

INSTITUTIONAL RE-APPROVAL: WESTERN HEALTH AND SOCIAL CARE
TRUST (WHSCT)

COVER SHEET

Action is required of the Committee as indicated below.

The Committee is asked to endorse the recommendation that WHSCT be approved as a collaborative partner of the University for a period of five years subject to the following conditions:

- i) Provide the 2018 version of the Risk Management Strategy;
- ii) Provide the 2018 version of the Selection and Admissions Policy;
- iii) Provide a copy of the Trust's Fitness to Practice Policy.

INSTITUTIONAL RE-APPROVAL: WESTERN HEALTH AND SOCIAL CARE TRUST (WHST)**1. INTRODUCTION**

The Western Health and Social Care Trust (WHST) submitted an IA2 form to the University on 7 September 2018, seeking institutional re-approval. An initial assessment by Quality Enhancement (QE) recommended that WHST be deemed 'low risk'. This recommendation was endorsed by the Pro-Vice-Chancellor (Education) on 11 September 2018, resulting in a desk-based review undertaken by QE, supported by the Faculty Partnership Manager (FPM).

A detailed Institutional Re-Approval Document (IRD) was received from WHST on 12 November 2018. This report details the findings of the review.

2. BACKGROUND AND HISTORY

WHST was established on 1 April 2007 and is one of the five Health and Social Care Trusts in Northern Ireland which provide health and social care services across the Province. The Trust provides services across the council areas of Derry City and Strabane, Fermanagh and Omagh District Councils and Limavady in the Causeway Coast and Glens Borough Council. The estimated population of the Trust is 300,000 which represents 16% of the total population of Northern Ireland.

WHST employs almost 12, 500 staff and has an annual budget of approximately £592 million.

WHST provides a wide range of health and social care services from a number of hospitals, community facilities and people's own homes across a geography which has a mix of highly urbanised and extensive rural communities.

The WHST has been a collaborative partner of Ulster University since 1987.

3. SCOPE OF ACTIVITY AND ACADEMIC PORTFOLIO

The Post-Graduate Diploma in Health and Social Care Management (the Diploma) is an Ulster University validated programme of study supported by the School of Applied Social and Policy Sciences. This is a joint venture by the University and the Northern Ireland Social Care Council (NISCC). It is offered by the Regional Development Consortium that is, in effect, the Management and Organisation Development (MDOD) team in WHST and the Health and Social Care Leadership Centre (HSCLC). Students who have successfully completed the two year programme are able to access the third

year of the Ulster University MPA course. The Diploma is offered in the two centres on a two year, part-time basis.

The programme provides an opportunity mainly for professionals from the Health and Social Care arena to gain a post graduate award appropriate to their existing employment and career prospects. In addition, as an accredited programme for Social Work, the programme offers social care professionals an opportunity to gain six Leadership and Strategic Award requirements from the Northern Ireland Social Care Council (NISCC).

The Diploma continues to attract strong numbers with total numbers attending the programme averaging forty five students annually. There is a small number of students who do not wish to progress beyond the first year and who exit with a Post-Graduate Certificate in Health and Social Care Management.

The Diploma is part of a suite of management and leadership programmes offered within the MDOD Unit. The MDOD Unit is approved to deliver ILM and City and Guilds qualifications. Staff in the Unit are also trained in coaching, NLD and quality and service improvement methodologies.

The Diploma was successfully revalidated in January 2018, and re-approved within the Post Qualifying Education and Training Framework in Social Work for a further five years.

4. AIM AND CORE VALUES

The WHSCT aim is to provide high quality patient, people-centred services through highly valued and engaged staff.

Six core values have been identified:

- i) Excellence – WHSCT are committed to high quality, safety and accountability in our services to individuals’ families and communities.
- ii) Commitment – WHSCT strive for working environments which promote growth, learning and development, teamwork, pride, creativity, loyalty and trust.
- iii) Integrity – WHSCT believe integrity is the foundation for individual corporate actions. We adhere to the values of honesty, openness and respect for all.
- iv) Equality – WHSCT promote equality and fairness for all.
- v) Partnerships – WHSCT are committed to working in collaboration with service users, communities, policy makers, commissioners, trade unions and other service providers and to making co-production and co-design the basis for our service planning and delivery.
- vi) Efficiency – WHSCT will ensure their resources are used as efficiently and effectively as possible.

5. CORPORATE GOVERNANCE

The WHSCT is managed by a Trust Board comprising the Chairman, the Chief Executive, seven Non-Executive Directors and eight Directors.

The Trust Board's responsibilities include setting the strategic direction for the Trust, reviewing performance and outcomes, determining effective stewardship of the organisation's resources and ensuring that the highest standards of governance and personal conduct are in place and maintained. The Governance Committee membership includes all Trust Board members and is Chaired by the Trust's Chairman.

The delivery and management of services are supported by five Corporate Directories:

- Finance and Contracting
- Human Resources
- Medical
- Performance and Service Improvement
- Strategic Capital Development

The Chief Executive and Accounting Officer is responsible for maintaining a sound system of internal governance that supports the achievement of the organisation's policies, aims and objectives while safeguarding the public funds and assets.

An Internal Audit review was undertaken in 2016/17 and the Head of Internal Audit provided satisfactory assurance on the Board's governance arrangements.

The Trust's Risk Management Strategy in March 2014 was due for review in March 2017. This was delayed until 2018. A copy of the revised Strategy will be requested from the Trust.

