

Graduate Programme in Care with Department Rotations

Duration: 24 months

Employment: Full-time

Schedule: Monday - Friday (with occasional weekend shifts for practical experience)

Week 1 to 12 – Overview of Care Facility Management

Week 1-4: Introduction to the Care Industry

- Overview of the Care sector: types of care facilities, regulatory frameworks, and the healthcare landscape
- Key management roles in Care facilities (Care Managers, Nurses, Housekeeping, Auxiliary Services, etc.)
- Legal and ethical considerations in caregiving (patient rights, health and safety, and safeguarding)

Week 5-8: Organisational Behaviour in Care Settings

- Leadership styles and team management in Healthcare environments
- Managing multi-disciplinary teams (Nurses, Care Assistants, Housekeeping, and Kitchen Staff)
- Effective communication with patients, families, and healthcare professionals
- Conflict resolution and problem-solving in care settings

Week 9-12: Marketing & Customer Engagement in Leisure Activities

- Providing excellent customer service in a Care facility
 - Understanding patient needs and creating personalised Care plans
 - Ensuring patient dignity, respect, and privacy
 - Handling complaints and challenging situations with patients and their families
 - Building trust and rapport with patients
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Additional Components:

- **Workshops & Seminars:** Weekly or monthly sessions with industry experts
- **Networking Events:** Opportunities to meet industry leaders
- **Site visits:** Care facilities, rehabilitation centres, or healthcare conferences
- **Soft Skills Development:** Communication, leadership, conflict resolution, and emotional intelligence

Graduate Rotation Schedule : Department Rotations (Hands-On Training)

Month 1-3: Care and Nursing

- **Roles:** Care Assistant, Nurse, Care Manager
- Providing direct patient care: assisting with daily living activities, administering medications, and monitoring patient health
- Learning to create and implement care plans tailored to individual patient needs
- Conducting health assessments and maintaining patient records
- Collaboration with healthcare teams for effective patient care
- Managing patient mobility, hygiene, and nutrition requirements

Month 4-6: Kitchen & Nutritional Care

- **Roles:** Kitchen Assistant, Chef, Nutritionist
- Preparing meals that meet the nutritional requirements of patients, ensuring they meet any special dietary needs
- Understanding the role of nutrition in patient care and recovery
- Managing kitchen hygiene, food safety, and food handling regulations
- Collaborating with Nurses and Care Staff to create diet-specific meal plans
- Monitoring food intake and addressing patient preferences or restrictions

Month 7-9: Auxiliary Services (Logistics & Maintenance)

- **Roles:** Auxiliary Services Assistant, Maintenance Worker
- Ensuring the facility is maintained to the highest safety standards, including regular cleaning and upkeep of rooms and public spaces
- Assisting with transport services for patients (e.g., helping patients to appointments, mobility assistance)
- Managing equipment, such as wheelchairs and patient transport vehicles
- Understanding infection control and maintaining a sterile environment
- Collaborating with the Housekeeping team to ensure cleanliness and safety standards are met

Month 10-12: Housekeeping & Environmental Services

- **Roles:** Housekeeping Supervisor, Housekeeper, Environmental Services Manager
- Providing cleanliness, hygiene, and safety across patient rooms, common areas, and offices
- Ensuring patient rooms are comfortable and organised
- Managing laundry and linen services
- Ensuring proper sanitation protocols are followed to prevent infection
- Organising the storage and safe handling of cleaning chemicals and equipment

Month 13-15: Event Planning & Patient Engagement

- **Roles:** Event Coordinator, Activities Manager, Patient Engagement Specialist
- Organising events to enhance patient engagement and well-being (e.g., recreational activities, cultural events, and social gatherings)
- Developing programmes that promote socialisation and physical activity for residents
- Understanding therapeutic activities that help improve mental and emotional health
- Collaboration with nursing and care staff to ensure patient involvement and safety during events
- Monitoring the effectiveness of activities in improving patient morale and care outcomes

Month 16-18: Fitness & Wellness

- **Roles:** Fitness Trainer, Rehabilitation Specialist, Wellness Coordinator
- Leading exercise and rehabilitation programs designed for elderly or recovering patients
- Understanding the physical therapy and fitness needs of patients, including low-impact exercises, mobility training, and strength-building routines
- Collaborating with Nursing and Care Staff to ensure the fitness programs complement medical treatment
- Teaching safe exercise techniques and promoting overall wellness for residents
- Providing guidance on proper nutrition and lifestyle for maintaining health

Month 19-21: Head Office & Administration

- **Roles:** Facility Manager, Administrative Assistant, HR, Operations
- Managing the overall operations of the care facility, including budget planning, staffing, and performance reporting
- Understanding HR functions: Recruitment, Training, Performance Management, and compliance with Care Regulations
- Developing and managing facility policies, including safety, patient care, and staffing
- Analysing patient feedback, complaints, and making necessary improvements
- Managing staff schedules and ensuring that care standards are consistently met

Month 22-24: Strategic Management & Facility Leadership

- **Roles:** Senior Care Manager, Director of Operations, Health and Safety Manager
- Overseeing the strategic direction of the care facility, including business development, service improvement, and patient satisfaction initiatives
- Managing large teams and ensuring operational efficiency
- Engaging in budget management, fundraising, and financial planning
- Staying up-to-date with changes in healthcare regulations, technology, and patient care standards
- Ensuring compliance with accreditation and healthcare standards

Final Presentation (End of Programme)

- In-depth research project focused on a specific area e.g.
 - Improving guest satisfaction
 - Streamlining operations
 - Sustainability in Hospitality
- Present the final project to a Management panel and industry professionals
- Integration of learnings from all rotations into a comprehensive proposal or plan which include any:
 - Timelines (length of project or suggested implementation date)
 - Cost implications
 - Tech integrations
 - Company savings
 - People/team support