

Mentorship Arrangements across Wales



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Mentorship Arrangements across NHS Wales

Introduction

The future vision for NHS Wales is set out in Together for Health (2009). This acknowledges the vital role the workforce has in creating safe and effective care for those who rely on its services. In order for this to be maintained in the future, staff must be enabled to work differently in a way they know will bring about better, more quality focussed services to patients and clients. Recent recommendations within the Francis enquiry (2013) and the Willis Commission (2012) relate directly to mentorship ensuring students relate theory to practice. In addition mentors must be selected for their knowledge, skills and motivation; adequately prepared; well supported; and valued. Jervis and Tilki (2011); Bradbury-Jones (2010); Duffy and Hardicre (2007) also detail the importance of accountability for decision making about students' competence.

Current healthcare students are the future workforce and therefore pre registration education should be seen in the context of career long learning. The roles of the mentor and sign off mentor are critical to supporting career long learning and gaining the most benefit from their practical experience.

Background

The Nursing and Midwifery Council's (NMC) Code; Standards of Conduct, Performance and Ethics for Nurses and Midwives (2008) states that nurses and midwives on the NMC professional register:

Must facilitate students and others to develop their competence. (p.5)

In addition the NMC states that a mentor is "a mandatory requirement for pre-registration nursing and midwifery students" (Standards to support learning and assessment in practice 2008 p.23). In addition the NMC states that a mentor:

A registrant who, following successful completion of an NMC approved mentor preparation programme – or comparable preparation that has been accredited by an AEI as meeting the NMC mentor requirements – has achieved the knowledge, skills and competence required to meet the defined outcomes. (Standards to support learning and assessment in practice 2008 p.23).

The role of the mentor is to offer the student support and guidance in the practice area. The responsibility also includes identifying specific learning opportunities and assessing competence and patient safety. The importance of the role of the mentor and the quality of the mentorship offered in practice cannot be over-emphasised; learning experienced in the clinical setting ensures that the nurses and midwives of the future are fit for practice and purpose. The mentor is a key support to students in practice; this is where students apply their knowledge, learn key skills and achieve the required competence for registration. Mentors are accountable to the NMC for their decision that students are fit for practice and that they have the necessary knowledge, skills and competence to take on the role of registered nurse. The role

of the sign off mentor is to make judgments about whether a student has achieved the required standards of proficiency for safe and effective practice for entry to the NMC register.

Mentorship Arrangements across Health Boards and Trusts in Wales

A sub group of the All Wales Aligning Nursing Skills with Patient Need was set up to:

- Review existing nursing Mentorship and Preceptorship arrangements across Wales and develop a set of core principles and/ or a framework.
- To provide a national definition of mentorship and preceptorship for Wales.

Members of this group had the responsibility for mentorship and/or preceptorship for their organisation. Additional members of the group included representatives from the Workforce, Education and Development Services and CYNGOR.

It was agreed to adopt the NMC definition of a Mentor as identified above.

An overview of current mentorship arrangements across organisations in Wales was undertaken by the group. Organisations providing information on their Preceptorship arrangements included: Abertawe Bro Morgannwg University Health Board; Hywel Dda Health Board; Aneurin Bevan Health Board; Betsi Cadwaladr University Health Board; Cardiff and Vale Health Board; Powys Health Board; Cwm Taf Health Board and Velindre NHS Trust. Appendix 1 shows the current arrangements for Mentorship across Wales. The scoping exercise identified compliance with:

1. The currency of local mentor registers

All organisations assume responsibility for maintaining mentor registers. Practice Education Facilitators (PEF)/ Educational Liaison Nurses (ELN)/ Clinical Teachers or equivalent personnel across Health Boards are responsible for data entry onto mentor registers. Health Boards store mentor information on either Microsoft Office 'Excel,' 'Access' or 'Oracle Learning Management' spread sheets. The majority of Health Boards include automatic colour alert systems within mentor registers to indicate compliance with mentor update and triennial review.

Data is stored on Health Board main servers. Reports are made available on request to partner Approved Educational Institutions (AEIs). All Health Boards have processes in place to audit mentorship compliance. All Health Boards report on mentor register audit figures to senior managers within Health Boards (varies between monthly to quarterly). All Health Board mentor registers include a minimum requirement for annotation of registered nurse mentor completion of initial mentor preparation, subsequent mentor updates, sign-off mentor preparation sessions and triennial review compliance.

