

Welcome to Cohort 2 Term 6 Bulletin July

As we are approaching the end of the academic year I would like to dedicate this final Bulletin to Cohort Two Interns and showcase the tremendous progress they have made over the course of their Supported Internship at Lewisham and Greenwich NHS Trust. Of course, it is also a great opportunity to say "Thank you" to all who have made their success possible.

Here is a look back at each of their journeys:

Hello, my name is Mohammed,

I would like to tell you about my Supported Internship journey which started in September 2023 at Lewisham and Greenwich NHS Trust with Sonia as my tutor and Zak as my job coach.

The word that I would use to sum up my DFN Supported Internship journey is "**brilliant!**". This is because I had the best support which has helped me to get a full time job here at Queen Elizabeth Hospital.

My overall experience of this course has been "**fantastic!**" I enjoyed it much more than college because I have been working in a professional environment. In the classroom, my tutor, Sonia, delivered the sessions in a way that was easy for me to understand and it was nice to have a smaller class size so that I was able to build relationships with my peers. On rotation, my job coach, Zak, and the ISS team, were always supportive and took time to explain what I needed to do. They used step-by-step demonstrations to help me to understand tasks.

Before I started the Supported Internship Programme I attended Shooters Hill Sixth Form College where I studied ICT levels 1 and 2. I decided to join The Supported Internship Programme at QEH because I had been applying for jobs and had been unsuccessful. I knew that I didn't want to stay on at college. So, I thought that this programme would help me to gain some new skills and grow my CV so that I could get my dream job as a train driver for South Eastern Trains Ltd. However, when I was in my second rotation at the Linen dept. I really enjoyed it there and it was the support that I received from the ISS team that made me decide that I wanted to work for them, in any role.

Since starting this programme I have learnt:

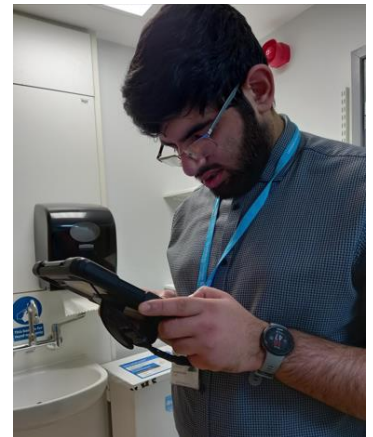
- About hidden job roles e.g. not just doctors and nurses but there are porters; ward hostesses; linen staff etc.
- How to build professional relationships
- All of the NHS employee induction modules. This helped me in my rotations as well as when I had to attend the ISS Induction programme as part of my employment contract.



- About customer services especially how to deal with rude or angry customers
- How to manage my finances - I now have a bank account and am able to use the banking App to help me to pay for my travel

I would have to say that I have really enjoyed:

- Working closely with the patients and staff when I was working on the McMillian Cancer ward and Ward 21. Here I was serving refreshments and lunch; helping patients to fill out surveys. I just enjoy engaging with people and helping in general.
- Some of the trips, especially the theatre to see The Lion King. It was fun to watch especially because I knew the storyline.
- All of the rotations that I had because they really matched my personality and skillset. I knew that I didn't want to be in an office role sitting all day, I wanted to be active and walking about all of the time; I wanted to be around people and working closely in a team.



Things that I have struggled with over the year have been:

- Rushing around and talking really fast. I have had to make a conscious effort to slow down to avoid accidents and when I am speaking I now take a breath and slow down, especially if I am giving patient directions
- At first I was getting involved in a lot of workplace banter but in the classroom we worked on professionalism and I also observed my team members and Zak to learn how to be more professional in the workplace
- Over-spending my money. Before the programme, I would go to the shops and spend all of the money I had. In the classroom we worked on budgeting and we also had a really good workshop from MoneyBk. Now, I save and spend money wisely.

Over the course of the Supported Internship Programme I have had three different rotations and contributed to the teams in various ways:

- Library - In the library I was given a big project to complete where I had to change the email address labels on all books (about ten thousand books). This job was a priority for the department which is a small team of just two. I was therefore a valuable asset to ensure that this job was completed. I even continued with this job when I was on my second rotation. Overall it took me twenty weeks to complete. But, it would have taken much longer for Violet and Leo, especially as they work across sites.
- Across McMillian Ward and Ward 21 some of the jobs I did included cleaning chairs; changing pillowcases; patient surveys and ward hosting. I helped with Pharmacy runs which meant that nurses didn't have to leave the wards to wait for patient medication. I also helped the teams to meet their survey targets.
- Linen Dept. where I loaded the pods with linen for all of the hospital wards at QEH. In the linen team I noticed that the pods had labels that could not be read. This meant that if there were new staff or people covering from elsewhere they wouldn't know which shelf to place the linen inside the pods. So, I decided to relabel all of the shelves in the pods. Shaun, my mentor, said that this was a really good idea.
- Back of house patient catering operative jobs I completed included bleep runs, ward issues, taking in deliveries and making snack packs. I helped the team by sharing in their workload and

this meant that deadlines could be met. For example, bleep runs had to be completed within half an hour. Sometimes there would be several bleep runs at the same time so what we did was Steve would do one bleep run and I would do the other. This way, Steve met his target.

Now that I am nearing the end of my Supported Internship I would say that I am most grateful for all of the support and opportunity to get a job as a Porter at QEH. I think that had I not joined this programme I probably would still be looking for a job. I am hopeful for the future because I have a career where I can progress to Logistics Team Leader and then on to a management role within ISS. I am now looking forward to saving my money so that I can pay for driving lessons.



Parent Testimonial

“Being a parent of a child with learning difficulties is very worrying for both parents and child. Mohammed would get very frustrated when he didn't get the help he needed and especially when he did a test or exam thinking he's given it his very best and will get great results but when his result wouldn't come as he wanted he would get very angry and upset.

When he couldn't get into the course or apprenticeship that he wanted to because he didn't have the right grades it would make him, and us, very upset. We were very concerned about his future regarding a job or career because of qualifications or confidence as he couldn't speak or face the public. (For example if he were to get a job at a superstore, how would managers or other staff explain things again and again if he didn't understand the instructions given).

Then we heard about the DFN Project and that it was for kids with EHCP. So, we went to the Open evening where they explained how they would help these kids to get into work. It seemed too good to be true and we persuaded Mohammed to apply. He did and got in to it. When Mohammed started within the first couple of weeks we saw the change in him. He was happy. He made friends. He instantly became close to his tutor Sonia and job coach Zak. His confidence levels grew; within a month there was a different Mohammed. He said he got that one to one support he had always wanted.

Sonia and Zak have worked really hard in supporting him mentally and physically. They taught him how to be when working with members of the public. Sonia always kept us up to date about everything that was happening by phone calls, emails and text messages and I found we were always on the same page regarding Mohammed. I noticed that the things we would talk to Mohammed about Sonia was saying the exact same things.



I would definitely recommend this programme to every parent who are concerned about their child's future. Because, trust me I never ever dreamt that my son would be working in a hospital with such confidence”.

Mrs Qureshi

Hello, my name is Benjamin.

Before I started the Supported Internship Programme I attended Shooters Hill Sixth Form College where I studied Level 3 Gaming. I decided to join The Supported Internship Programme at QEH because I wanted to gain actual work experience and boost my confidence.

The word that I would use to sum up my DFN Supported Internship journey is "**Productive**" this is because I was placed on three ten week rotations that allowed me to build new skills and also enhance the ICT skills I already had through using different NHS systems such as PowerChart, PrescriptionTrackingSystem and eRoster. I was also able to build on my communication skills to become more self-assured when public speaking. We have had a lot of practice during lessons in the classroom and receiving feedback from the tutor, job coach and my peers. It also helped that I delivered my own Employment Planning Meetings and Family Curriculum presentations. During the year, I was invited by Diedre to present to a panel of distinguished guests at Woolwich town hall. The feedback that I received was that the audience were very impressed by both my presentation and my progress on the programme. This boosted my confidence further.



My overall experience of this course is that it has been "**useful for my professional growth**". I now have a better understanding of the hierarchy of staff and work within each department also, that each department will follow a policy but then they will have their own procedures. I have gained confidence in asking for help if I was struggling -when I was at college I didn't do this as I was scared about being judged. I recall being very shy at the start of the Supported Internship program but over time, because I was in a smaller group, it was easier for me to be heard and feel more comfortable in the classroom setting. I enjoyed some of the trips, such as to The Royal Albert Hall; the theatre performance of The Lion King; visit to Wellcome Museum and the Army activity day because I have never done anything like this before and it is not something that I would normally have chosen to do.

