

## Case Study – Mimosa Healthcare

**Mimosa has improved employee retention by addressing literacy and numeracy throughout its homes in the UK**

### Background

The Mimosa Healthcare Group provides specialist care throughout England. The company employs 1600 people across 29 care homes, a head office in Nottingham and a training division based in Barnsley.

Mimosa's corporate philosophy is "Where people Matter" and the company aims to provide all residents with individual care, whilst maintaining their independence, dignity and freedom of choice.

### How it works

To achieve this, Mimosa offers a full training and development programme for all staff. Formal induction training leads to a recognised qualification (Skills for Care) that gives employees a solid grounding in the provision of quality care.

Once completed, further development courses such as NVQs or apprenticeships are encouraged. For employees who do not have the necessary skills to enrol immediately on these courses, Mimosa provides Skills for Life literacy and numeracy training.

The company's Skills for Life pilot began in 2004, driven by a study of the qualifications held by care workers at recruitment. A lack of literacy and numeracy skills was also an issue for learners on mandatory courses such as Moving & Handling, Fire Awareness, Food Hygiene, Infection Control, Health & Safety.

Aptitude tests are taken early so that skills needs can be quickly identified. Training is undertaken in all care homes by regional Training Officers. All homes have training rooms and IT access. Managers are also trained to identify needs and all results are forwarded to Training Officers

The stigma sometimes attached to training has been countered by the use of ambassadors and the regular publication of success stories. The company fosters a learning culture from top to bottom with award ceremonies to highlight and celebrate achievement.

### Impact

- Of the adult learners who enrolled on skills for life qualifications in 2005-06, 83% achieved with 93% achievement in 2006-2007."
- Staff Retention improving
- Quality of care provision is constantly improving with direct benefits to customers (communication, less mistakes etc.)
- Higher self esteem amongst staff is noted
- "Learner's needs are identified sensitively and particularly effective individual support raises learner's confidence and self-esteem." (Source: Skills for Life Adult learners – Ofsted report 20 June 2007)