

Level 2 Healthcare Support Worker

DURATION

12

MONTHS



Healthcare Support Workers (HCSWs) work as part of a team providing high-quality and compassionate care to individuals. You will carry out well-defined routine clinical duties like monitoring an individual's conditions (by checking things like blood pressure, temperature or weight), checking on their overall progress, comfort and well-being.

Depending on where you work, you may also help them to eat, drink, wash, dress or go to the toilet. You will prepare individuals for healthcare activities carried out by other members of the healthcare team, looking after them before, during and/or after those activities in line with their care plan. You will also carry out non-clinical duties and, depending on where you work, this could include things like keeping records, making beds, tidying up your work area, returning or cleaning the equipment used during a clinical activity. You will be able to address straightforward problems in your day to day work, reporting concerns and changes to the appropriate person in a timely manner. HCSWs work in a range of healthcare settings and your team may include workers from both Health and Social Care. You will report to a registered healthcare practitioner who will directly or indirectly supervise your work.

How we deliver this Apprenticeship

This Apprenticeship is delivered on a virtual basis, with an observation of practice, in your workplace by your own dedicated expert Clinical Healthcare tutor.

They will meet with you every month to provide teaching and training to help you develop new knowledge and skills and guide you through the programme.

They will then assess your competence by observing you applying the new skills at work and helping you develop a portfolio of evidence to prove you have met the requirements of the Apprenticeship.

Qualifications included in this Apprenticeship

- Level 2 Healthcare Support Worker Apprenticeship Standard

Functional Skills

- Level 1 Functional Skills in English and maths (if required)

Progression

This Apprenticeship provides an ideal entry into the occupation and supports progression within the sector.

Programme content

The knowledge and understanding you will develop

Personal and people development

- The legislation, policies, standards, local ways of working and codes of conduct that apply to your own role
- The scope of practice, limitations of your own competence and who to ask for support
- The principles of continuing personal development and the local arrangements for appraisal and supervision
- Ways to source evidence to support improvement in the workplace
- The principles of the 'Care Certificate'
- The principles of reflective practice
- The principles of 'quality improvement'

Person-centred care and support

- The principles of 'person-centred care and support', including principles of Equality, Diversity and Inclusion, active participation, consent and choice
- The activities of daily living and ways to support individuals in developing and maintaining their independence in carrying out these activities

Duty of care and safeguarding

- The principles of a 'duty of care' and 'safeguarding', including the signs and types of abuse and ways to reduce the risk of abuse

Health Intervention

- The signs and symptoms that an individual is in pain, distress or discomfort
- The signs and symptoms that an individual's health and well-being is changing and ways to report changes
- Techniques and principles to perform basic life support
- The physiological states, their normal ranges and the correct tools or equipment used to measure them
- The importance of prescribed medication and the limitations of own role in relation to medication
- The principles of hydration, nutrition and food safety

Communication

- The communication techniques to maximise understanding including for individuals with specific communication needs or wishes
- Ways to record and store information securely and in line with national and local policy and legislation, including the safe use of technology
- The principles and organisational policies for confidentiality, duty of confidence and disclosure
- The principles of health promotion, availability of services to support individuals with lifestyle choices and how referrals can be made if required
- Local systems to order and manage supplies and stocks
- Local systems to manage appointments, including IT and telephone systems, how and where to sign-post individuals

Dementia, cognitive health issues, and mental health

- The meaning of 'capacity', and the differences between mental illness, dementia and learning disability and the impact of these conditions on an individual's needs

Infection prevention and control

- The principles of infection prevention and control and the importance of good personal hygiene, hand hygiene and correct use of Personal Protective Equipment (PPE)
- Methods to safely clean and dispose of materials and equipment, including ways to handle hazardous materials and substances

Health, safety and security

- The meaning of 'risk' in the workplace, ways to identify and raise concerns and own responsibilities in relation to incidents, errors and near misses

Moving and handling

- The health and safety legislation, the principles of safe moving and handling of equipment and other objects and assistance of individuals

Programme content

The skills you will learn to apply in your work

Personal and people development

- Work in line with legislation, policies, standards, local ways of working and codes of conduct that apply to your own role
- Work within the scope of practice, the limits of own knowledge and skills, escalating and reporting to others when needed
- Support others with appointments, enquiries and referrals
- Participate in appraisal and supervision to support ongoing personal development
- Participate in training and development activities including the Care Certificate Standards
- Reflect on your own practice
- Contribute to improvement activities in the workplace, for example collecting and logging data for audit
- Use evidence to make suggestions for improving practice

Person-centred care and support

- Work as part of a multi-disciplinary team to provide safe non-discriminatory person-centred care and support in line with individual's established consent

Duty of care

- Implement a duty of care, recognising and responding to safeguarding and protection concerns and acting in the best interest of individuals to ensure they do not come to harm

Health intervention

- Recognise and respond to the signs and symptoms that an individual is in pain, distress or discomfort to maximise comfort and well-being
- Recognise and respond to changes in individuals' health and well-being
- Support individuals with activities of daily living to maximise independence in line with their desired outcomes and plan of care
- Assist the registered practitioner in encouraging individuals to take or use their prescribed medication
- Promote access to fluids and nutrition in line with an individual's care plan
- Act on opportunities to support others to maximise their health, well-being and positive lifestyle choices

Basic life support

- Perform basic life support

Physiological measurements

- Undertake physiological measurements, selecting and using the correct tools or equipment

Infection prevention and control

- Contribute to the cleaning, disinfecting and disposal of materials and equipment
- Maintain a safe and healthy working environment, using a range of techniques for infection prevention and control, including hand hygiene and the use of Personal Protective Equipment (PPE)

