Health Improvement Training Solutions

Winner

Non-Clinical Team of the Year
at the
Kent Community Health NHS Foundation Trust staff awards in 2015

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They listen to your requirements and tailor a programme for you.

Health Improvement Training Solutions (HITS) can provide bespoke packages for your training needs.

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Our specialist trainers make a big impact to the regional public health agenda, contributing to health and wellbeing through training and development. With more than a decade of experience behind them, the team trains more than 1,500 people every year from a variety of sectors, including statutory, non-statutory and local business.

This award-winning team is professional, motivational and will work tirelessly to help you achieve your training and development goals. It's just one of the many reasons they were crowned Non-Clinical Team of the Year at the Kent Community Health NHS Foundation Trust staff awards in 2015.

Registered with the Royal Society for Public Health as a training centre, the team recruits and retains highly skilled practitioners, delivering a wide range of courses. As well as bespoke programmes, HITS can provide off-the-shelf packages too, at costs to suit all budgets.

Anne Ford
Assistant Director
Health Improvement

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Our team

From facilitation and team development to knowledge and skills-based training courses, we work with our clients to identify how we can support them.

We are positive, motivational and skilled trainers who take pride in helping teams and individuals learn and develop.

Meet Amber

Amber leads the Health Improvement Training Solutions Team and has worked in the NHS for more than 18 years. She is a qualified trainer and registered public health practitioner. She joined HITS in 2004 as a sexual health trainer and has managed the team for the past six years, taking them from strength to strength. She specialises in sexual health training, with specific expertise in training for people living with or caring for those with learning disabilities.

Amber is also an expert in professional development and education. She designs and delivers the 'train the trainers' programmes and has previously led on the development of quality and assurance pathways for Kent Community Health NHS Foundation Trust's training delivery. Amber has a critical role in responding to professional tenders, advising on training pathways, needs analysis and workforce development strategies.

Meet Athene

Athene's experience with the NHS dates back to 2002 when she joined the health promotion service as a mental health promotion specialist and supported the public health workforce training team in a variety of courses. She joined the HITS team in 2010 as a senior trainer. She is a qualified trainer and registered public health practitioner.

Athene led on the delivery of the nationally recognised programmes from Mental Health First Aid England and supported the redevelopment of the Youth Mental Health First Aid programme. She also delivers our communication and behaviour change programmes, including the Royal Society for Public Health (RSPH) Behaviour Change course. She has supported organisations around change and also supports the implementation of national agendas at a local level, such as the Making Every Contact Count initiative. She specialises in mental health training, stress, suicide awareness and management, communication and team facilitation.

Meet Tracey

Tracey joined the service in 2007 following a management career at Marks and Spencer. She started her career with the HITS team to support us with finance and contracting, but developed passion and skill for public health training and now delivers our Understanding Health Improvement course from the Royal Society for Public Health (RSPH).

Tracey has led on bespoke projects where this qualification is at the core, most notably a highly successful Champion Training programme as part of the Healthy Living Pharmacy Scheme in Kent. She has also played a key role in developing and delivering aspects of the health trainers training pathway across Kent, Surrey and Sussex over the past six years. Tracey is an approved trainer for the Royal Society for Public Health qualifications.

Meet Sarah

Sarah is our training co-ordinator. She is responsible for all aspects of course administration, training contracts with our customers and marketing activities. Sarah joined the service in 2010 from an NHS learning and development team and has a degree in health and social care business administration.

Our training packages

1. **Getting Started workshop**
2. **Hepatitis B, C and HIV:**
   An introduction
3. **Great Expectations:**
   Sexual health and young people in care

1. Getting Started workshop

Introducing sexual health and wellbeing for parents or carers of children and young people with learning and physical disabilities.

"Wonderfully presented and a credit to you… I know where to start now."

One of our regular clients is St Nicholas School in Canterbury. The pupils at this school have severe and complex learning and physical disabilities and challenging behaviour.

The Getting Started workshop was commissioned and designed as part of a project initiated by the family liaison officer and integrative councillor at the school, to empower parents and carers to feel confident to talk about a range of issues with their children. These issues often cause anxiety for parents of children with learning and physical disabilities, especially as they mature towards adulthood. Sexual health and the transition into adulthood was a key theme parents needed support around.

The half-day workshop supported parents by increasing their confidence and knowledge to then give consistent and positive messages to their children about their sexual health and wellbeing. The course continues to be delivered every year to support the school's pastoral engagement with parents. As a result, many other local parent support groups and respite providers now contract this positive course to support healthy discussions around relationships and sexual health.

"The workshop was a complete success!

"The parents and carers arrived very worried about what to expect. Their fears were quickly resolved with the guidance, information and support of your professional presentation. All of their fears were addressed in a positive and informative way.

"We look forward to working with you again in the future."

Emma Wellard, St Nicholas School.

Heath Farm Children's Services supports and provides carers for children and young people in foster care in Kent. It is committed to the development of their foster carers and have contracted these two courses for a number of years.