2. Mentor Preparation Programmes

All AEI mentor preparation programmes whether delivered within Health Boards or AEI settings are validated by the Nursing and Midwifery Council. Mentorship preparation programmes are offered as standalone modules or as part of Teaching

and Assessing modules. All mentor preparation programmes have APeL arrangements (NMC 2008). Programmes across Wales are mainly delivered by Health Board Practice Education Facilitators/ Educational Liaison Nurses/ Clinical Teachers or in combination with AEI Mentorship Module leads. Mentor preparation programmes include evidence of participant portfolio development.

3. Mentor Update Arrangements

Annual updates for registered nurse mentors, sign-off mentors and practice teachers are publicised, organised and delivered by PEF's, ELN's or Clinical Teachers within Health Board settings. Updates are delivered in a combination of formal sessions, bespoke team arrangements or directly within practice areas. The majority of Health Boards consider 2 hours appropriate for mentor update sessions.

4. Sign-off Mentor Preparation

All AEIs/ Health Boards deliver sign-off mentor preparation programmes. All sign-off mentor preparation is delivered by PEF/ELN/Clinical Tutor Teams within Health Board settings. Sign-off mentor preparation includes three supervised sign-off assessments, two of which are undertaken via scenario. Final supervised assessment within practice is verified by an existing sign-off mentor. All Health Board mentor registers include sign-off mentor annotation.

5. Processes for Mentors, Sign-off Mentors and Practice Teachers to meet requirements for Triennial Review

All Health Boards have a portfolio format available to mentors to collate ongoing mentorship activity within each triennial review period. All Health Boards include self-declaration verification forms indicating compliance with each triennial review period. All Health Boards commit to triennial reviews being conducted within annual Personal Development Reviews and/ or at mentor updates. Some Health Boards include triennial review compliance within Fundamentals of Care metrics/ dashboard data. Triennial review data is entered onto mentor registers by PEF/ ELN/ Clinical Teachers.

6. Protocols for Deactivation and Reactivation of Mentors on Live Mentor Registers

All Health Boards have processes in place (or are under review), to support the deactivation and reactivation of mentors onto the local mentor register and/ or indicated on Oracle Learning Management systems.

7. Protected Time for Mentorship

No Health Boards have established protocols to protect time for mentorship other than a commitment towards the equivalent of one hour each week protected time for sign-off mentors (NMC 2008).

8. Health Board Resources

Practice Education Facilitator/ Educational Liaison Nurse/ Clinical Teacher resources vary as follows (calculated as whole time equivalents):

ABMU: Swansea, Neath and Port Talbot Localities - 3.6; Bridgend locality - 2

Hywel Dda: 2.5

Aneurin Bevan: 3.85

Betsi Cadwaladr: 4

Cardiff & Vale: 3.6

Cwm Taf: 4

Velindre NHS Trust: 1

Powys: Intranet Resource

Recommendations

- Electronic Staff Record systems across Wales to be developed with a view to all mentor register data being captured within secured database systems in order to fully meet 'live' register requirements.
- Risk indicators for annual mentor update NMC triennial review criteria to be incorporated within all Health Board nursing metrics/dashboard systems.
- A baseline measure to be undertaken of the adequacy of resources across Health Board settings in Wales to support the implementation of NMC Quality Assurance Framework (2013) risk indicators.
- The principle of protected time for sign-off mentors (NMC 2008) be extended for all mentors and supported at Health Board level. This should be considered within the broader context of clinical supervision, coaching and continuing professional development support.

Conclusions

The Mentorship and Preceptorship sub group discussions recognised the statutory responsibilities to comply with NMC Quality Assurance Framework (2013) and NMC Standards to Support Learning and Assessment in Practice (2008). The scoping exercise undertaken provided evidence of Health Boards commitment across Wales to meet these standards.

References

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Jervis and Tilki (2011); *Why are nurse mentors failing to fail student nurses who do not meet clinical performance standards?* *British Journal of Nursing*, Vol. 20, Iss. 9, 09 May 2011, pp 582 - 587

The Nursing and Midwifery Council (2008) *Standards to support learning and assessment in practice: NMC standards for mentors, practice teachers and teachers*. London. NMC

