

CASE STUDY



NHS Residential Care Home Group, London

THE CLIENT'S LANGUAGE NEEDS

An NHS residential care home group was facing communication issues at some of its homes in South East London. We were approached by the care home group's management team to deliver language training. We worked with each home's HR managers to do so.

English was not a first language for many of the staff, who had been working in the UK for differing amounts of time. This meant that each student varied in their language abilities – though most were lower-intermediate to intermediate level. The students were open to receiving training that corrected their grammar, expanded their vocabulary, enhanced their verbal communication ability, and improved their reading and writing skills.

Ultimately, our client wanted the nursing staff (and some employees in other roles within the care homes) to be able to communicate with residents and the management teams confidently, clearly and accurately. This included reading and writing skill acquisition so that they could produce and interpret care notes to a higher standard.

OUR BESPOKE TRAINING SOLUTION

Our Account Managers assessed the strengths, weaknesses and general level of understanding within the group. We determined that it would be most beneficial for each student to participate in 50 hours of training, which would enable us to efficiently balance our client's budget requirements with enough training to achieve the desired outcome.

We suggested dividing the staff into groups of four to five people, with each group doing two hours of training per week. The training would take place at the care home and would be conducted by two of our highest-calibre teachers. In consultation with our teachers, we tailored a course that would train the students to read, write and speak English, as well as supporting them with pronunciation and accent. Their progress was individually monitored by our tutors, and reported back to the client, giving transparent indication of return on investment, while also being able to highlight any necessary areas of focus for future sessions.



EXPERT, EFFICIENT AND TAILORED COURSE DELIVERY

We were hired to begin training in May 2016. Throughout the course, the feedback on our teachers' performance was consistently positive. The initial training began at one of the homes, and we expanded to two additional groups at another location, as word of mouth (about the quality of our training) spread.

All the lessons were completed in full, and, at every assessment, the students were eager to practise their new language skills and receive feedback to help them improve their grammar and build their vocabulary. The staff are now able to read, write and speak fluently in English, which has enhanced their ability to communicate confidently with residents.

OUR CLIENT'S FEEDBACK

The HR managers were delighted with the results of the language training, and we received great feedback about our teachers and our Account Managers. We even received a delightful "thank you" card from the satisfied students! Due to the success of the course, Simon and Simon may now be asked to deliver language training to other care homes.

[Enquire now](#) for more information about bespoke English language training.