2. Hepatitis B, C and HIV: an introduction

Hepatitis B, C and HIV is a half-day course to explain to carers the routes of transmission, symptoms and treatment, but to also explore understanding of the social challenges and stigma often associated with these conditions.

3. Great Expectations:

Sexual health and young people in care

Great Expectations is specifically designed for foster carers and provides a comprehensive overview of the issues related to young people in care in relation to relationships and sexual health. The course gives practical advice to help healthy discussions with young people, considers values and attitudes, understanding of local support services and the sexual health services available.

Case study:

Supporting the growth and integration of the Health Improvement Central Administration Team, Kent Community Health NHS Foundation Trust

Facilitation and development

"The HITS team are credible and skilled facilitators, able to manage even the most challenging of groups or individuals. I would not hesitate to use them again."

The HITS Team supported the Health Improvement Central Administration Team by facilitating a team away day and a programme of action learning sets.

This team had been through a significant amount of change in a short space of time. New technology was being introduced along with new ways of working as an integrated team to support all the patient-facing health improvement services. Roles have changed to include engaging clients with all services, such as stopping smoking, losing weight or booking a health check, instead of their own specific service.

Jo Friend, KCHFT Business Development Manager said: "These big changes understandably led to anxieties and frustrations from some of the team. After various team meetings and half-day events we were still struggling to bring the whole team with us on our journey to an integrated service, combined with our passion for excellent customer service. At this point Amber and the HITS team stepped in. They suggested using them as external facilitators to help move the team forward. We were sold on the benefit of having the support of someone outside of the Central Administration Team who would bring a new perspective to the work and renewed engagement from the team.

"We met with HITS to review our situation and our vision for the team and gave them examples of how we were struggling to bring the team together.

"The HITS team immediately understood not only what our issues were, but also what we were trying to achieve and the potential reasons why our earlier attempts at this had not been so successful. They made two suggestions:

"1) A programme of action learning sets to provide a forum for development and guidance in confidence, in small groups aiming to gently improve the mindset of the team and an understanding for the need to move to an integrated model.

"2) A team away day to celebrate our successes so far, identify the unique selling points of the team and use shared experiences to support each other. Address any issues in a safe and confidential environment and bring the team together in a more cohesive way.

"If we had not invested in this work, I do not believe we would have moved forward as a team. We are now in a more positive place and they recognise the value of the work they do, the importance of their role and the positive impact every interaction with a client, has on their journey towards behaviour change.

"Feedback following the away day was very positive and there were even thank you emails to the HITS team from some of the more sceptical members of our team, who noted what a positive and engaging experience it had been."

Case study:

"It has been invaluable having their support for professional tender responses."

Supporting good business

"For me it's such a pleasure to work with the HITS team because their range of skills extends beyond their training and facilitation service and includes a really good knowledge of commercial services and the need to be responsive and viable."

A key attribute is our understanding that the value of training and development extends beyond simply sharing knowledge.

Our involvement supports successful business outcomes because we recognise there is always a bigger picture. We are experienced at contributing towards wider strategies and programmes that help organisations to deliver better performance.

"It has been invaluable having their support for professional tender responses."

Kent Community Health NHS Foundation Trust's Commercial Manager Marcella Capper worked with HITS to incorporate their first-class training into a number of professional service tenders.

She said: "For me it's such a pleasure to work with the HITS team because their range of skills extends beyond their training and facilitation service and includes a really good knowledge of commercial services and the need to be responsive and viable.

"They understand the importance of delivering excellent operational services and take the time to realise the commissioners' needs in relation to training.

"The team has supported KCHFT to be approved as a preferred training provider for Kent County Council against several key training areas. They have successfully delivered the roll-out of training to support local implementation of the national Healthy Living Pharmacy Scheme on behalf of Kent Public Health Commissioning. They have also partnered and led on joint external tender responses and deliver in-house training to meet the health improvement agenda for KCHFT."

Case study:

"Amber delivered the training with such enthusiasm and expertise. Her delivery was seamless and she was always able to relate content to our circumstances I think all facilitators and trainers should attend this course."

Bespoke training
for specialist skills

Grand Designs: Training the trainers

"Amber delivered the training with such enthusiasm and expertise. Her delivery was seamless and she was always able to relate content to our circumstances… I think all facilitators and trainers should attend this course."

Grand Designs is a bespoke course designed for KCHFT colleagues to support practitioners to develop their own training programmes and presentation skills.

The Holistic Care Project Team is a group of experienced multi-disciplinary practitioners who are leading the roll-out of a training programme to support the development of holistic care pathways across the organisation.

This project aims to improve the way clinicians provide care and requires a change in culture and behaviour that needs to be supported by a training programme.

The project team requested a bespoke version of this course specific to their training programme. This tailored programme allowed greater emphasis on some of the unique challenges with the training element of this project and enabled them to reflect on their personal objectives and plans for the roll-out.

