

23.10.03

4 Deputy M.R. Scott of the Minister for Health and Social Services regarding the training requirements for managers in the healthcare sector (OQ.182/2023)

Will the Minister advise whether managers in the healthcare sector are subject to compulsory training requirements, as is required for the clinical staff they manage, and if not, why not?

Deputy K. Wilson of St. Clement (The Minister for Health and Social Services):

My apologies to the Assembly that I am not able to be present today. Firstly, in response to the Deputy's question, following a report produced by the chief officer for H.C.S. (Health and Community Services), which has been shared with the States Employment Board and also the Health and Social Security Scrutiny Panel, a definition of "manager" has been agreed, and we have identified that there are 45 managers in H.C.S., making up 1.7 per cent of the workforce. This definition has been used for the purposes of responding to this question. Secondly, by healthcare sector, we are assuming that this is referring to my department only and no other departments nor the private sector. What I can advise is that all managers, or all of those who have managerial responsibilities, are required to complete a variety of statutory training and mandatory training. Particularly those managers who have clinical roles, they are also expected to complete some clinical training relevant to their professional role.

3.4.1 Deputy M.R. Scott:

Could the Minister please advise if there is any formal C.P.D. (continuing professional development) points given to training and whether the training that is given is something that has an ongoing programme built around it?

Deputy K. Wilson:

I think for some individuals the concept of C.P.D. is something that people have been used to through all of their careers in terms of picking up the accreditation points that demonstrate their competence and their knowledge in their chosen area. But sadly, I do not think that this applies to everybody. It is certainly something that I would be looking to the department to enhance across all people who are involved in training and development.

3.4.2 Deputy L.M.C. Doublet of St. Saviour:

Can the Minister advise whether diversity awareness training is something that is included, as a matter of course, for both clinical and non-clinical staff?

Deputy K. Wilson:

I think, as a matter of course, I think it varies across the piece. It is something that I have been very mindful of over the last couple of months, particularly given some of the concerns raised by staff about some of the attitudes and cultural differences that people have experienced. So this is certainly one of the areas that we will be asking the service to concentrate on in terms of identifying how and in what way we can best address this type of training across the service.

Deputy L.M.C. Doublet:

I thank the Minister for her answer, and I wonder if she would report back to myself and Deputy Jeune, who are leading on the equality work, just to help us get an understanding of the culture and the ethos in the hospital.

Deputy K. Wilson:

I would be more than happy to do that and report that as part of our cultural programme that is going on currently in H.C.S.

3.4.3 Deputy M.R. Scott:

Is there any training that managers have to undergo on management aspects or negative management aspects, and how they might be perceived by employees, in addition to those mentioned by Deputy Doublet, such as bullying, that sort of thing?

Deputy K. Wilson:

I think not only just for H.C.S., but I think right across all of government services this might be a question more easily directed to the States Employment Board in terms of its approach to training in this area for all employees. I do not think health services in particular should be singled out in that regard. But I do believe that we have some programmes in place. Again, I do not think it is systematised or regularised. That is something that we would look to improve.