

CASE STUDY: Apprenticeship, Health & Social Care

Elaine McCarthy, South East

BACKGROUND

Elaine McCarthy is a permanent night shift worker at Clacton Family Trust and therefore was concerned about how she would be able to complete her Intermediate Apprenticeship when the time between each night shift she would spend asleep and carrying out day to day tasks at home.

Graham highlighted it would be difficult and unfair on Elaine to be asked to come into the care home hours before her night shift or on any of her days off to enable Elaine to have any chance of completing the Apprenticeship and therefore needed to be flexible himself to be able to support and work with Elaine to enable her to complete the programme.

“My tutor was very patient and his persistence helped me improve my confidence and allowed me to work towards a full NVQ”

Graham discussed with both Elaine and her manager a plan of when visits would take place so the necessary work could be carried out and agreement was gained where Elaine would come into work before her night shift started for an hour or two, on a few occasions over the course of her programme and Graham would visit the care home during the night so he could carry out observations, Q&As, etc. when Elaine was on shift. Graham arranged one of Elaine’s Functional Skill tests to take place at 3.00am on one shift so Elaine could get this part of the Apprenticeship completed, which she passed.

Due to Graham’s flexible approach to support Elaine through her Apprenticeship, Elaine would very rarely miss appointments or deadlines to submit work (only if emergencies within care home) and didn’t have to encourage Elaine too often to complete the tasks/activities set.

As a result of this flexible way of working, Elaine completed her Intermediate Apprenticeship in Health and Social Care and remained an employee with Clacton Family Trust.

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