Candidates finished the course with increased confidence and communication skills to enhance their training delivery. In addition we were able to use the course to support new and innovative thinking about how they deliver training so they can provide an interactive, engaging and responsive training programme.

Deborah Travers, Clinical Skills Lead for the Personalised Care Planning Project, said: "I went along to Grand Designs initially thinking I would be quite a confident trainer, but it made me realise how much I didn't know, how much more I needed to learn and how much better I can be. Amber is very engaging and inspirational but challenging in a positive way. She sets the bar high for her participants and encourages you to meet her standards.

What makes HITS a step above the rest is that it's not just impacted how I train people but my attitude to all of my work. It's made me value the contribution I give to everything I do."

Case study:

"There are so many more things that we can offer as a pharmacy now, I'm so glad I did the course."

Creating champions and supporting commissioners

The Healthy Living Pharmacy Champion programme

We were commissioned by Kent County Council to deliver a programme of training to pharmacies so they could achieve Healthy Living Pharmacy status.

The Healthy Living Pharmacy Champion programme enables the delivery of high-quality health and wellbeing services in community pharmacies. These services, such as stop smoking, emergency contraception, weight management, NHS Health Checks are in addition to existing core services, such as medicine support and self-care advice.

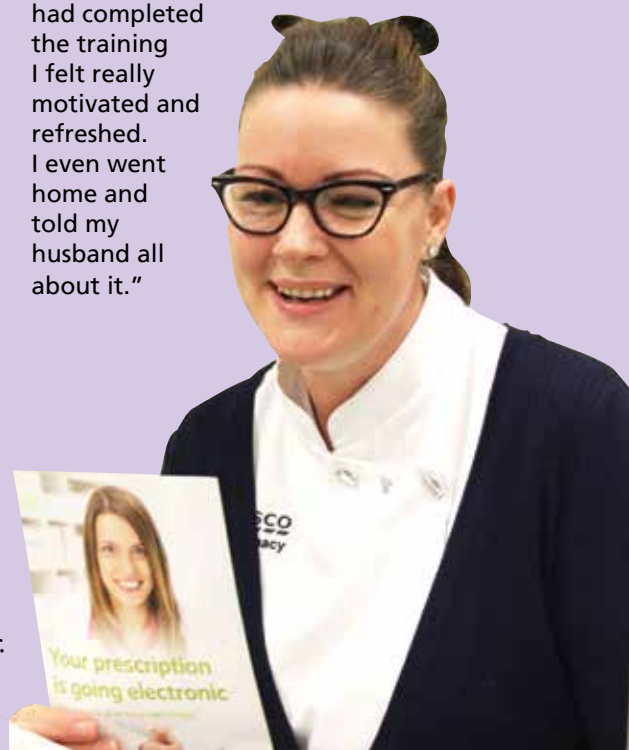
The training provided pharmacy staff with the knowledge and practical skills to be a Health Champion and gain RSPH (Royal Society for Public Health) certification at Level 2 Award in Understanding Health Improvement. More specifically, accredited champions are able to effectively help people who need support and encouragement to make positive changes in their lives.

Amanda Husk has worked at the Tesco Pharmacy in Whitfield, near Dover, for the past 18 years. Now a dispenser and technician, Amanda was attracted to the idea of becoming a Healthy Living Pharmacy Champion as a way to improve customer service at the pharmacy and to complement the work that they were already doing.

"It's nice to be able to develop the relationship we already have with our customers by providing this extra service," said Amanda. "The course helped me to 'think outside the box' a bit more, to really focus on the customer in a holistic way and get a bit more insight into their lives.

"The other day I put the things I had learned into action with a customer. She was really pleased that someone was taking such an interest in her. She said "no one has ever asked me these questions before." I think it's a really good way to be able to find out what barriers might exist to people who want to lead a healthier lifestyle.

"The course was excellent as you also get a recognised qualification from the Royal Society for Public Health. When I had completed the training I felt really motivated and refreshed. I even went home and told my husband all about it."



Amanda Husk, Dover.

Our prices

Please do get in touch to discuss your training requirements so we can design a bespoke package of learning to fit your needs.

Bespoke training delivery:

Half-day - £400
One-day - £575
Two-day - £995
Course design is charged at £400 per day.
RSPH exam charge is £30 per person.

This is per course, based on a group of eight to 16 participants, inclusive of travel within Kent.

Our specialist training courses:

Two-day courses

Understanding and Facilitating Groups
Interpersonal Communication Skills
Mental Health First Aid
Mental Health First Aid: Youth
Great Expectations: Sexual health for children in care
Sexuality and Learning Disability: Adults

Royal Society for Public Health (RSPH) courses
Understanding Behaviour Change - level two
Understanding Health Improvement - level two

Half-day courses

Mental Health First Aid Lite
Hepatitis B, C and HIV: An introduction
Getting Started: Workshop for parents/carers of young people with a learning/physical disability

HITS

Health
Improvement
Training
Solutions

"we look forward to working with you in the future."

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00339 Produced by The Communications and Marketing Team www.kentcht.nhs.uk