

Facilities Services Workbook



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Glossary of Terms

ACM	Asbestos Containing Material: The term used to describe a material that is known to contain asbestos, or presumed to contain asbestos
CCTV	Closed-circuit television, also known as video surveillance
COSHH	Control of Substances Hazardous to Health: These Regulations require employers to control exposure to hazardous substances to prevent ill health. Hazardous substances include: chemicals, products containing chemicals, fumes, dusts, vapours, mists and gases, and biological agents
Critical Control Points	It is a point, step or procedure at which controls can be applied and a food safety hazard can be prevented, eliminated or reduced to acceptable (critical) levels
Current Appraisal	The Foundation Gate Way Personal Development Review for new and inexperienced members of staff. This should be completed if possible on Turas Appraise
DVSA	Driver and Vehicle Standards Agency
HACCP	Hazard Analysis and Critical Control Points is a way of managing food safety hazards
HACCP system	Hazard Analysis and Critical Control Point system is a tool to ensure food safety and provides verification and validation to the Local Authority Environmental Health Enforcement Officer
HAI	Healthcare Acquired Infection is an infection that is acquired in a hospital or other health care facility
HCSW	Healthcare Support Workers are responsible for maintaining premises or equipment used by patients or they are involved in the preparation and delivery of goods or services to service users
HEI	Healthcare Environment Inspectorate carries out safety and cleanliness inspections across NHSScotland hospitals and services
ID Badges	Identification photo badge
IP & CM	Infection Prevention and Control Manual
Mentor	The person responsible for the personal development and training of new or inexperienced members of staff. They provide feedback and advice where required.
NCSS	The NHSScotland National Cleaning Services Specification
PDPR	Personal Development Planning and Review
Performance Criteria	The way in which you gather evidence is to use Performance Criteria. By achieving the Performance Criteria you have the required knowledge and skills to be competent in your role
Post-holder	A person who has a particular job or position
PPE	Personal Protective Equipment: any device, appliance or uniform designed to be worn or held by an individual for protection against one or more health and safety hazards

PPM	Planned Preventative Maintenance also known as Planned Maintenance (PM) or Scheduled Maintenance, is the term used to describe any variety of scheduled maintenance to an object or item of equipment
PTW	Permit To Work: A permit-to-work system is a formal written system used to control certain types of work that are potentially hazardous. A permit-to-work is a document which specifies the work to be done and the precautions to be taken
REHIS	Royal Environmental Health Institute Of Scotland
Reviewer	Line Manager/Mentor who undertakes the Personal Development Review with the staff member
SCQF	Scottish Credits Qualification Framework
Sharps	Medical term for devices with sharp points or edges that can puncture or cut skin
SOP	Standard Operating Procedure: Is the term used to describe established or prescribed methods to be followed routinely for the performance of designated operations or in designated situations
SQA	Scottish Qualifications Authority
SVQ	Scottish Vocational Qualifications
Turas Appraise	New internet based website for recording the summary of your Personal Development Review discussion

1. Introduction

This workbook has been designed for all new staff working in Soft Facilities Services and supports them to demonstrate the required evidence to achieve the Healthcare Support Worker (HCSW) Induction Standards. These Induction Standards have also been linked to the six core Knowledge and Skills Framework (KSF) dimensions relevant to all roles.

This evidence can also be used towards a Scottish Credits Qualification Framework (SCQF) level 5/6 Scottish Vocational Qualification (SVQ) in the Facilities and Estates Career Pathway, as shown on the following web link: <http://ef.nes.digital/>

The staff groups who will be using this work book are from the Domestic, Catering, Security, Linen, Portering and Transport Services and the Estates areas.

However, it could cover other roles such as sewing room, warehousing, gardeners etc. For these job roles, it is expected that the Post-holder completes all core Dimensions and the Reviewer/Line Manager selects applicable Performance Criteria in addition.

Staff working in Soft Facilities Management (FM) roles are defined as HCSW's because they are either:

- responsible for maintaining premises or equipment used by patients;
- involved in the preparation and delivery of goods or services to service users.

This evidence based workbook will contain a record of your progress and your testimonial evidence which can be used as part of your Personal Development Review. This will allow you to identify gaps in your personal development and focus on further training to enhance your knowledge and skills.

The followings standards will need to be evidenced:

	HCSW Standards
Standard 1	Protecting your patients from harm and abuse
Standard 2	Being fit (healthy) to work
Standard 3	Maintaining health and safety at work
Standard 4	Assessing risks at work
Standard 5	Reporting incidents at work
Standard 6	Working within confidentiality guidelines
Standard 7	Developing your knowledge and practice
Standard 8	Reviewing your working practice to improve your knowledge
Standard 9	Contributing to team work
Standard 10	Building customer relationships

Standard 11	Managing yourself as a resource
Standard 12	Working within your limits
Standard 13	Working in line with equality and diversity, rights and responsibilities of patients
Standard 14	Whistle-blowing in cases of harm and abuse

If these standards have been achieved, you will have the evidence required for your Current Appraisal.

All 14 Induction Standards have been mapped to the six core KSF Dimensions as outlined below:

KSF core Dimension	
1	Communication
2	Personal and People Development
3	Health, Safety and Security
4	Service Improvement
5	Quality
6	Equality and Diversity

In addition to the above six core KSF Dimensions, you are expected to complete the relevant Occupational Standards applicable to your role.

The way in which you gather evidence is to use Performance Criteria. By achieving the Performance Criteria you have the required knowledge and skills to be competent in your role.

Workbook Guidance



Testimony/Reflection

Within your workbook there is space to write statements against the Performance Criteria, which are classed as testimony/reflection.

If it is your Reviewer/Line Manager or Mentor writing the statement, this is testimony. If it is the Post-holder writing the statement this is reflection.

