



Click platform
transforms induction
process for Royal
Star & Garter

ROYAL STAR & GARTER CASE STUDY

Click[®]



Background

Royal Star and Garter provide specialist nursing, dementia, and therapeutic care for individuals across three care homes in Solihull, Surbiton, and High Wycombe, providing award-winning care for veterans and their partners who live with disabilities or dementia.

Across the three care homes and Head Office, Royal Star and Garter employ a total of 450 members of staff, providing care for 170 individuals.

In 2017, Malcolm Brown joined the business as Learning & Development Manager. In the beginning, Malcolm was aware of Grey Matter Learning (GML) but identified that the business only utilised a fraction of the support available through GML.



The Challenge

Before working with GML, Malcolm identified some key pain points:

ROSTERING

Staff required time away from work for face-to-face training.

QUALITY OF TRAINING

A lot of providers offered training but didn't have experts and contextual knowledge to back up their services.

COST

Taking staff away from work to complete training and securing cover for staff.

LEARNING STRUCTURE

Regimented style of learning wasn't effective or flexible.

While the knock-on effects of those challenges didn't cause anything tangible, leaders felt these obstacles devalued the purpose of training and impacted how staff felt about training. They also questioned whether the training provided staff with the understanding to apply learning to everyday situations.

At the beginning of the partnership with GML, Malcolm had clear objectives of what he wanted to achieve through the relationship.

Malcolm Brown, Learning & Development Manager at Royal Star and Garter said: "I wanted staff to become accountable and responsible for their own learning and development. I also loved the idea of staff having the freedom to complete training flexibly without the need to leave the business."





The Solution

In 2019, Royal Star and Garter became immersed in GML's 'Click' Learning Management System (LMS) and began exploring and utilising all the functionalities available. Malcolm Brown said: "We began to really utilise the 'Click' platform, and it wasn't long before we began to reap the benefits."

Malcolm noted that he was immediately impressed with the accessibility of the platform, its user-friendly design, and how constant improvements levelled up the platform. He also highlighted how the platform transformed the induction process, allowing the provider to deliver virtual inductions for all new starters.

Peter Humphreys, Customer Engagement Manager at GML, said: "Click enables providers to take control of courses and manage inductions of staff by assessing what they know and tailoring learning to fill knowledge gaps.

"One of our core features is the flexibility of the 'Click' platform. We understand that care staff are extremely busy and want to deliver a learning package that fits their lifestyle but also allows them to deliver outstanding care to service users."

Despite a degree of reluctance, Malcolm outlined how staff are becoming more proactive in using the platform, with a whopping 80% using their initiative to complete online training.





Result

It is safe to say that 'Click' has revolutionised training and development at Royal Star and Garter. They no longer need to fork out large sums of money for face-to-face training, instead, staff complete training in their own time.

Malcolm Brown said: "The benefits of 'Click' reach far beyond the operational challenges we faced. Learners now have a greater understanding of where they have gone wrong and adopt a self-directed learning approach that allows for a degree of autonomy.

"The quality and expertise embedded in the courses have been reflected on CQC inspections results. I believe this support for quality improvement had a hand in Solihull's 'Outstanding' outcome in all five areas. When asked what the best part of the service was, Malcolm said: "The customer service is exceptional. The team are extremely responsive to requests, often responding within a few hours.

"Newsletters and updates provide an extra layer to the package and include useful information.

"GML does a great job of improving the service. There are constant additions to the library of courses, and the quality is always improving. There are regular updates to the training matrix for admin usage – something I find supports my role.

"I would absolutely recommend GML to other providers. You can tap into a wealth of support and resources at the touch of a button. They have been pivotal in supporting our training and development, and for that, I am extremely grateful."

In a recent survey, 45% of staff at Royal Star and Garter rated the eLearning 'very good', while a further 36% rated it 'good'.







For more information visit
greymatterlearning.co.uk

32b Kingfisher Court,
Hambridge Road, Newbury,
Berkshire. RG14 5SJ
T. 01635 890373