



Impact Hub

Learning for the whole team

ABOUT THESE HANDS ACADEMY

Learning that helps ensure nobody deteriorates unnoticed

These Hands Academy is a clinically led social-impact organisation helping health and social care teams recognise deterioration earlier, communicate concerns clearly and take the right action at the right time.

Founded by an experienced critical care nurse, our work is grounded in real-world practice. We understand the pressures facing care providers and the importance of giving staff the confidence, knowledge and practical tools they need to speak up when something does not feel right verbally and when using digital systems.

Our training brings together **Soft Signs, NEWS2, vital-sign observations and SBAR communication**, creating a common language between health and social care. The learning is practical, accessible and designed to support staff in applying their knowledge during everyday care.

Introducing the Impact Hub

The Impact Hub is our online learning and resource platform for care providers, managers and frontline teams.

It provides flexible access to CPD-accredited learning, practical resources in the ever growing E-library and ongoing support, helping organisations strengthen workforce confidence, improve communication and embed safer ways of working.

Simple. Direct. Impactful.

Learning that fits around busy services, improves outcomes for the people receiving care and helps them remain safely in the place they call home, while giving families greater confidence and reassurance in the quality of care being provided.

Learning that grows with you

The Impact Hub has been designed with room to grow. New resources and programmes will continue to be developed in response to feedback, changing practice and the needs of health and social care teams.

OUR CPD-ACCREDITED PROGRAMMES

Managing Deterioration Proactively

This programme helps care staff identify the early signs that a person may be becoming unwell. It introduces Soft Signs of deterioration, explains why knowing what is normal for each person matters and supports staff to recognise changes before they become a crisis.

Learners explore why people deteriorate, how to take and record observations, understand the purpose of NEWS2 and communicate concerns using SBAR/D: Situation, Background, Assessment and Recommendation. The programme builds confidence, encourages professional curiosity and helps staff explain their concerns in a way that healthcare professionals can understand and act upon.

Ideal for:

Care assistants, senior carers, support workers and anyone responsible for monitoring changes in a person's health or wellbeing.

Managing Deterioration with Telehealth

This programme builds on the principles of proactive deterioration management and supports staff using telehealth equipment to collect and communicate clinical observations.

Learners are guided through the safe and effective use of equipment, the programme explains how technology supports, but does not replace, professional judgement whilst supporting teams to maximise its use.

Ideal for:

Care homes, supported-living services and community teams using telehealth or remote-monitoring equipment.

Manager's Refresher

The Manager's Refresher provides an overview of the key principles of managing deterioration and helps managers understand their role in creating a safe, confident and responsive culture.

The programme supports managers to review expectations around training, competency, escalation, recording and quality assurance. It also explores how managers can use data, reflective learning and continuous quality improvement to strengthen practice across their service.

Rather than treating deterioration training as a one-off activity, the refresher helps managers embed it into induction, supervision, team meetings, safety huddles and everyday care.

Ideal for:

Registered managers, deputies, clinical leads, team leaders and quality or training leads.

Flexible learning for the whole team

The Impact Hub allows staff to learn at a time and pace that works around their role and responsibilities.

The bite-sized programmes can be accessed throughout the year, helping providers reduce pressure on rotas while maintaining consistent access to high-quality learning.

Each participating service receives access according to its agreed licence, enabling staff to complete relevant programmes and revisit their learning when they need a refresher.

A straightforward joining process

Once your organisation joins the Impact Hub, we will support you to:

- Set up your organisation and nominated users
- Identify the programmes most relevant to your team
- Share joining instructions and platform access
- Support staff through the onboarding process
- Monitor participation and course completion
- Help managers encourage and embed the learning

Organisations purchasing multiple licences or enrolling larger groups can also discuss supported onboarding arrangements with our team.

Your membership

Membership includes access to our growing **e-library of practical resources**, designed to help staff transfer learning into everyday practice.

The e-library gives staff somewhere to return to after completing their programme, supporting continuous learning rather than one-off training.

JOIN THE IMPACT HUB

Give your team the confidence to notice, communicate and act

When staff recognise deterioration earlier and can communicate their concerns clearly, people have a better chance of receiving the right support at the right time.

The Impact Hub helps organisations:

- Build staff confidence and competence
- Strengthen communication with healthcare professionals
- Support earlier recognition of deterioration
- Embed consistent approaches across teams
- Provide accessible CPD-accredited learning
- Reduce reliance on one-off classroom training
- Support governance, quality assurance and continuous improvement

Who is the Impact Hub for?

The platform can support:

- Residential and nursing homes
- Supported-living services
- Home-care providers
- Learning-disability services
- Community and reablement teams
- Training providers
- Local authorities and integrated care systems

Talk to us about your team

To discuss membership, organisational licences, group onboarding or partnership opportunities, contact These Hands Academy.

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