

Chelsea and Westminster  
NHS Foundation Trust

# Case Study



## A patient-care partnership...



Chelsea and Westminster Hospital  
NHS Foundation Trust

### BACKGROUND

By March 2020 it was clear that COVID-19 was a fast-moving and deadly pandemic. Admissions of COVID-positive patients were increasing every day.

The Trust urgently needed to get its entire clinical workforce up to speed on COVID care - before the expected influx.

The Chelsea and Westminster NHS Foundation Trust serves a community of over 1.5 million people. The Trust had the shortest possible window in which to make sure its 6,500 substantive clinical staff and up to 3,000 temporary staff had the skills and confidence to treat the anticipated large numbers of COVID patients quickly and effectively.

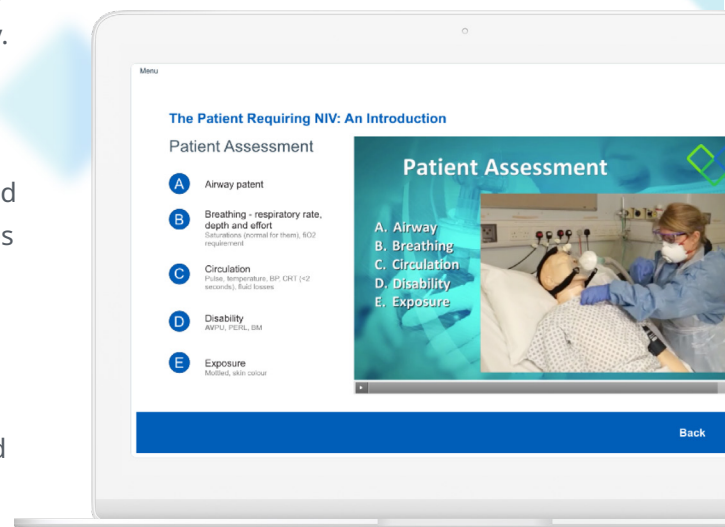
#### The immediate need!

The only way forward was fast, effective blended learning that would be easy to access, manage and monitor across the entire clinical staff, from nurses and doctors to therapists. For some it was about refreshing skills not used for a while. For others it was starting from scratch, learning critical skills such as those needed for caring for patients on ventilators, including resuscitation, intubation and using infusion pumps.

**“It was a wonderful example of how the NHS and private sector worked together in very challenging times.”**

**MAGGIE FLANAGAN,**

Head of Learning - Chelsea and Westminster NHS Foundation Trust



# Top-notch training in short order

## THE SOLUTION

Three years ago, Academy Point partnered with the Chelsea and Westminster NHS Foundation Trust to create a learning portal for staff. Badged “Learning.Chelwest”, the Academy Point team has been supporting its users ever since.

The Trust chose the Academy Point LMS because of its ability to integrate seamlessly with its own HR system, making it easy to add, remove and manage learners. Plus, the Academy Point LMS was found to be

particularly easy-to-use and – uniquely – could be matched visually to the Trust’s brand identity and colours, making it a home-from-home for staff.

With a great working relationship already in place, the start of the pandemic saw Chelsea and Westminster NHS Foundation Trust working intensely with the Academy Point team to make the impossible happen.

**“As the epidemic evolved, the Academy Point team were incredibly supportive and flexible in helping the Trust adapt, create and update training materials.”**

**MAGGIE FLANAGAN,**  
Head of Learning - Chelsea and Westminster NHS Foundation Trust



First, the Trust rapidly organised a range of classroom training sessions. And with the two teams collaborating, it took just two weeks for the Academy Point team to build a module dedicated to COVID Care training.

The **HDU/NIV & End of Life Care - COVID-19** module is based on subject matter provided by the Trust’s experts.

With the new module on stream, *Learning.Chelwest* delivered critical learning to a huge number of staff in the shortest possible time. It provided both pre-classroom and post-classroom training materials, with the Academy Point LMS making the COVID blended learning programme easy to manage.

# Amazingly positive staff feedback

## OUTCOMES

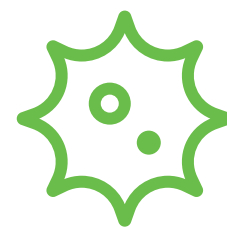
1. The Trust has been able to cut the length of classroom training sessions as staff now have access to a (growing) range of relevant materials, making it much easier to deliver a blended approach.
2. New staff now have immediate access to all the COVID resources and helpful information they need, which they can revisit any time, anywhere.
3. One COVID module was shared right across the NW London region of NHS Trusts, meaning there was no need for each Trust to create the same resources from the ground up.



**25% increase**  
In training compliance



**30,000+ completed**  
modules since March 2020



**Over 5,500**  
COVID module completions



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