Communication

- Communicate with individuals using techniques designed to facilitate understanding
- Record and store information related to individuals securely and in line with local and national policies, including the safe use of technology
- Report and share information related to individuals securely and in line with local and national policies, maintaining confidentiality

Dementia, cognitive health issues, and mental health

- Recognise and respond to limitations in an individual's mental capacity

Moving and handling

- Move and handle equipment or other items safely and assist individuals

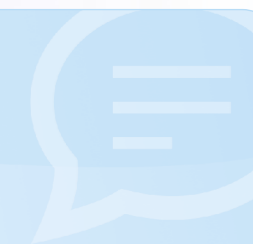
Health, safety and security

- Take action in response to identified concerns, risks, incidents or errors and near misses arising in the workplace
- Contribute to the storage of supplies and equipment

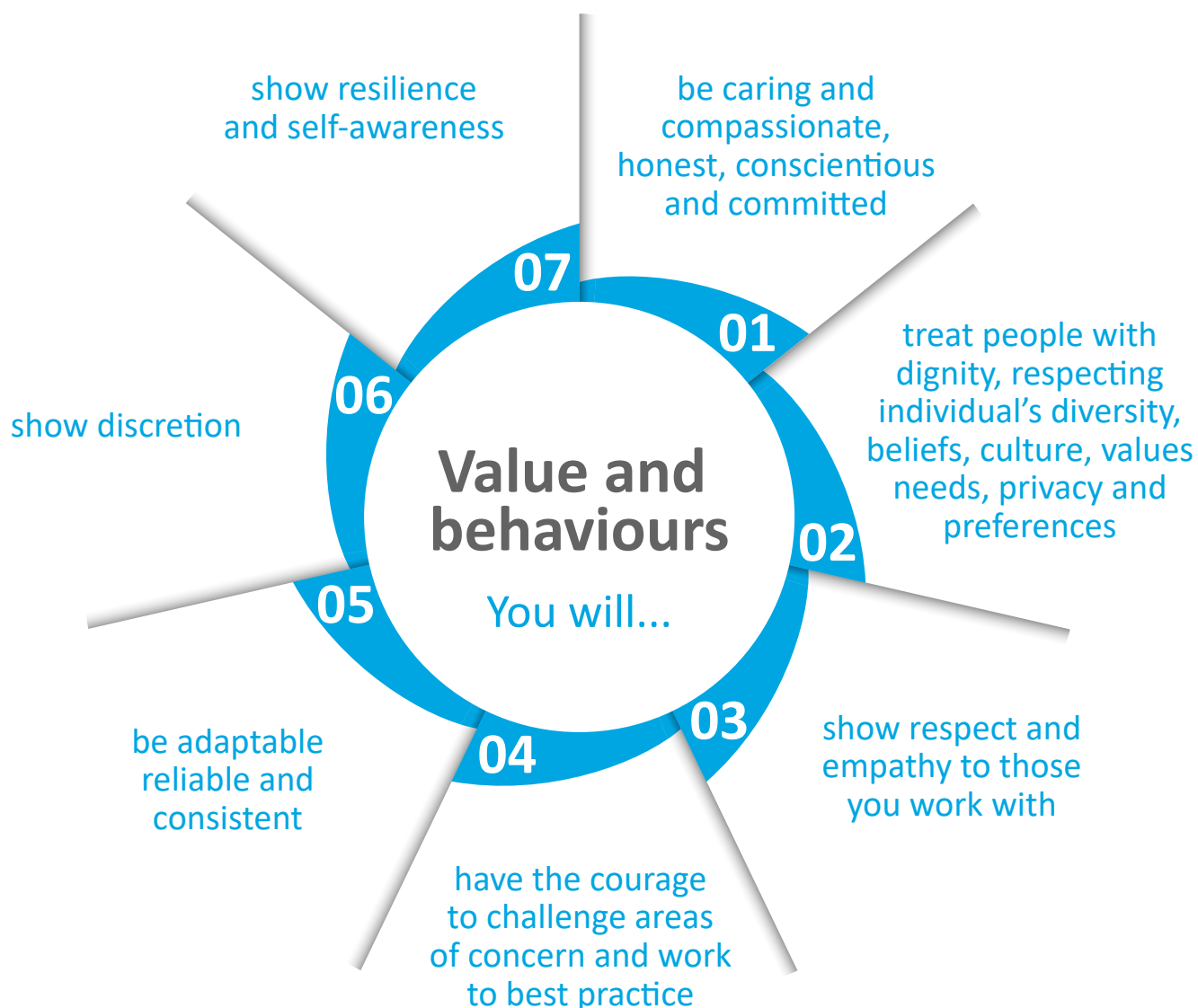
End Point Assessment

Once you, your manager and your tutor feel you are ready you will be put forward for End Point Assessment. This will be with an external End Point Assessment Organisation of your choice.

The End Point Assessment will include an observation of practice and a professional discussion underpinned by a portfolio of evidence. Your dedicated tutor will fully prepare you throughout the programme to ensure you have the confidence and necessary skills to meet the requirements of End Point Assessment.



Personal attributes and behaviours expected of all Healthcare Support Workers carrying out their roles



What Ofsted said about our programmes at our last inspection:

“Apprentices develop good work-related skills, as well as broader qualities such as reliability and increased self-confidence. These newly acquired skills support them in becoming valued team members in busy Health and Social Care settings from early on in their course”

Care, its what we do

For more information contact us at: **029 2079 9133**

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