It is the responsibility of your KSF Reviewer to accept and sign off the testimony/reflection in collaboration with you.

This testimony/reflection can be used as evidence for your KSF Personal Development Reviews which should be completed on an annual basis.

Observations

Your Line Manager may act as your KSF Reviewer; however this may be delegated to another person(s) (Mentor) who will support you in the workplace to complete the workbook by carrying out observations on your performance.

When your Line Manager carries out an observation they will watch you perform your tasks and provide feedback. Any observations shall be documented in the workbook by your Reviewer.

This observation can be used as evidence for your KSF Personal Development Reviews which should be completed on an annual basis.

It is your responsibility to accept and sign off the observations in collaboration with your Reviewer.

Note 1: Observation, Testimony and Reflection may be used for more than one dimension to satisfy Performance Criteria.

Note 2: The workbook must be completed within the first twelve months of your staff member starting, to support their Current Appraisal.

Note 3: This workbook will be due for review 2020.

2. Section 1: KSF core Dimensions 1- 6

Dimension 1: Communication

Introduction

- 1.1 For this Dimension you are expected to evidence the effectiveness of your Personal Communication. Effective communication is a two-way process. It involves listening to others and checking what they need. In addition it is about the ability to provide accurate and up to date information to others considering the best approach to overcoming any barriers to understanding e.g. if someone has special communication needs. Any examples provided should include how this information was shared in accordance with the confidentiality policies of your organisation.

This Dimension is linked to the following Healthcare Support Worker Induction Standards:

Standard 6 - Working within Confidentiality Guidelines

Standard 10 - Building Customer Relationships

Standard 11 - Managing yourself as a resource



Testimony/Reflection

Your Reviewer/Line Manager may ask you to provide written example(s) of how:

- you were polite and courteous;
- you made them aware that you understood what they were saying;
- you communicated information clearly and concisely to them;
- you checked that they understood what you were saying;
- information was shared and with whom;
- sharing of information with appropriate people is important.



Observations

Your Reviewer/Line Manager may also wish to make observations on your:

- body language;
- tone of voice;
- ability to ask open questions;
- ability to communicate clearly and concisely;
- ability to recognise if someone has special communication needs;
- ability to adapt the style of your communication to a situation.

Communication Performance Criteria		Criteria Evidenced	Gaps in Evidence	No Evidence provided	Testimonial/Observation evidence
1.1	The Post-holder can identify the different groups of people they come into contact with through their work.				<i>HCSW Standard 10</i>
1.2	The Post-holder understands the importance of speaking to others in a polite and respectful manner.				<i>HCSW Standard 10</i>
1.3	The Post-holder ensures their body language, eye contact, and tone of voice is appropriate when communicating with others.				<i>HCSW Standard 10</i>
1.4	The Post-holder listens and checks that they understand what others need by asking simple questions.				<i>HCSW Standard 10</i>
1.5	The Post-holder understands the importance of considering communication difficulties with others. e.g. Ill health, disabilities, language barriers.				<i>HCSW Standard 11</i>
1.6	The Post-holder speaks clearly and concisely using terms and language individuals/groups understand to make themselves understood.				<i>HCSW Standard 10</i>
1.7	The Post-holder understands the importance of seeking advice from supervisors when faced with difficult situations.				<i>HCSW Standard 10</i>

	Communication Performance Criteria	Criteria Evidenced	Gaps in Evidence	No Evidence provided	Evidence
1.8	The Post-holder understands the individual's rights to confidentiality and the importance of good records management and IT security in relation to their role.				<i>HCSW Standard 6</i>
1.9	The Post-holder can complete accurate records of their activities in line with relevant policies and procedures.				<i>HCSW Standard 6</i>
Reviewer print		Reviewer signature		Date	
Post-holder print		Post-holder signature		Date	

Dimension 2: Personal and People Development

Introduction

2.1 This Dimension is about how you contribute towards your own and others Personal Development. To develop the required knowledge and skills for your role you must evidence that you have asked for feedback to help identify your own learning and development needs. This includes actively participating in your KSF Development Review. You will also be required to evidence how you have helped or supported other members of the team develop within their role(s).

This Dimension will allow you to evidence that you can demonstrate the following HCSW Induction standards:

Standard 7 - Developing your own knowledge and practice

Standard 8 - Reviewing your working practice to improve your knowledge

Standard 9 - Contributing to Team Work

Standard 11 - Managing yourself as a resource



Testimony/Reflection

Your Reviewer/Line Manager may ask you to provide written example(s) of how:

- you undertook this personal development if applicable;
- this learning, once undertaken, was then applied in your role;
- this learning was then shared with others including colleagues;
- you take responsibility for your own work including any mistakes;
- you seek support and work within the limits of your own role and responsibilities;
- you show a willingness to take on new challenges and adapt to change and suggest ideas for your own personal development.



Observations

Your Reviewer/Line Manager may also wish to make observations on how you:

- participate in the KSF PDPR process;
- follow through a learning plan that meets your needs;
- use feedback to agree ways to improve on your own work;
- participate in any learning activities agreed and undertaken;
- have improved your knowledge and skills through personal learning;
- support colleagues to complete their work requirements more effectively.

Personal and People Development Performance Criteria		Criteria Evidenced	Gaps in Evidence	No Evidence provided	Testimonial/Observation evidence	
2.1	The Post-holder can explain why it is important to discuss with their reviewer what learning and development is required for their job role.				<i>HCSW Standard 7, 8</i>	
2.2	The Post-holder demonstrates what learning and development activities are completed and can evidence how this learning can be applied in the workplace.				<i>HCSW Standard 7</i>	
2.3	The Post-holder can explain the importance of giving and receiving feedback for personal growth and development.				<i>HCSW Standard 11</i>	
2.4	The Post-holder works as a positive member of the team supporting other members of the team where possible.				<i>HCSW Standard 9</i>	
2.5	The Post-holder is open to change and adapts to new ways of working within their own area.				<i>HCSW Standard 8</i>	
Reviewer print		Reviewer signature			Date	
Post-holder print		Post-holder signature			Date	

Dimension 3: Health, Safety and Security

Introduction

3.1 This Dimension focuses on maintaining and promoting the health, safety and security of staff, patients and visitors. It includes tasks that are undertaken as a routine part of your duties such as moving and handling. You will be required to evidence how you take responsibility for health, safety and security in your own area of work including the prevention and control of infection and your contribution to keeping buildings and equipment safe and secure.

