

Case Study

Empowering Managers to Achieve Distinction-Level Success

About Home Instead

Home Instead Norwich is part of the UK's leading home care network, delivering high-quality, relationship-led support to older adults across Norfolk. With a strong focus on professionalism, compassion, and community, their team of managers are committed to delivering excellence at every level.

Organisational Challenge

Home Instead Norwich was seeking a training provider who could deliver Health and Social Care apprenticeships that not only met industry standards but also equipped their team with the practical skills and confidence to grow and lead within a demanding care environment.

Our Approach

The programme was tailored to reflect the real-world challenges and dynamics of the adult care sector, with:

- Monthly 1:1 sessions with experienced tutors
- Access to subject specialists
- Expert-led workshops aligned to management best practice
- Progress tracking via our online platform, giving managers visibility and control

Our flexible, responsive delivery model ensured learners could balance their studies alongside busy roles, without compromising on depth or rigour.

The Results

The most recent learners on programme successfully achieved Distinctions—a remarkable 100% success rate at the highest level of achievement. These results demonstrate not just the individual effort of each learner, but also the strength of the partnership between Home Instead Norwich and t2 group.

“As both a manager and apprentice, I’ve experienced excellent support and communication throughout the programme. Tutors truly understand the challenges within our sector, recognising the pressures of balancing care responsibilities with study commitments. The workshops have been informative and a great opportunity to share ideas with peers from other organisations.”

Ruth, Manager & Apprentice, Home Instead Norwich

t2 group’s Perspective

“We’re incredibly proud of the learners at Home Instead Norwich and the results they’ve achieved. It’s been a pleasure to support such a motivated team through their development journey. Seeing each individual gain a Distinction is testament to their hard work and the strength of the partnership we’ve built together.”

Anthony David, Managing Director, t2 group

What’s Next

With a proven track record of success, Home Instead Norwich continues to invest in developing their managers and team leaders through apprenticeships. t2 group looks forward to continuing the journey with them and supporting future cohorts to achieve equally impactful results.