

# Level 2 Healthcare Support Worker

DURATION

14

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 wellbeing.

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 one to one basis in your workplace by your own dedicated expert Clinical Healthcare tutor.

They will meet with you every month (face to face or virtually) 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

### Communication

- Why it is important to communicate effectively at work
- How to communicate with individuals that have specific language needs or wishes
- Ways to make yourself understood
- How to reduce problems with communication
- Legislation, policies and local way of working about handling information
- How to keep information confidential
- Why it is important to record and store patient information securely
- What to do if you think information is not secure

### Health intervention

- How to do routine clinical tasks (e.g. check blood pressure, temperature, weight etc.) delegated from a registered nurse or other health professional
- The signs and symptoms of a person who is experiencing pain or discomfort
- How to promote a person's physical health and wellbeing
- How to support a person's comfort and wellbeing
- The importance of hydration, nutrition and food safety
- What the activities of daily living are and which ones you are expected to support in your role
- The signs of a person whose health and wellbeing is deteriorating and how to report changes and deterioration

### Person-centred care and support

- What it means to give 'person-centred care and support'
- Why it is important to get consent, even when it is difficult
- Why it is important to get people actively involved in their own care
- Why it is important to give people choices about their care
- Why treating people as valuable and unique individuals makes a big difference to how they feel

### Dementia, cognitive health issues, mental health

- The main forms of mental ill health and their impact on people's lives and how to promote mental health and wellbeing
- The possible signs of limitations in mental capacity and what to do when you notice them
- The possible signs of mental health, dementia and learning disability in people
- Why depression, delirium and the normal aging process may be mistaken for dementia
- The importance of early diagnosis in relation to dementia and other cognitive issues
- How to report changes or deterioration

### Basic life support

- How to perform basic life support

### Physiological measurements

- The range of physiological states that can be measured including body temperature, weight, height, blood pressure, pulse and breathing rate
- The normal range of physiological measurements

### Personal and people development

- Your role, and the responsibilities and duties of your role
- Why it is important to work in ways that have been agreed by your employer and to follow standards/codes of conduct
- Working relationships and the importance of working well with other people
- Where to go for help and support about anything related to your work
- The importance of personal development and how to reflect on your work
- How to create a personal development plan Health, safety and security
- Legislation, policies and local ways of working which relate to health and safety at work
- Your responsibilities and the responsibilities of others relating to health and safety at work
- What to do in situations that cause harm to themselves and others
- How to handle hazardous materials and substances
- What to do when there is an accident or sudden illness

### Duty of care

- The meaning of 'duty of care' and why it is important
- What support is available when you come across a difficult situation or when someone makes a complaint

### Safeguarding

- Legislation, policies and local ways of working about Safeguarding and protection from abuse
- The signs of abuse and what to do if you suspect abuse
- How to reduce the chances of abuse as much as possible

### Infection prevention and control

- Legislation, policies and local ways of working that help to prevent infection
- The meaning of 'risk' and 'risk assessment'
- The importance of good personal hygiene and handwashing
- How to select the right PPE (such as gloves, aprons and masks)
- How infections start and spread
- The importance of cleaning, disinfecting and maintaining a clean workplace to reduce the risk and spread on infection
- The meaning of 'antimicrobial resistance'

### Moving and handling

- Why people and objects need to be moved safely
- How to move and position people safely
- How to move and handle equipment and other objects safely
- Agreed ways of working when moving people and how to identify any risks

### Equality, Diversity & Inclusion

- Equality, Diversity & Inclusion legislation, policies and local ways of working
- Why equality is important and how discrimination can happen at work

## Programme content

# The skills you will learn to apply in your work

### Communication

- Communicate effectively with individuals, their families, carers and healthcare practitioners using a range of techniques
- Keeping information confidential
- Handling information (record, report and store information) related to individuals in line with local and national priorities

### Health intervention

- Support individuals with long term conditions, frailty and end of life care
- Identify and respond to signs of pain or discomfort
- Promote physical health and wellbeing of individuals
- Assist with an individual's overall comfort and wellbeing
- Support individuals with activities of daily living
- Recognise deteriorations in health, long term conditions, physiological measurements, skin integrity and report appropriately
- Report any changes in physical health needs as appropriate

### Person-centred care and support

- Demonstrate what it means in practice to provide person-centred care and support

### Dementia, cognitive health issues, mental health

- Promote mental health and wellbeing
- Recognise limitations in mental capacity and respond appropriately
- Recognise and respond to signs of poor mental health for example dementia, depression, anxiety or other cognitive issues
- Recognise and report any deterioration in an individual's mental health

### Basic life support

- Perform basic life support for individuals using appropriate resuscitation techniques and equipment

### Physiological measurements

- Undertake a range of physiological measurements using the appropriate equipment including height, weight, temperature, pulse, breathing rate and blood pressure

### Personal and people development

- Take responsibility for, prioritise, and reflect on your own actions and work
- Work as part of a team, seeking help and guidance when you are not sure
- Maintain and further develop your own skills and knowledge through development activities
- Maintain evidence of your personal development
- Actively prepare for and participate in appraisal

### Health, safety and security

- Maintain a safe and healthy working environment
- Take appropriate action in response to incidents or emergencies following local guidelines

### Duty of care

- Follow the principles for implementing a duty of care
- Always acting in the best interest of individuals to ensure they do not come to harm

### Safeguarding

- Follow the principles of Safeguarding and protection

### Infection prevention and control

- Use a range of techniques for infection prevention and control including waste management, hand washing and the use of Personal Protective Equipment (PPE)

### Moving and handling

- Move and position individuals, equipment and other items safely

### Equality, Diversity & Inclusion

- Follow the principles of Equality, Diversity & Inclusion

## 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 multiple-choice test, observation of practice and an evidence portfolio with interview. 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.



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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