This Dimension will allow you to evidence that you can demonstrate the following HCSW Induction Standards:

Standard 1 - Protecting your patients from harm and abuse

Standard 2 - Being fit (healthy) to Work

Standard 3 - Maintaining health and safety at work

Standard 4 - Assessing risks at work

Standard 5 - Reporting incidents at work

Standard 14 - Whistle blowing in cases of harm and abuse



Testimony/Reflection

Your Reviewer/Line Manager may ask you to provide written example(s) of how you:

- work in ways that seek to reduce the risk of harm and minimise hazards in your area;
- have reported actual or potential hazards or risks;
- made suggestions or recommendations to improve safety;
- have encouraged others to work safely in your own team or area;
- would respond in the event of an emergency.



Observations

Your Reviewer/Line Manager may also wish to make observations on how you:

- keep up to date with mandatory or statutory training;
- assess potential risks to yourself and other people in your area;
- work in ways that support a safe and secure environment;
- support others to prevent infection and keep buildings safe and secure.

	Health, Safety and Security Performance Criteria	Criteria Evidenced	Gaps in Evidence	No Evidence provided	Testimonial/Observation evidence
3.1	The Post-holder has completed all statutory and/or mandatory training.				HCSW Standard 3
3.2	The Post-holder wears the correct uniform for their role to ensure compliance with the NHSScotland Uniform Policy.				HCSW Standard 2
3.3	The Post-holder can explain the reasons for checking that someone is authorised to be in their work area.				HCSW Standard 1, 3, 4, 5
3.4	The Post-holder can explain the importance of effective personal hygiene and the impact of poor personal hygiene on others.				HCSW Standard 2
3.5	The Post-holder can demonstrate effective hand washing and can explain its importance in breaking the chain of infection.				HCSW Standard 2
3.6	The Post-Holder understands the risk of occupational dermatitis and/or other skin conditions and the process to report any concerns to their Line Manager or occupational health.				HCSW Standard 3, 4, 5, 11, 12
3.7	The Post-holder can explain the hazard of infectious illness and the risk of not following the relevant absence management procedure.				HCSW Standard 2
3.8	The Post-holder can explain what Workplace Hazards are, giving examples in their work place/area.				HCSW Standard 1, 2, 3, 4, 5
3.9	The Post-holder can provide an example of where they work safely within their role.				HCSW Standard 2

	Health, Safety and Security Performance Criteria	Criteria Evidenced	Gaps in Evidence	No Evidence provided	Evidence
3.10	The Post-holder can demonstrate safe working practices.				HCSW Standard 3, 4, 5, 11, 12
3.11	The Post-holder can describe, if appropriate, the actions they would take to safe guard patients at risk from slips, trips and falls as a result of underlying health conditions e.g. dementia.				HCSW Standard 3, 4, 5, 11, 12
3.12	The Post-holder can explain why it is important to adopt good manual handling techniques and the impact of not doing so.				HCSW Standard 2, 3, 4, 5
3.13	The Post-holder can explain the importance of wearing the correct personal protective equipment in line with applicable policies and procedures.				HCSW Standard 3
3.14	The Post-holder can explain what COSHH is and give specific examples within their current role.				HCSW Standard 2, 3, 4, 5
3.15	The Post-holder can demonstrate what PPE they would wear and use when working with chemicals.				HCSW Standard 2, 3, 4, 5
3.16	The Post-holder can give examples of the main pieces of equipment they use in their work and describe how they use them and store them safely.				HCSW Standard 1, 3, 4, 5
3.17	The Post-holder can demonstrate how they check equipment before use to ensure it is safe and hazard free.				HCSW Standard 1, 3, 4, 5

	Health, Safety and Security Performance Criteria	Criteria Evidenced	Gaps in Evidence	No Evidence provided	Evidence
3.18	The Post-holder can identify the person to whom they should report any broken/damaged equipment and how this should be done.				HCSW Standard 3, 4, 5, 11, 12
3.19	The Post-holder can explain the importance of maintaining clean equipment.				HCSW Standard 1, 3, 4, 5
3.20	The Post-holder can demonstrate how to use and store the equipment they have identified above.				HCSW Standard 3, 4, 5, 11, 12
3.21	The Post-holder can demonstrate methods of cleaning work areas and equipment after use.				HCSW Standard 1, 3, 4, 5
3.22	The Post-holder can explain the importance of complying with waste policies and procedures.				HCSW Standard 3, 4, 5
3.23	The Post-holder can identify different categories of waste and explain the importance of dealing with them appropriately.				HCSW Standard 1, 2, 3, 4, 5
3.24	The Post-holder can demonstrate how they work in ways to promote best practice in the safe segregation and handling of waste.				HCSW Standard 3, 4, 5, 11, 12
3.25	The Post-holder can demonstrate the procedures for safe handling, storage and disposal of different types of waste.				HCSW Standard 1, 2, 3, 4, 5
3.26	The Post-holder can explain the importance of following the procedure for handling and dealing with the disposal of clinical sharps and action to be taken if an injury occurs.				HCSW Standard 1, 2, 3, 4, 5