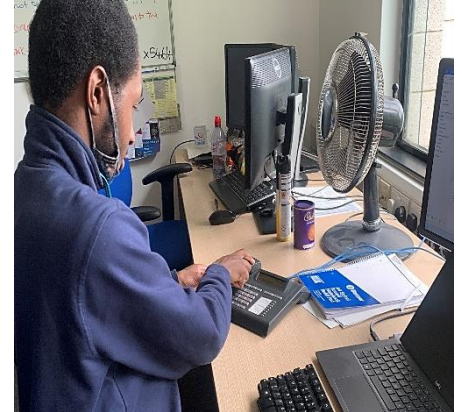
Since starting this programme I learnt:

- how to manage stress in a work environment, for example, taking a walk or journaling. I now journal because, for me, this coping mechanism has become useful to my life. (I also know how to notice if someone is stressed).
- how to answer interview questions using the STAR technique. We practiced in the classroom whenever someone in the group had an interview coming up through role play as a panel and giving feedback.
- how to job search in the classroom. I now have an account on NHS trac and indeed. I went to a reverse job fair where I learnt about the variety of jobs available in the Royal Borough of Greenwich.



I have had three different rotations in: Pharmacy Dispensary, Pharmacy Stores and Workforce Rostering HR department.

- At Pharmacy Dispensary I was the first point of contact at the computer booking system receiving prescriptions from doctors and nurse for patients on the wards. My second rotation in Pharmacy Stores taught me how to pick and pack medications; part of this process was that a member of staff would check my trolley before it was sent up to the wards. Initially I struggled with telling staff to give me a moment to complete the task I was performing before taking on what they needed me to do. The reason I found it hard was because it was my first rotation and I was nervous; I wanted to impress all the members of staff at the pharmacy department. I overcame this by doing practice scenarios with my Job coach on how to say no. It made me more confident with my rotation
- My last rotation was at Workforce rostering HR where I was a part of the ticket system team. This meant that I completed staff enquires across LGT (e.g. password for the roster system, calculating annual leave entitlement, completing bank holiday reductions spreadsheets, study leave). When I first started in this rotation I was putting unnecessary pressure on myself, especially if I did not understand the new system, but I overcame this by I shadowing members of staff in the team. Whilst at this rotation I have made a positive impact to the flow of work by putting a sticky note on all of the telephone extensions. Initially this was for me to know who to transfer calls to but, the team have commented on how this has also helped other members of staff



Feedback from all of my managers and mentors has been positive. I was labelled “an asset to the team” through all of my contributions. For example, whilst working with the Pharmacy team, a new robot was being built. It was quite chaotic but I remained calm and focused. I ensured that I completed all booking requests so that medicine was dispensed in time. I had the opportunity to apply for a position with the Pharmacy team, something I would not have done before the Supported Internship! And, even though I didn’t get the job, I didn’t let this affect me in a negative manner. I have still kept focused and positive. I think that this is because I have now opened my eyes to the different types of jobs on offer.

Now that I am nearing the end of my Supported Internship, I would say that I am most grateful for being part of Cohort 2 because after I finished college I had no idea what career I wanted to do. It helped having a one to one with my job coach before the programme started in September where I completed a skills assessment which identified the jobs my strengths matched.

In conclusion, the experiences of my Supported Internship will contribute to my future growth. I am now closer to reaching my goal of working in business administration because of the experience I have gained on the Supported Internship and the different rotations that I have had over the past year.

Parent Testimonial

My son has been a successful participant in the Supported Internship Programme which provides valuable practical experience, hands-on learning, skill development, networking opportunities, and personal growth.

The internship has been invaluable in offering Ben a platform to explore and develop skills relevant to his career interest. By providing a pathway that is aligned with his future goals, it allowed my son to gain relevant experience and prepare for a successful transition into the workforce through skill development, confidence building, and career readiness.

It has given me comfort, and the reassurance to Ben that he has gained essential skills such as multitasking, communication, meeting deadlines, and working in a team environment. He has applied these skills in practical settings and learnt how to navigate challenges he may face in future working environments. Additionally, the opportunity to interact with professionals in the hospital and receive guidance from mentors have significantly benefitted him by providing him with valuable insights and support.

In all, the Supported Internship Programme at Queen Elizabeth Hospital (Lewisham and Greenwich NHS Trust) has been invaluable in allowing Ben to gain practical skills and preparing for future endeavours.

