

Healthcare Support Worker Apprenticeship Programme



Level 2



12 months on programme

3 months End Point Assessment

Occupation profile

Healthcare support workers (HCSWs) work as part of a team providing high quality and compassionate care to individuals. You 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 nonclinical 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.

Healthcare settings may include hospitals, community clinics or health centres, individuals' homes, nursing/care homes, hospices, mental health settings and GP surgeries. (list is not exhaustive)

Typical job titles:

- Healthcare Assistant
- Healthcare Support Worker
- Nursing Assistant
- Nursing Auxiliary



Programme qualifications and requirements

Apprentices without Level 1 English and maths will need to achieve this level and sit the test for Level 2 during the apprenticeship programme. In addition a portfolio of evidence will need to be collated.

Entry requirements

There are no entry requirements to the apprenticeship, however employers may run their own selection process.

Behaviours of a HCSW

You will treat people with dignity, respecting individual's diversity, beliefs, culture, values, needs, privacy and preferences; show respect and empathy for those you work with; have the courage to challenge areas of concern and work to best practice; be adaptable, reliable and consistent; show discretion; show resilience and self-awareness

Skills and knowledge you will gain

Communication skills

- communicating effectively with individuals, their families, carers and healthcare practitioners using a range of techniques, keeping information confidential
- handling information (recording, reporting and storing information) related to individuals in line with local and national policies

Communication knowledge

- the importance of communicating 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
- knowledge of legislation, policies and local ways of working

Health intervention skills

- supporting individuals with long term conditions, frailty and end of life care
- identifying and responding to signs of pain or discomfort
- promoting physical health and wellbeing of individuals
- assisting with an individuals' overall comfort and wellbeing
- supporting individuals with activities of daily living
- recognising deteriorations in health, long term conditions, physiological measurements, skin integrity and reporting appropriately
- reporting any changes in physical health needs as appropriate

Health intervention knowledge

- how to do routine clinical tasks (eg check blood pressure, temperature, weight etc) delegated from a registered nurse or other healthcare 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 skills

- demonstrating what it means in practice to provide person centered care and support

Person centred care and support knowledge

- 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; and why treating people as valuable and unique individuals makes a big difference in how they feel

Dementia, cognitive issues, mental health skills

- promoting mental health and wellbeing
- recognising limitations in mental capacity and responding appropriately
- recognising and responding to signs of poor mental health for example dementia, depression, anxiety or other cognitive issues
- recognising and reporting any deterioration in an individual's mental health

Dementia, cognitive issues, mental health knowledge

- 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 ageing 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 skills

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

Basic life support knowledge

- how to perform basic life support

Personal and people development skills

- taking responsibility for, prioritise and reflecting on your own actions and work
- working as part of a team, seeking help and guidance when you are not sure
- maintaining and further developing your own skills and knowledge through development activities; maintaining evidence of your personal development and actively preparing for and participating in appraisal

Personal and people development knowledge

- your role and the responsibilities and duties of your job; 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; who or 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 skills

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

Health, safety and security knowledge

- 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 could cause harm to themselves and others; how to handle hazardous materials and substances; and what to do when there is an accident or sudden illness

Duty of care skills

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

Duty of care knowledge

- 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 skills

- following the principles of safeguarding and protection

Safeguarding knowledge

- 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; and how to reduce the chances of abuse as much as possible

Infection prevention and control skills

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

Infection prevention and control knowledge

- 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 hand washing ; 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 of infection; and the meaning of 'antimicrobial resistance

Moving and handling skills

- moving and positioning individuals, equipment and other items safely

Moving and handling knowledge

- 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 know how to identify any risks

Physiological measurements skills

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

Physiological measurements knowledge

- 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

Equality and diversity skills

- following the principles of equality, diversity and inclusion

Equality and diversity knowledge

- equality and diversity legislation, policies and local ways of working; why equality is important and how discrimination can happen at work

Details of the programme

You will be allocated a Skills & Development Coach who will support and guide you for the duration of your apprenticeship.

Your apprenticeship programme will be delivered as blended learning. Blended learning is a combination of both online and face to face delivery.

You will need to have good internet access and a suitable device such as a smart phone, laptop, or tablet to work on.

Microsoft Teams is used for coaching sessions and ZOOM is currently used for taught sessions. You will need to check with your employer that access to ZOOM and Microsoft Teams is available and permitted if using a work device to complete your training.

During your apprenticeship programme, you will participate in training, development and on-going review activities.

These typically include:

- Induction (specific to your workplace)
- Study days and training courses
- Mentoring/buddy support
- Completion of a portfolio through which you gather evidence of your progress
- Structured one to one reviews of your progress with your employer and/or Dynamic Training

Assessment Gateway

After completing the mandatory requirements of your apprenticeship and demonstrating that you are consistently working at the level of a healthcare support worker, your employer in consultation with Dynamic Training, will put you forward for End Point Assessment.

End point assessment

End Point Assessment provides the opportunity for you to demonstrate your competency within your role and to showcase the knowledge, skills and behaviours you have gained.

The End Point Assessment (EPA) takes place within three months of passing the Gateway and is undertaken by an Independent Assessment Organisation who is responsible for the grading of your apprenticeship of either Fail / Pass / Distinction.

The End Point assessment comprises of:

1. Multiple choice test
2. Observation of practice undertaken within the workplace
3. Interview underpinned by your portfolio of evidence

Your independent assessor will combine the grades of each assessment method to determine your overall EPA grade of either fail, pass, merit or distinction.



Quality Mark