	Health, Safety and Security Performance Criteria	Criteria Evidenced	Gaps in Evidence	No Evidence provided	Evidence
3.27	The Post-holder can describe the different type of spillages within their work area and the importance of following the SOP's to manage the risk.				HCSW Standard 1, 3, 4, 5
3.28	The Post-holder understands how patients, visitors, and staff might be at risk from harm and abuse and can describe the procedure to report any concerns.				HCSW Standard 1, 14
3.29	The Post-holder can describe what they should do in the event of an emergency evacuation and the importance of following the correct procedure.				HCSW Standard 1, 3, 4, 5
3.30	The Post-holder can describe the procedures to be followed in the event of an incident.				HCSW Standard 1, 3, 4, 5, 14
3.31	The Post-holder, if appropriate, can describe their duties as a first aider within their department and occasions where they may be asked for advice and support from others.				HCSW Standard 3, 4, 5, 11, 12
Reviewer print		Reviewer signature			Date
Post-holder print		Post-holder signature			Date

Dimension 4: Service Improvement

Introduction

4.1

This Dimension is about improving services in the interests of the patients, visitors and staff. Improvements can be small scale, relating to specific aspects of a service. For this Dimension you are required to evidence that you can make changes in your own practice and offer suggestions for improving services. This Dimension will allow you to evidence that you can demonstrate the following HCSW Induction Standards:

Standard 7 - Developing Your Knowledge and Practice

Standard 8 - Reviewing Your Working Practice to Improve Your Knowledge

Standard 9 - Contributing to Team Work

Standard 11 - Managing yourself as a resource

Standard 12 - Working Within Your Own Limits



Testimony/Reflection

Your Reviewer/Line Manager may ask you to provide written example(s) of how you:

- contribute to discussions on team objectives;
- work with others to complete agreed work;
- have worked with others to enable you to deliver required change;
- have applied learning from personal development in your work;
- have provided feedback to others in a constructive manner.



Observation

Your Reviewer/Line Manager may also wish to make observations on how you:

- contribute to discussions on team objectives;
- work with others to complete agreed work;
- have worked with others to enable you to deliver required change;
- have applied learning from personal development in your work;
- have provided feedback to others in a constructive manner.

Service Improvement Performance Criteria		Criteria Evidenced	Gaps in Evidence	No Evidence provided	Testimonial/Observation evidence		
4.1	The Post-holder can explain how they would contribute constructive ideas and/or suggestions for service improvement in their area.				<i>HCSW Standard 7, 8, 9, 10, 11, 12</i>		
4.2	The Post-holder can give an example of when they have given a suggestion for service improvement.				<i>HCSW Standard 7, 8, 9, 10, 11, 12</i>		
4.3	The Post-holder feels that their ideas and/or suggestions have been listened to and discussed.				<i>HCSW Standard 7, 8, 9, 10, 11, 12</i>		
4.4	The Post-holder can explain the impact their idea has had on service improvement.				<i>HCSW Standard 7, 8, 9, 10, 11, 12</i>		
Reviewer print		Reviewer signature			Date		
Post-holder print		Post-holder signature			Date		

Dimension 5: Quality

Introduction

5.1

This Dimension is to evidence your contribution to sustaining and improving quality of work within your area. To avoid repetition of testimony or observations which you have previously provided, they may be used to satisfy the Performance Criteria for this Dimension.

Standard 1	Protecting your patients from harm and abuse	Standard 8	Reviewing your working practice to improve your knowledge
Standard 2	Being fit (healthy) to work	Standard 9	Contributing to team work
Standard 3	Maintaining health and safety at work	Standard 10	Building customer relationships
Standard 4	Assessing risks at work	Standard 11	Managing yourself as a resource
Standard 5	Reporting incidents at work	Standard 12	Working within your limits
Standard 6	Working within confidentiality guidelines	Standard 13	Working in line with equality and diversity, rights and responsibilities of patients
Standard 7	Developing your knowledge and practice	Standard 14	Whistle-blowing in cases of harm and abuse



Testimony/Reflection

Your Reviewer/Line Manager may ask you to provide written example(s) of how you:

- present a professional image working to the relevant standards;
- work within the limits of your own competence;
- take responsibility for the monitoring of your own work and the work of others;
- use equipment and supplies efficiently and effectively;
- address and review quality issues with your Manager/Supervisor.



Observations

Your Reviewer/Line Manager may also wish to make observations on how you:

- adapt the style of your communication to a situation;
- seek support and work within the limits of your own responsibility;
- work in a way that supports a safe and secure environment;
- work with colleagues to address the impact of any service changes;
- promote and uphold equality and diversity within your workplace.

Quality Performance Criteria		Criteria Evidenced	Gaps in Evidence	No Evidence provided	Testimonial/Observation evidence		
5.1	The Post-holder can explain the importance of working to the relevant quality management system in their area.				<i>HCSW Standard 1 - 14</i>		
5.2	The Post-holder can explain how they would prioritise tasks to meet the needs of the service.				<i>HCSW Standard 1 - 14</i>		
Reviewer print		Reviewer signature			Date		
Post-holder print		Post-holder signature			Date		

Dimension 6: Equality and Diversity

Introduction

6.1 For this Dimension you will be required to evidence that you are aware that prejudice and intolerance are unacceptable. This involves demonstrating how you work to the NHS Scotland values of: care and compassion; dignity and respect; openness and responsibility; teamwork; and quality. You will be required to demonstrate that you treat others with dignity and respect. This involves respecting other people's experiences, values and beliefs.

Successful organisations are ones that reflect the richness of diversity that exists in society and will include people of different abilities, ages, bodily appearances, classes, castes, creeds, cultures, genders, geographical localities, health, relationships, mental health, social and economic status, places of origin, political beliefs, race, religion, sexual orientation and those with and without responsibilities for dependants.