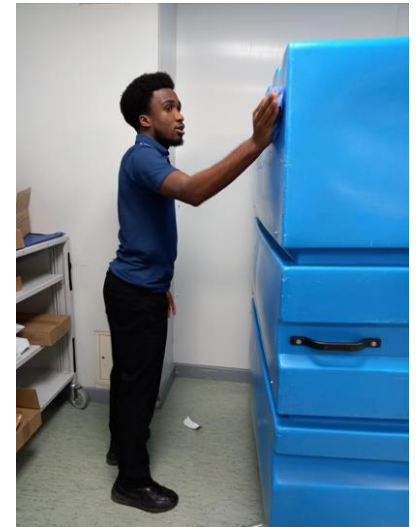
Al Mahmowd (Parent)



Hello, my name is Omarion.

Before I started the Supported Internship Programme I attended Shooters Hill Sixth Form College where I studied Sports science. I decided to join The Supported Internship Programme at QEH because I saw an opportunity to experience a working environment that would allow me to gain knowledge and transferable skills as well as hands-on work experience that I could use when applying for jobs.

The word that I would use to sum up my DFN Supported Internship journey is "**eye opening**" I know that is two words and I apologise. This is because prior to my Supported Internship, the only jobs I associated to a hospital were doctors and nurses. However, now I have spent a year at QEH it has opened my eyes to the many opportunities inside departments. For example: the bedding needed for patient's beds need to come from the pods in the Linen room, the meals patients receive come from the restaurant (back of house).



My overall experience of this course has been "**invaluable**" because I have learnt many new skills and feel that I have grown stronger and more confident in myself. I have definitely become more independent and can now use different modes of transport on my own.

Since starting this programme I have learnt what it is like to be in different working environments. I have had three different rotations and contributed to each:

- Linen Department - The linen room is a fast paced environment as there is a deadline to complete re-stocking of the Pods so the porters can take them up to the Wards. I made sure that I arrived early to clean the pods so that the team were able to start loading the pods with linen. Initially, I struggled to remember the amount of linen for each stack because sometimes it was unclear how much linen was in the bundle so I was slow to complete loading my side of the pods but I overcame this by learning the pattern that the linen was stacked in. (criss-crossed).
- Back & Front of house (Restaurant) even though my main responsibility was the Ward issues I made sure that I was available to other staff if they needed help. When I first started doing the ward issues I would struggle with marking off the chart for the items I had put on the trolley. This is because my colleagues may have marked off the chart but it was not very clear (their tally might have gone over a previous tally) or the mark would not be very clear so I was scared of marking off more than I had taken and making it harder for the people who count the stock at the end of the week. To overcome this, I was able to obtain a coloured chart that showed clearly the name of each item with spaces between the marks. This made my job easier and quicker.
- Macmillan ward - working in-between Ward 21 and Chemo ward (for example when I am with Marilyn I would sometimes be asked to collect medication from pharmacy). It took me a few weeks to become familiar with the Macmillan ward; I was unsure of where my place was and if there would be enough work for me to last the whole day, which at the beginning there was not. The team were very supportive and during the quiet periods they showed me where specific items were stored. Week after week I gained more confidence and was able to independently go to find the items myself.

My highlights during my rotations, I would have to say that I have are:

- Working in Ward 21 - getting patient's orders, serving their lunch, teas and coffees and unloading/loading the dishwasher. I was always on my feet which I enjoyed.
- The Ward issues and lifting items in Back of House. The Ward Issues are food items patients from different wards have ordered which I prepare and place on a cart for the porter to take to the wards
- Loading the pods with clean linen, another very physical role that I enjoyed



Since starting this programme I have learnt:

- How to become more sociable and I am now able to interact with people who I am unfamiliar with. For example, when wearing my ISS or Macmillan ward attire visitors would ask where specific places are in the hospital. At first, I used to be worried about being approached and scared of directing them in the complete opposite direction of where they want to go, however, now I have been doing this internship for a year I feel more comfortable in helping patients when assistance is needed.
- Confidence speaking up more. An example of this is when in Linen my colleague and I were confused on which day we cleaned the pods. I was very sure it was these particular days and my colleague thought the other days, nonetheless, we waited until the boss came in and he confirmed it was the days that I said.

Now that I am nearing the end of my Supported Internship I would say that I am most grateful for Zak supporting me in finding jobs that suit me and helping me through the rotations if I was struggling with something. I am also grateful to Sonia for helping me correcting information on my C.V. for future jobs and any other written work, making up PowerPoints for our class lessons, planning our days out. I want to thank them both for their daily support and encouragement.

In conclusion, the experiences of my Supported Internship will contribute to my future growth. I think that I am now closer to reaching my goal of being in full-time employment because of the experiences I have had in different apartments that will make me a strong candidate for roles that I may be interested in applying for.