6. FINANCIAL MANAGEMENT

The WHSCT is required to meet the financial targets set by Government to control revenue spending within income levels and to control capital expenditure within the Capital Resource Limit approved by the Department of Health. The Trust provided their annual report and accounts for the year ended 31 March 2018 as part of the IRD.

The accounts were prepared in accordance with Article 6 of the Audit and Accountability (NI) Order 1972. The Trust's external auditor is Grant Thornton.

7. STANDARDS MANAGEMENT AND QUALITY ASSURANCE

Applicants must hold a degree or equivalent qualification or demonstrate their ability to undertake the Diploma through the accreditation of prior experiential learning. In addition, applicants must be currently employed in and have at least three years' experience in a supervisory or managerial capacity at middle management level within

the Health & Social Care public sector or other related statutory, private or voluntary sector organisation.

WHST has adopted the Ulster University APL policy. All APL applicants are approved by the FPM prior to being enrolled onto the Diploma.

An induction programme for all new students is held on the first day of the programme and is taken by the Course Director and the Subject Expert from Ulster University. Each student receives a Student Handbook at induction.

Staff/Student Consultative Committees (SSCC) meetings are held every semester and issues arising from these meetings are fed into Course Committees meetings. The University's Subject Expert attends Course Committee meetings. Students are encouraged to select a workplace mentor and engage with that person throughout the programme.

Examinations in both centres offering this programme are held on the same day and at the same time. Examination papers and scripts are stored securely in a locked room that requires key-pad access. The Regional Development Consortium oversees the quality assurance of the programme. Joint examination boards are held in Jordanstown.

The External Examiner has not identified any issues with regard to the standard of the award. The External Examiner report is shared with students during induction and is also placed on the Virtual Learning Environment (VLE).

Feedback from students is obtained through module evaluations, end of year surveys and SSCC meetings. Students also meet and provide feedback on their student learning experience with the External Examiner and the FPM. The FPM has confirmed that the student support mechanisms in place in WHST are excellent.

WHST fully engage in the University's annual course review process. No areas of concern have been identified over the past five years.

Students are made aware of the academic appeals and student complaints processes at induction and in the Student Handbook. No appeals or complaints have been referred to the University.

While WHST is not represented on the Collaborative Partnerships Forum (CPF), they have access to papers and minutes of meetings of the Forum. The Forum is currently reviewing Fitness to Practice arrangements and as part of this review the WHST will be asked to provide a copy of their Fitness to Practice Protocol.

8. RESOURCES

WHST provide high levels of resourcing to the Diploma. The resources are reviewed annually. The External Examiner and FPM confirm that resources are of a high standard. A comprehensive audit of resources was undertaken as part of the programme

revalidation in January 2018. The FPM visited all sites and completed a report on physical and human resources.

8.1 Staff

The Diploma team at WHSCT comprises the Course Director, Course Tutor and course administrator. The CVs for staff who deliver the programme were provided and have been approved by the FPM.

WHSCT provided their Learning and Development Strategy (2018) as part of their IRD submission. The Trust has a Selection and Appointments Policy (2015) in place. This policy was due to be reviewed in March 2018. WHSCT is committed to providing equality of opportunity in all employment practices.

8.2 Teaching and Support Accommodation

WHSCT provides the following accommodation to support students on the Diploma programme.

- Teaching rooms furnished to a high standard that are of a sufficient size for each cohort group (maximum 25 per class size).
- Multimedia screens and flipcharts to facilitate effective student learning.
- Accommodation that meets the needs of students with special requirements.
- Catering facilities on-site for students that provide a wide-range of provision for students for the duration of their tutorials.
- Study rooms

8.3 Library Resources

Health and Social Care (HSC) Libraries provide free membership for HSC staff and can be accessed Monday – Saturday with varied opening at key holiday times.

Students have free access to the Healthcare Library NI the gateway to information resources such as databases, e-journals and internet sites. Help with using the Healthcare Library is available from library staff and training sessions are arranged for students as required.

Students can borrow fifteen books at a time for up to four weeks. If a book or article is not available in the library, students can request items online via the Healthcare Library or by completing a paper request form in the library. Books can be renewed up to five times in person, on the telephone or on the Healthcare Library.

The Trust has invested in, as a minimum requirement, the provision of all required reading texts for every student that are listed in each module

descriptor. All recommended reading is available via the Health and Social Care library offered to all employees of the health service via the Queen's University of Belfast library.

The Trust also provides the following:

- Individual study spaces
- PCs with internet, printing and scanning facilities
- Wifi access
- Photocopying

Every student has access to the Virtual Learning Environment (VLE). This platform offers remote access to the course calendars, reading lists, assignments and staff policies, publications, presentations and contact details.

8.4 ICT Resources

Students on the Diploma course are part-time, mature students who use the Trust sites to attend tutorials. Students do not require the use of ICT resources on site, as they use either home ICT resources, or those within their own workplace environment, to complete assessed work or access internet publications. However, should students wish to use ICT, there are a number of dedicated ICT suites available. Each suite is equipped to facilitate the use of Microsoft Office, the internet and printing facilities. Additionally, students often avail of on-site WiFi access to enhance their learning.

9. CONCLUSION AND CONDITIONS OF APPROVAL

The review of the documentation provided by WHSCT, together with the University's ongoing monitoring and review processes, continue to provide broad confidence in the ability of WHSCT to fulfil the requirements of the Memorandum of Recognition.

Committee is asked to endorse the recommendation that WHSCT be approved as a collaborative partner of the University for a period of five years subject to the following conditions:

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