This Dimension will allow you to evidence that you can demonstrate the following HCSW Induction Standards:

Standard 6 - Work within Confidentiality Guidelines

Standard 9 - Contributing to Team work

Standard 10 - Building Customer Relationships

Standard 13 - Working inline with the equality, diversity, rights and responsibilities of patients



Testimony/Reflection

Your Reviewer/Line Manager may ask you to provide written example(s) of how you(r):

- contribute towards team activities and objectives;
- behaviour supports effective team working;
- help treat other people with honesty, respect, and consideration;
- recognise the importance of others individual beliefs and preferences.



Observations

Your Reviewer/Line Manager may also wish to make observations on how you(r):

- beliefs, values, experiences, affect your work with others;
- accept feedback to improve your own behaviour;
- communicate with others taking account of their needs;

- challenge prejudice, intolerance, and bias within your area.

Equality and Diversity Performance Criteria		Criteria Evidenced	Gaps in Evidence	No Evidence provided	Testimonial/Observation evidence
6.1	The Post-holder can describe the organisational values and behaviours.				<i>HCSW Standard 6, 9, 10, 13</i>
6.2	The Post-holder can provide examples of how they demonstrate the organisational values when carrying out their duties.				<i>See 1.1 – 1.6</i> <i>HCSW Standard 6, 9, 10, 12, 13</i>
6.3	The Post-holder can describe discriminatory behaviours that are unacceptable to the organisation.				<i>HCSW Standard 6, 9, 10, 12, 13</i>
6.4	The Post-holder can explain the actions they would take if they witnessed discrimination in their work area.				<i>HCSW Standard 6, 9, 10, 12, 13</i>
6.5	The Post-holder can identify the five staff governance standards for NHS Scotland and can describe their responsibilities under each standard.				<i>HCSW Standard 3, 4, 5, 6, 7, 9, 10, 12, 13</i>
Reviewer print		Reviewer signature			Date
Post-holder print		Post-holder signature			Date

3. Section 2: Occupational Standards

7. Catering Services

Introduction

- 7.1 For this Dimension you are expected to evidence your knowledge, practice and understanding of the legal requirements of food safety and hygiene in provision of the NHS Catering Service. It is equally important that you can demonstrate safe working practices, knowledge and understanding in relation to Health and Safety and maintenance of the environment to keep yourself and others safe.

Customer care skills are essential to providing a high quality service and you should be able to demonstrate these skills through knowledge and practice in relation to delivering nutritional care, how you work with patients and other service users as well as work colleagues.

As this is a non-core Dimension, it should be completed by those working in Catering Services.

This Dimension is linked to Healthcare Support Worker Induction Standards 1-14.



Testimony/Reflection

Your Reviewer/Line Manager may ask you to provide written example(s) of:

- your responsibilities and legal obligations in relation to food safety in the workplace;
- control measures and critical control points within the catering service;
- the benefits of high standards of food hygiene;
- what causes most types of food poisoning and who is most at risk;
- cross contamination and your role in preventing this.



Observations

Your Reviewer/Line Manager may also wish to make observations on how you:

- apply HACCP in your role;
- keep food safe from raw material to finished product;
- comply with the legal temperature requirements for chilled /frozen foods;
- store and serve hot food as per local policy;
- report, manage and handle objects e.g. needles, cotton wool arriving in the catering department from ward areas on food trolleys.

Catering Services Performance Criteria		Criteria Evidenced	Gaps in Evidence	No Evidence provided	Testimonial/Observation evidence
7.1	The Post-holder has completed introductory and elementary food hygiene training as per local policy and can explain their responsibilities for food safety.				HCSW Standard 1, 2, 3, 4, 5, 7, 8
7.2	The Post-holder can explain the term 'Hazard Analysis and Critical Control Point (HACCP)' and can demonstrate how they apply this within their area.				HCSW Standard 1, 3, 4,5, 7, 8
7.3	The Post-holder can explain the benefits of high standards of food hygiene and actions required to maintain this.				HCSW Standard 1, 2, 3, 4, 5, 7, 8
7.4	The Post-holder can identify and explain vulnerable groups who are at greater risk of food poisoning and can name the four main types of food safety hazard, including examples.				HCSW Standard 1, 3, 4
7.5	The Post-holder can state the most common cause of food poisoning and can identify the collective name for them.				HCSW Standard 1, 3, 4
7.6	The Post-holder can demonstrate how contamination of food can be prevented at all stages from raw material to finished product and can explain the term 'cross contamination'.				HCSW Standard 1, 3, 4, 5

Catering Services Performance Criteria		Criteria Evidenced	Gaps in Evidence	No Evidence provided	Testimonial/Observation evidence
7.7	The Post-holder can describe the difference between high risk and low risk foods.				<i>HCSW Standard 1, 3, 4</i>
7.8	The Post-holder can explain what allergens are and how they can be controlled.				<i>HCSW Standard 1, 3, 4, 5</i>
7.9	The Post-holder can describe the conditions required for bacterial growth and can explain the term 'Danger Zone'.				<i>HCSW Standard 1, 3, 4</i>
7.10	The Post-holder can demonstrate temperature control of chilled/frozen foods, stating the legal requirements and explain what supporting documentation is required for this.				<i>HCSW Standard 1, 3, 4, 5</i>
7.11	The Post-holder can explain the methods of destroying bacteria.				<i>HCSW Standard 1, 3, 4</i>
7.12	The Post-holder can explain the difference between cooking and either re-heating or re-generation (where applicable) stating the minimum acceptable legal temperature requirements.				<i>HCSW Standard 1, 3, 4</i>
7.13	The Post-holder can demonstrate how to store and serve hot food according to local policy and food type.				<i>HCSW Standard 1, 3, 4</i>