Parent Testimonial

Just before our son left College we received a flyer for the Supported Internship Programme and as he wasn't sure what he wanted to do, this sounded like the perfect opportunity for him. Our son has a learning disability and has a EHCP.

When he started the programme, the Tutor, job coach and mentors were all very welcoming and made us feel very much at ease - it was also very informative and reassuring for him and ourselves.

The programme has three 10-week rotations doing different jobs, with one-to-one support from his dedicated tutor and mentors, it has been an invaluable experience for him. It has improved his skills, knowledge, confidence, self-esteem and motivation immensely. There was always lots of support and feedback from his Tutor, job coach and mentors. If we ever had questions, nothing was ever too much trouble. Our son is continuing being supported to find a job for his future.

We can without hesitation thoroughly recommend this programme.

Jackie & Vic Edwards (Parents)



Hello, my name is Angel

Before I started the Supported Internship Programme I attended Shooters Hill Sixth Form College where I studied Childcare Level 1. I decided to join The Supported Internship Programme at QEH because I wanted to get professional experience in a work environment, improve my confidence and communication skills and get a job.

The word that I would use to sum up my DFN Supported Internship journey is "**great**" especially because my final rotation was at pre-school.

My overall experience of this course has been "**good**" because I learnt a lot this year. I think that I am now closer to reaching my goal of working as a nursery assistant because I have worked at a pre-school and a crèche during my final rotation which has given me the experience I need to add to my CV and apply for jobs.

Since starting this programme I have learnt many things including:

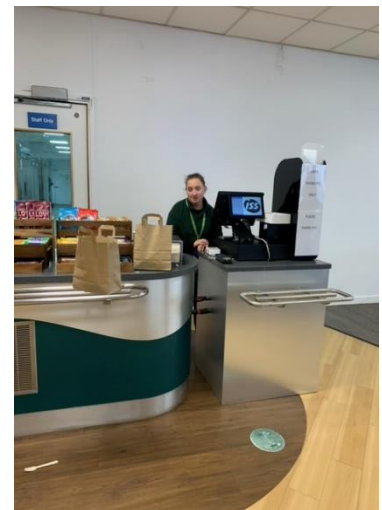
- Safeguarding Level 1 for adults and children.
- How to work in a team.
- How to talk to customers.
- How to take care of children.
- How to use the till in a canteen
- Improving my ICT skills.

I would have to say that I have really enjoyed:

- Going on trips and travelling on the dlr and the Elizabeth line. I had been on the Elizabeth line before.
- I really enjoyed the pre-school because it is something I really want to do in the future as a career.
- Making good friendships at the Supported internship.

Over the course of the Supported Internship Programme I have had three different rotations in:

- 1 Chaplaincy where my job title was Chaplain Administrative Assistant. I have contributed to the team by creating a Diwali leaflet to promote Diwali at QEH. My leaflets were used on Diwali day. Rev. Emanuel and the guest speaker were very impressed.
- 2 Restaurant where my job title was Front of House Retail Assistant. When I started in the department I was of great help because they were short staffed. I worked closely with my mentor, Anila, and learnt how to do all of the jobs. The first job I was given was operating the till during a busy lunchtime, I was nervous but I overcame this by observing and listening to the rest of the team as well as the staff teaching me.



3 Crafty Wizards where my job title was General Early Years Practitioner. When I first started there wasn't a lot to do as I was work experience but as the weeks went by the staff saw that I was able to take on more responsibility such as 1-2-1 support, circle time activities to reinforce the Golden rules of the pre-school. I even supported at sports day and assisted staff who took a small group to Avery Hill Park.

Now that I am nearing the end of my Supported Internship I would say that I am most grateful for having had the chance to work at Crafty Wizards Crèche and day nursery. It means that I can now show work experience at two different nurseries which will help in my job applications.



Throughout the year the Supported Internship has given me the confidence and experience to reach my goal of becoming a nursery assistant. The programme has also seen me improve my independence, self-esteem and written and verbal communication through working with my peers, tutor and job coach in the classroom. I have improved my ICT skills from working in Chaplaincy creating PowerPoints. In the restaurant I have further developed my communication skills and feel more comfortable talking to strangers. I have gained valuable nursery experience.

In conclusion, the experiences of my Supported Internship will contribute to my future growth. I am now seeking full-time employment.



To Parents and family members of Cohort 2, Lewisham & Greenwich NHS Trust, ISS, Greenwich Council, Unity Works, DfN Project SEARCH and Newhaven staff "Thank you" for working with us.