

# Meet Gemma

Learning and Development Manager,  
Hilton Nursing Partners



Gemma works as a learning and development manager for Hilton Nursing Partners. They provide a support and assessment service for people who are discharged from hospital in Kent and Essex.

When people are discharged from hospital they spend three to five days with the service. During this time staff do an assessment of their needs and develop a tailored programme so they get the right care and support. This might include referring them to the right local services, voluntary organisations and other agencies who can support their needs, for example with social activities or community transport.

The organisation believes that all their staff should continually learn and develop so they have the right skills and knowledge to provide good care.

## What is a learning and development manager in social care?

As learning and development manager Gemma's responsible for ensuring that the training Hilton provide is up to date, compliant with national guidelines and relevant to the needs of staff and the organisation.



Her role includes:

- monitoring and managing mandatory training
- supporting new staff to complete the Care Certificate
- delivering face to face training sessions such as basic life support, moving and handling and medication skills training
- reviewing feedback on training
- evaluating the training they provide
- developing new training sessions
- facilitating reflective groups.

Gemma enjoys working with team leaders, service managers and other colleagues to identify what training staff need and report back on it's success.

She's also been involved in developing new training courses including advanced medication, being a mentor and assessor training.

## How did she get here?

Gemma's a registered nurse and has worked as a community nurse and in a nursing home. From here she progressed into a senior nurse assessor role in the NHS.

In all these roles she's taken extra responsibilities for training and mentoring staff.

Her first taste of delivering formal training was as a sessional lecturer at Canterbury Christ Church University. Although she loved this experience, she thought that it would be a big decision to move away from front-line care and nursing.

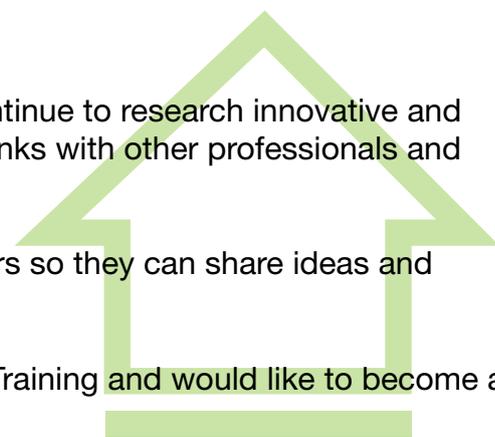
When she saw her current role advertised, Gemma felt like all her past experiences had been leading to this. It was the perfect balance of teaching, project development and management whilst still linking to the delivery of care and nursing.

## Where can it take her?

Hilton's a growing organisation which means Gemma will continue to research innovative and dynamic ways to support staff with their learning, and build links with other professionals and organisations.

She'd also like to get involved in a forum for training managers so they can share ideas and overcome challenges together.

She's currently working towards an Award in Education and Training and would like to become a member of CIPD to support her in her role.



## What would she say to others interested in a career in care?

Gemma would recommend working in a training role in social care and health as she believes it can really make a difference.

“High quality person centred care can only be achieved with a workforce confident in their knowledge and competence. The learning and development team has a vital role in supporting the workforce in this.”

 **We know that ultimately the support we give to the staff will impact on the experiences of the patients.** 