Catering Services Performance Criteria		Criteria Evidenced	Gaps in Evidence	No Evidence provided	Testimonial/Observation evidence
7.14	The Post-holder can demonstrate reporting and managing the handling of objects such as needles, cotton wool, and medication that arrive in the catering department from ward areas in food trolleys or equipment.				HCSW Standard 1, 3, 4, 5
7.15	The Post-holder can explain their role in the delivery of good nutritional care and its importance to patient/customer experience and recovery.				HCSW Standard 1, 3, 4, 5, 6, 7, 8, 10, 13
7.16	The Post-holder can explain the importance of keeping all areas free of pests.				HCSW Standard 1, 3, 4, 5, 7
7.17	The Post-holder can describe the signs which indicate that there is an infestation on the premises.				HCSW Standard 1, 3, 4, 5, 7
7.18	The Post-holder can name common pests which may be found in the premises.				HCSW Standard 1, 3, 4, 5, 7
Reviewer print		Reviewer signature		Date	
Post-holder print		Post-holder signature		Date	

8. Domestic Services

Introduction

- 8.1 This Dimension is about evidencing your contribution to helping patients and others feel confident that they are being cared for in a fully functional clean environment. Poor standards of hygiene in healthcare facilities have been identified as likely sources of infection.

Cleaning must be carried out in accordance with the NHSScotland National Cleaning Services Specification (2016) and the National Infection Prevention and Control Manual (2012).

As this is a non-core Dimension it should be completed by those working in Domestic/Housekeeping services.

This Dimension is linked to Healthcare Support Worker Induction Standards 1-14.



Testimony/Reflection

Your Reviewer/Line Manager may ask you to provide written example(s) of what is:

- your responsibility for cleaning;
- the importance of the task in relation to reducing the risk of healthcare acquired infection;
- the correct sequence of cleaning when carrying out a task(s);
- the importance of selecting the appropriate cleaning chemicals including the correct dilution;
- the importance of using the required colour coded equipment and materials.



Observations

Your Reviewer/Line Manager may also wish to make observations on how you:

- comply with local hand hygiene procedures;
- correctly select the appropriate materials and equipment;
- prepare the appropriate cleaning agents and detergents for the prevention and control of infection;
- work within health and safety guidelines.

Domestic Services Performance Criteria		Criteria Evidenced	Gaps in Evidence	No Evidence provided	Testimonial/Observation evidence
8.1	Where appropriate, the Post-holder has completed introductory or elementary food hygiene training as per local policy and can explain their responsibilities for food safety.				HCSW Standard 1, 2, 3, 4, 5, 7, 8
8.2	The Post-holder can state the reasons for cleaning and their areas of responsibility.				HCSW Standard 1, 3, 4, 5, 7, 8, 9
8.3	The Post-holder can state the location of their cleaning schedule for their area.				HCSW Standard 1, 3, 4, 5, 7, 8, 9
8.4	The Post-Holder can describe the national colour coded scheme for hospital cleaning.				HCSW Standard 1, 3, 4, 5, 7, 8
8.5	The Post-holder can describe the correct sequence of cleaning tasks.				HCSW Standard 1, 3, 4, 6, 7, 8, 9, 11
8.6	The Post-holder can explain the importance of selecting the appropriate cleaning agents and detergents for the prevention and control of infections.				HCSW Standard 1 3, 4, 5, 7, 8, 9, 10
8.7	The Post-holder can prepare appropriate cleaning chemicals following the manufacturer's instruction.				HCSW Standard 1, 3, 4, 5, 7, 8, 9, 10

	Domestic Services Performance Criteria	Criteria Evidenced	Gaps in Evidence	No Evidence provided	Testimonial/Observation evidence
8.8	The Post-holder can describe the steps required to clean an isolation room and the additional steps for when the patient is discharged from the room.				<i>HCSW Standard 1, 3, 4, 5, 6, 7, 8, 9, 10, 11</i>
8.9	The Post-holder can describe the procedures to follow at the start and end of a shift to support site security.				<i>HCSW Standard 1, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12</i>
8.10	The Post-holder is aware of the Supervisor's requirement to carry out cleanliness audits and the Post-holder's responsibility for completing any resulting rectifications.				<i>HCSW Standard 1, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12</i>
8.11	The Post-holder can describe when they may need to report difficulties with cleaning to their Supervisor.				<i>HCSW Standard 1, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12</i>
8.12	The Post-holder is able to describe the difference in cleaning schedules for use during an outbreak situation.				<i>HCSW Standard 1, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12</i>
8.13	The Post-holder can describe the policies and procedures for cleaning spillages example blood/body fluids.				<i>HCSW Standard 1, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12</i>
8.14	The Post-holder can take immediate and appropriate action in the event of a general slippage (for example blood/body fluids, chemicals on the floor or equipment).				<i>HCSW Standard 1, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12</i>

	Domestic Services Performance Criteria	Criteria Evidenced	Gaps in Evidence	No Evidence provided	Testimonial/Observation evidence
8.15	The Post-holder can dispose of chemicals correctly according to the manufacturer's instructions and/or workplace policies.				HCSW Standard 1, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12
Reviewer print		Reviewer signature		Date	
Post-holder print		Post-holder signature		Date	

9. Laundry and Linen Services

Introduction

- 9.1 This Dimension is about how you contribute towards producing a high quality linen/laundry service for NHS Scotland. A high quality service improves the patient's experience of their healthcare visit and the safe handling of contaminated linen will prevent Healthcare Associated Infections.

As this is a non-core Dimension it should be completed by those working in a Linen or Laundry role.

This Dimension is linked to Healthcare Support Worker Induction Standards 1-14.



Testimony/Reflection

Your Reviewer/Line Manager may ask you to provide written example(s) of how:

- you produce high standards of linen hygiene;
- you deal with contaminated linen;
- the colour coding system works with laundry uses;
- you deal with unexpected items within linen;
- you wash certain categories of linen and at what temperatures.



