



Myrus Competency Management

Meet Toni Hammond

Learning and Development Manager at The Fremantle Trust

The Fremantle Trust is a not-for-profit provider of support for older people and people who live with a learning disability. The Trust has 5 Nursing Homes, 5 Residential Care Homes and 9 services supporting people with a learning disability. The Fremantle Trust employs around 1250 people who work with around 1200 people living in the services that we support.



How were you measuring competencies before Myrus Competency Management?

“ Before we started to use the Myrus Competency Management system, competence standards were recorded manually on paper and held in the individual employee files. Once they've met all those standards, we would add it to the training side of BroadShield to show they're competent in safer people handling. For example, we could report it from a dashboard point of view, but what we couldn't see from our department is the level of detail of the competence obtained.

It was a bit of an admin headache. For example, not having access to individual staff files held in the Homes or Services would be an ongoing issue. And although we could give an overarching figure to show the competence levels within our employee base, we couldn't provide the level of detail of competence for each Home or Service.

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What do you think about the Competency Management tool?

“ There are a few factors that have impressed me, and one is the reporting element of it. I can now go to any Service or Home at any point in real time and pull up a dashboard figure of where that level of competence is for the respective areas of competence. Another consideration from the perspective of our service users (end-users) is that because competence is stored on BroadShield's cloud-based platform, they may utilise any device in a Home or Service.

The Care Certificate, for example, includes 48 measures of competence; as we all know, there is a lot there. They might find four or five areas of expertise and tick them off the paper in the old method. They'd then file it in the staff file, and when time permitted, they'd go pick it up again and do the other components of competency. And it was a clunky method. Now, They can pick it up at any moment using the BroadShield platform. So, yes, it's a great platform to have.

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Myrus Competency Management Continued...

How do your managers find it?

“ I believe it was different for them when they first started because they had to get into the idea that it wasn't paper, but digital. I believe that as we progressed, we maintained regular communication with BroadShield about areas where we needed a little more help. It was slower at first, but it is getting faster, and I know some areas are being looked at and improved upon. ”

Did you find the setup process complicated to get to the competencies?

“ BroadShield's assistance in the first upload helped us. I think it would be pretty challenging if we attempted it independently. However, we are now adding additional competencies to the platform that we're recording without your support, and we're finding it simple thanks to the demonstration you went through with us. If I have the odd question, I can reach out. ”



What would you say if someone was considering using Myrus Competency

From reporting real time competence of our workforce, the dash board is crucial. Especially when our regulators want that instant information, it's there.

It also allows the manager to have rapid oversight.

“ Similar to CQC, it allows us, from a training point of view to look at whether our training is working. So at any point, you can look at the level of competence around a general area and see if our training is landing okay because we are finding that people aren't becoming competent as quickly as we thought. So, do we need to adjust our approach now? ”

That's one aspect and similarly where it's working well. It also helps us with our training and development to say that that element works. So, it works for the reporting side, it works for the management side, it works for our regulator side, and it works for our learning and development side.

For more information on Competency Management, please email sales@broadshield.co.uk or call us on **0345 880 1818**



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