

# Health and social care

in The Marches (Shropshire, Herefordshire, Telford and Wrekin)

There are two different types of role in the health sector - frontline jobs which involve direct contact with patients and support roles which are vital to keeping the service running. Social care is about supporting people who struggle to look after themselves so that they can maintain a sense of wellbeing and independence.

**National  
Careers  
Service**  
Helping you take  
the next step

## Local Overview

Health and social care is one of the largest sectors in the Marches employing over **39,000 people**. Most people work in hospitals, social care and residential care; other areas of work include medical and dental practices. Jobs can be in the public sector such as the NHS or local authority, the private sector and non-profit service providers.

### Roles Needed

There is a need for **nurses and social care workers** both nationally and locally. With above average employment in residential care for the elderly and disabled, there is also high demand for personal care skills across the Marches. Nurses, nursing assistants, social workers, care workers and home carers are all in high demand in the area.

### Courses Available

Across the Marches, several private training providers and colleges including Herefordshire, Ludlow & North Shropshire College and Telford College deliver health and social care courses, support apprenticeships and access to vocational qualifications.

Shropshire Partners in Care (SPiC) also offers a range of **skills and training programmes**.

Royal Shrewsbury Hospital has a recognised Centre of Excellence in Nursing that delivers degrees awarded by Staffordshire University as well as placements for ungraduated nurses.

To meet local needs, the University Centre Shrewsbury launched a **foundation level access to nursing** in 2020 and a nursing degree in 2021. New undergraduate nursing courses have also been recently developed by the University of Wolverhampton at its Telford Innovation Campus.

The Marches is also home to the Robert Jones and Agnes Hunt Orthopaedic Hospital (RJAH) in Oswestry - an international centre of expertise with a very active Research and Development Unit.

There are a range of education and training providers in the area and National Careers Service can support you to find the right course.

# Future trends

Due to a rising number of people living longer with more complex and longer-term conditions, there is a higher demand for services and for people to work in both the health and social care sectors.

Roles such as nurse, social worker, care worker, care manager and specific jobs in patient care are particularly in demand.

Advances in technology are making an impact on this sector such as virtual GP appointments, wearable technology, sensors, Internet of Thing (IoT), big data, predictive analytics, data visualisation tools, artificial intelligence (AI) and blockchain electronic health records. Face-to-face care will always be important but digital technologies may transform the way health and social services are delivered in the community and change skills and training requirements.

Shropshire is leading the way in looking at high tech solutions to address health

and care needs. Technology companies are involved in the development of new digital health tools and assistive technologies are being trialled to help people stay independent, safe and active for longer.

The use of telemedicine, telecare and remote support for carers and care workers has increased across the Marches. With many dispersed residents in remote rural areas across Herefordshire and Shropshire, there has been a spur in the use of digital technology to provide care for individuals who have been isolating at home or in care homes.

Other key trends include the personalisation of care, an increased focus on mental health and the integration of health and social care. Integration and personalisation of care may require professionals to adopt new roles and responsibilities that have a mix of health and social care competencies.

## Local employers

1. Barchester Healthcare
2. Bryn Melyn Care
3. Coverage Care
4. Herefordshire Care Homes
5. Home Instead Senior Care
6. Marches Care
7. Midlands Partnership NHS Foundation Trust
8. Morris Care
9. Nuffield Health
10. Wye Valley NHS Trust
11. Shrewsbury and Telford Hospital NHS Trust
12. Shropshire Community Health NHS Trust
13. Shropshire Doctors Cooperative
14. Herefordshire and Worcestershire Health and Care NHS Trust
15. Robert Jones and Agnes Hunt Orthopaedic Hospital
16. Shaw Healthcare

# Job roles



ambulance driver

art therapist

biomedical scientist

call handler

care worker

care home manager

catering staff

community nurse

counsellor

data analyst

dental nurse

dietetic assistant

donor carer

donor carer geneticist

GP

estates technician

forensic psychologist

health records  
administrator

healthcare assistant

IT helpdesk officer

lab technician

health visitor

human resources officer

learning disability nurse

medical secretary

mental health nurse

midwife

nursing manager

occupational therapist

optician

patient transport service  
driver

pharmacist

phlebotomist

physiotherapist

prosthetic technician

psychologist

public health trainer

reception staff

school nurse

security staff

social worker

theatre support worker



# Skills and qualities

In health and social care, employers are particularly looking for:

good  
communication  
skills

empathy

commitment

teamwork and  
interpersonal skills

ability to remain  
calm under  
pressure

digital and ICT  
skills

leadership and  
management skills

reliability

ability to  
manage own  
time and prioritise  
tasks

an  
analytical and  
logical approach  
to solving  
problems



# Routes into this sector

There is a wide range of jobs at different levels and while some jobs are in support roles such as facilities management or administration, for those working directly with people, being able to demonstrate that you have compassion and commitment will go a long way. Ways to get into this sector will vary depending on the job role.

> Apply directly for roles such as reception staff - you may need **GCSEs** at grades 9-4 (A\*-C) and basic digital/IT skills. An agency job may also be a good way in.

> Choose a **college course** at level 3 (A level equivalent) or level 4 to add to your qualifications.

> An **apprenticeship** could be a good route in – from healthcare science assistant (intermediate apprenticeship) and ambulance support worker (advanced apprenticeship) to nurse, radiographer or social worker (degree apprenticeship). Always check the requirements for each individual apprenticeship.

> For some roles, employers will look for someone who has a **university degree** but also check to see if a higher or degree apprenticeship is an option for a graduate-level job.

Work your way up to roles such as senior healthcare support worker by training on the job.

## What could you earn?

Care worker  
£12,500 to £25,000

General practitioner (GP)  
£58,800 to £88,700

Healthcare assistant  
£18,000 to £24,000

Health service manager  
£31,400 to £104,900

Medical secretary  
£16,500 to £27,000

Mental health nurse  
£24,900 to £44,500

Nurse  
£24,900 to £37,900

Occupational therapist  
£24,900 to £62,000

Social worker  
£24,000 to £40,000

Physiotherapist  
£24,900 to £44,500



## Find out more

For more information about the labour market in your area or in a particular sector you can **speak to one of our expert careers advisers by calling 0800 100 900.**

Visit our website <https://nationalcareers.service.gov.uk> to access over 800 job profiles, online resources and digital tools, or to contact us via webchat or email.