Observations

Your Reviewer/Line Manager may also wish to make observations on how you:

- record completed jobs for your role;
- assess potential risks to yourself and other people in your area;
- select and wear correct PPE for the relevant task;
- safely carry out tasks.

Laundry and Linen Services Performance Criteria		Criteria Evidenced	Gaps in Evidence	No Evidence provided	Testimonial/Observation evidence
9.1	The Post-holder can describe the benefits of high standards of linen hygiene.				HCSW Standard 1, 3, 4, 5, 7, 8, 9, 10, 11
9.2	The Post-holder can describe the difference between 'high risk' and 'low risk' linen and give examples.				HCSW Standard 1, 3, 4, 5, 7, 8, 9, 10, 11
9.3	The Post-holder can describe the main sources of contamination of linen and what procedures should be followed for dealing with them.				HCSW Standard 1, 3, 4, 5, 7, 8, 9, 10, 11
9.4	The Post-holder can explain the purpose of having a colour coding system in the sorting area and describe the system in their laundry.				HCSW Standard 1, 3, 4, 5, 7, 8, 9, 10, 11
9.5	The Post-holder can describe what action they would take in the event of a burst bag of used and/or infected linen.				HCSW Standard 1, 3, 4, 5, 7, 8, 9, 10, 11
9.6	The Post-holder can explain what to do if unexpected items are found during linen sorting.				HCSW Standard 1, 3, 4, 5, 7, 8, 9, 10, 11
9.7	The Post-holder can describe the importance of following the procedure for laundering soiled linen, infectious linen and staff uniforms.				HCSW Standard 1, 3, 4, 5, 7, 8, 9, 10, 11
9.8	The Post-holder can state the minimum core temperatures and times for which soiled/fouled linen and infected linen must each be washed and how to check if the time and temperature was achieved.				HCSW Standard 1, 3, 4, 5, 7, 8, 9, 10, 11

Laundry and Linen Services Performance Criteria		Criteria Evidenced	Gaps in Evidence	No Evidence provided	Testimonial/Observation evidence
9.9	The Post-holder can explain what each item of equipment does in their area and demonstrate its correct use including safety features.				<i>HCSW Standard 1, 3, 4, 5, 7, 8, 9, 10, 11</i>
9.10	The Post-holder can explain the importance of using approved suppliers for the supply of linen and other products and what to do if a fault in the product is discovered.				<i>HCSW Standard 1, 3, 4, 5, 7, 8, 9, 10, 11</i>
9.11	The Post-holder can describe the local procedure for ordering and delivering linen to the customers.				<i>HCSW Standard 1, 3, 4, 5, 7, 8, 9, 10, 11</i>
9.12	The Post-holder can explain the procedures used to pack linen in order that it is received in a high quality condition.				<i>HCSW Standard 1, 3, 4, 5, 7, 8, 9, 10, 11</i>
Reviewer print		Reviewer signature		Date	
Post-holder print		Post-holder signature		Date	

10. Portering/Security Services

Introduction

- 10.1 This Dimension is about how you contribute towards working with others when delivering portering and/or security services such as the movement of patients, goods, and supplies within the healthcare environment or operating the CCTV or access control systems.

As this is a non-core Dimension it should be completed by those working in a Portering or Security role.

This Dimension is linked to Healthcare Support Worker Induction Standards 1-14.



Testimony/Reflection

Your Reviewer/Line Manager may ask you to provide written example(s) of:

- how you undertake the transportation of goods, supplies and specimens;
- different safe methods for transporting patients with dignity and respect;
- your role and responsibility when providing security of premises;
- your involvement within emergency evacuations.



Observations

Your Reviewer/Line Manager may also wish to make observations on how you:

- keep records of completed job specific training for your role;
- assess potential risks to yourself and other people in your area;
- work in ways that support a safe and secure environment;
- support others to prevent infection.

Portering/Security Services Performance Criteria		Criteria Evidenced	Gaps in Evidence	No Evidence provided	Testimonial/Observation evidence
10.1	The Post-holder can describe and demonstrate the different methods for transporting patients and can describe how to help patients feel comfortable during transport.				<i>HCSW Standard 1, 3, 4, 5, 6, 8, 9, 10, 11, 12, 13, 14</i>
10.2	The Post-holder can describe the correct procedures for the collection and transportation of specimens including units of blood products.				<i>HCSW Standard 3, 4, 5, 6, 8, 9, 11, 12</i>
10.3	The Post-holder can describe why it is important that when goods and supplies are received they are checked and transported safely to their destination.				<i>HCSW Standard 1, 2, 3, 4, 5, 7, 8, 9, 11, 12</i>
10.4	The Post-holder is able to describe the importance for the safe storage, transport and maintenance of medical gases.				<i>HCSW Standard 1, 2, 3, 4, 5, 7, 9, 12</i>
10.5	The Post-holder can describe their role and responsibilities for the mortuary.				<i>HCSW Standard 1, 2, 3, 4, 5, 6, 9, 11, 12, 13, 14</i>
10.6	The Post-holder can describe their role and responsibilities for the safe arrival and departure of helicopters.				<i>HCSW Standard 2, 3, 4, 5, 7, 9, 10, 11, 13</i>
10.7	The Post-holder can describe and demonstrate their role in the safe handling and segregation of linen to minimise the risk of cross contamination.				<i>HCSW Standard 1, 3, 4, 5, 7, 8, 9, 10, 11</i>