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Appendix One

September 27, 2013

HEALTH BOARD MENTORSHIP ARRANGEMENTS ACROSS WALES

Health Board	Protected time	Register arrangements	Preparation & Update arrangement	Triennial review process	Sign-off mentor preparation	Resources	Reactivation/ deactivation
ABMU	No formal arrangements other than sign-off requirement	<ul style="list-style-type: none"> -Excel spreadsheet -RAG alert -Deactivation sheet -PEF Team entry -Monthly audit 	Swansea NPT locality -Mentor prep Swansea Uni Module -2 hour Mentor update PEF delivery & bespoke	<ul style="list-style-type: none"> -PDR date entry -Portfolio collation of mentor activity -Nursing metrics -Verification form -PEF entry onto register 	PEF delivery	x5.6 whole time equivalent Health Board intranet dedicated pages	Supplementary guidance manual for mentors, practice teachers and managers
			Bridgend locality -Mentor prep & mentor update PEF delivery				
Hywel Dda		<ul style="list-style-type: none"> -Site specific registers -ELN separate team entry 	<ul style="list-style-type: none"> -Mentor prep Swansea Uni Module -Mentor update Education liaison nurse delivery -Bespoke arrangements -APel mentor prep 	<ul style="list-style-type: none"> -Portfolio collation of mentor activity -Triennial review date 	ELN delivery	X2.5 ELN Health Board Intranet	Annotated on register & archive
Aneurin Bevan		<ul style="list-style-type: none"> -RAG alert -Deactivation (purple) -PEF Team entry -2 monthly compliance figures to Divisional nurses/Team leads 	<ul style="list-style-type: none"> -Mentor prep PEF delivery -2 hour Mentor update PEF delivery & bespoke 	<ul style="list-style-type: none"> -Mentor resource Development Profile (MRDP) -Verification form 	PEF delivery	X4 whole time equivalent Internet/intranet dedicated pages	Process for reactivation/ deactivation

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Betsi Cadwaladr		e-rostering Excel spread sheet	-Mentor prep delivered by PEF at Bangor Uni & Glyndwr University -2 hour Mentor update PEF delivery & bespoke	-PDR or stand-alone meeting -Triennial review of mentors and practice teachers self-declaration -Mentor and sign-off mentor record	PEF Bangor University	X4 Practice Educators Internet/intranet dedicated pages (welsh language provision) & Bangor Uni	e-roster indicates reactivation
Cardiff & Vale		-Clinical Teachers/ PEF Team entry -RAG alert -Deactivation (purple) -Quarterly figures to Divisional Nurses and Lead Mentors	-Mentor preparation CT/PEF delivery -Mentor Resource Development Profile (MRDP) (10% audit of MRDP packs) -Mentor update delivered by PEF/ CT -Bespoke arrangements	-PDR or at annual update -CT/PEF review and entry onto register -Reminder to mentor 6 months in advance -Triennial review reviewed by ward managers	CT/PEF delivery	-x 4 PEF/CT whole time equivalents -Lead mentor initiative (conduct triennial reviews) Health Board intranet dedicated pages & University site	Currently under review RAG on mentor register
Powys	No formal arrangements other than sign-off requirement	Corporate Register of all mentors maintained by WfOD and through ESR	Preparation and updating managed through our WfOD department and ESR -Mentor preparation and updates delivered by HEI's and/or Cwm Taf PEF team	Through annual PDP Portfolio collation of mentor activity -Triennial review date	HEI delivery	Health Board intranet	Process for deactivate/reactivation via mentor register
Cwm Taf		-Access register/ Shared drive PEF access -Monthly review -	-PEF delivery within Health Board + via Teaching & Assessing module -Mentor update delivered by PEF team	-PDR question Relies on manager information to PEF	-PEF delivery -Process for register entry	X4 whole time equivalents Health Board intranet dedicated pages	Process for deactivate/reactivation via mentor register

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<p>Velindre NHS Trust</p>	<p>Assumed as part of role, can request cover from ward manager/sissies to have discussions away from clinical area with student as needed</p>	<p>Did have excel sheet however using OLM to capture updates & set alert for annual update, system being worked on by the Education & Development team, can pull reports</p>	<p>-Bespoke arrangements</p> <ul style="list-style-type: none"> • Update annual sessions delivered within VCC • Mentorship preparation accessed through local University: Cardiff & practice teachers there • Mentorship prep also through teaching & assessing programmes <p>If /as learning opportunity arises for mentors nurse educator will act on/follow up on</p>	<p>-Documentation to capture mentor activity available on web page for all nurse mentors -Advised at mentor updates of individual responsibilities re triennial review -Review/appraisal will consider mentorship activity as part of evidence under the post registration career framework & Ed & Dev component.</p>	<p>-As per mentor with annual updates, must evidence activity with mentoring students -Assessed to become sign off mentor by nurse educator & questioning/discussion around the mentorship process with scenario discussion</p>	<p>1 nurse educator & can seek support/advice</p>	<p>Would have to actively include on OLM, although if mentors do not attend the annual update they will not be included on mentor live list as active.</p>
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