



Apprentice Case Study

Name: Sarah Stewart

Apprenticeship: Senior Healthcare Support Worker

Job Title: Outreach Support Worker

Introduction to the Apprentice -

I am currently working as an Outreach Support Worker which is a role I have held since 2018. In this role I work with the hospital and the community for patients that are coming out of hospital but do not have a formal package of care. Our team are there to 'bridge the gap' in a way before the package of care can start. We also complete home visits to patients which helps stop admission by completing tasks such as personal care, meal prep and other tasks which can support the patient in their home environment. I really enjoy the patient focus aspect of the role. I get to speak to many different people and the patients are very thankful to you, so it does give you job satisfaction. In 2020, I saw that there was an opportunity to complete a Senior Healthcare Support Worker Apprenticeship at Level 3. I applied for the opportunity as I had Line Manager support and secured a place on the programme.

Learning and Development -

The apprenticeship was originally planned to be delivered over 1 full day per month in College and half a day on Microsoft Teams, however, due to the Pandemic, the delivery was moved fully onto Microsoft Teams. I was still able to complete my Apprenticeship via this method and all tutors are very helpful and supportive. It's great too that work gives you the time to complete the course.

Benefits of choosing an apprenticeship as an education route -

The main benefit to me is that I can work full time alongside completing this apprenticeship. I do have a family to support, and I couldn't afford to go to College or Uni full time, so completing this apprenticeship slots in nicely with my job role and personal commitments.

Achievements and Success -

To me the achievement is being able to balance work alongside my studies and family life.

Future Plans -

I would like to progress onto the Nursing Apprenticeship programme. Becoming a fully qualified Nurse is something I have always wanted to do. The fact that I can complete this qualification via the Apprenticeship alongside working full time is brilliant.