disability</p> <p><b><u>Role Detail:</u></b> <b>Role:</b> Domestics <b>Department:</b> Domestic Services</p> <p><b>Duration in role:</b> 12 week placement</p>	<ul style="list-style-type: none"> <li>• Learning Health and safety/ COSHH procedures</li> <li>• Following cleaning direction from staff.</li> <li>• Using the correct cleaning products for different cleaning tasks.</li> <li>• Responding to cleaning requests on wards.</li> <li>• Stocking cleaning trolleys</li> </ul>	<ul style="list-style-type: none"> <li>• Task log with list of tasks in order of completion.</li> <li>• Fortnightly Project Choice meeting to review progress.</li> <li>• Staff physically showing the Intern each task.</li> <li>• Written lists and checklists for work place health and safety.</li> <li>• Picture boards with cleaning product and surface to use on.</li> </ul>
<p><b><u>Intern Demographics</u></b> 24 year old male Learning Difficulties</p> <p><b><u>Role Detail:</u></b> <b>Role:</b> Administration <b>Department:</b> Bookings and referrals</p> <p><b>Duration in role:</b> 24 week placement + 2 years employment</p>	<ul style="list-style-type: none"> <li>• Using computer and all computer programmes</li> <li>• Using bespoke NHS data bases.</li> <li>• Confirming bookings</li> <li>• Sending out appointment letters and referrals.</li> <li>• Contacting patients to confirm appointments.</li> <li>• Booking taxis.</li> <li>• Photocopying and scanning</li> </ul>	<ul style="list-style-type: none"> <li>• Task log with list of tasks in order of completion.</li> <li>• Fortnightly Project Choice meeting to review progress.</li> <li>• Staff physically showing the Intern each task.</li> </ul>