Portering/Security Services Performance Criteria		Criteria Evidenced	Gaps in Evidence	No Evidence provided	Testimonial/Observation evidence
10.8	The Post-holder can describe the safe use of the appropriate equipment for the transportation of food in compliance with food safety regulations.				HCSW Standard 1,2, 3, 4, 5, 9, 10, 13, 14
10.9	The Post-holder can describe the procedures for the securing of premises applicable to their role and can explain their involvement when searching for a missing person.				HCSW Standard 1, 2, 3, 4, 5, , 9, 10, 13, 14
10.10	The Post-holder is able to describe the procedures for authorisation and control of ID badges and its importance for site security.				HCSW Standard 1, 3, 6, 9, 10, 13
10.11	The Post-holder can describe and demonstrate the appropriate Security and CCTV policies and procedures.				HCSW Standard 1, 3, 4, 5, 7, 8, 9, 10, 11, 12, 13, 14
10.12	The Post-holder can describe their role and responsibilities for the Prevention and Management of Aggression and Violence.				HCSW Standard 1, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14
10.13	The Post-holder can describe the correct procedures for the collection, delivery and processing of internal and external mail/packages.				HCSW Standard 1, 3, 4, 5, 7, 8, 9, 10, 11
10.14	The Post-holder can describe their role and responsibilities to support an emergency evacuation.				HCSW Standard 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13

Reviewer print		Reviewer signature		Date	
Post-holder print		Post-holder signature		Date	

11. Transport Services

Introduction

- 11.1 For this Dimension you are expected to evidence the effectiveness of your understanding of the legal requirements and safety measures when driving a vehicle for the NHS.

Ensuring that you have an understanding of the legal requirements to take a vehicle onto the public highway is the responsibility of every driver. Where the vehicle is not legally compliant or you are not suitably licensed you know what actions to take and who to report this to. It is also important that you understand the importance of safe loading and good manual handling techniques not only to protect yourself but also others.

As this is a non-core Dimension it should be completed by those working in Transport Services.

This Dimension is linked to Healthcare Support Worker Induction Standards 1-14.



Testimony/Reflection

Your Reviewer/Line Manager may ask you to provide written example(s) of:

- what the limitations are to your driving licence;
- the importance of good manual handling;
- understanding the importance of safe and secure loads;
- the relevance of pre and post driving checks on a vehicle;
- the risks associated with carrying materials hazardous to health.



Observations

Your Reviewer/Line Manager may also wish to make observations on how you:

- load a vehicle correctly;
- carry out daily checks;
- use appropriate safety equipment.

Transport Services Performance Criteria		Criteria Evidenced	Gaps in Evidence	No Evidence provided	Testimonial/Observation evidence
11.1	The Post-holder can explain the limitations of their driving licence and know what vehicles they are licensed to drive.				HCSW Standard 1, 3, 4, 5, 7, 8, 9, 10, 11
11.2	The Post-holder can demonstrate how they will carry out pre and post checks on their vehicles through daily checklists and explain the procedure for reporting defects.				HCSW Standard 1, 3, 4, 5, 7, 8, 9, 10, 11
11.3	The Post-holder can explain and knows how to load their vehicle correctly to optimise the space and load in a safe and suitable manner.				HCSW Standard 1, 3, 4, 5, 7, 8, 9, 10, 11
11.4	The Post-holder, can demonstrate, how they use the approved and/or appropriate equipment for safe and efficient transportation.				HCSW Standard 1, 3, 4, 5, 7, 8, 9, 10, 11
11.5	The Post-holder can explain the load limitations of the vehicle they are driving.				HCSW Standard 1, 3, 4, 5, 7, 8, 9, 10, 11
11.6	The Post-holder can explain how they collect, secure and deliver substances hazardous to health following COSHH guidelines.				HCSW Standard 1, 3, 4, 5, 7, 8, 9, 10, 11
11.7	The Post-holder can explain their responsibilities under the (Driver Vehicle Standard Agency) DVSA rules and the highway code.				HCSW Standard 1, 3, 4, 5, 7, 8, 9, 10, 11
11.8	The Post-holder can explain the rules of the Tachograph System for vehicles greater than 3.5 tonnes.				HCSW Standard 1, 3, 4, 5, 7, 8, 9, 10, 11
Reviewer print		Reviewer signature			Date

Post-holder print		Post-holder signature		Date	
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12. Estates Services

Introduction

12.1 The duties that you carry out as a member of the Estates staff can help patients and others to feel confident that they are being cared for in a safe, clean and effective environment. Your ability to carry out your job is central to this, but Health and Safety and Customer Service capabilities are important too. A number of issues relate to the way in which you carry out your work within NHSScotland that are specific to the special circumstances in which you may find yourself and the needs of the people you will be working alongside.

Estates staff, as part of their daily duties, work in situations which potentially can negatively impact on the health and well being of themselves and others. For example you may have to carry out maintenance tasks at height or in a confined space. It is essential that Estates staff work in a manner which minimises these impacts.

Infection originating in hospitals and other healthcare facilities is now recognised as a serious and widespread problem. Although standards of hygiene in healthcare facilities and standards of personal hygiene have been identified as likely sources of infection and infection spread, it can also be said that the design, planning, construction, refurbishment and ongoing maintenance of the healthcare facility also have an essential role to play in the control of infection. It is important that those involved in these processes take into consideration the prevention and control of infection issues which may arise as a result of work in which they are involved.

Similarly, Estates staff within the NHS need to work in a manner that is sensitive to the patients and visitors using the service and the specialist activities that take place on NHS premises. For some sensitive environments such as mental health, neonatal or intensive care units and operating theatres, it will be essential that Estates staff are fully aware of additional measures that need to be implemented while working in these areas.

To carry out your duties effectively you require training and regular updates about new methods and equipment. If all Estates staff are taught the same skills to the same minimum standard, then staff and patients can feel confident and safe in the quality of the service that you provide. Equally, you should have an opportunity to demonstrate the quality of your contribution to that service.

As this is a non-core Dimension it should be completed by those working in Estates Services.

This Dimension is linked to Healthcare Support Worker Induction Standards 3, 4, 5, 11, 12.



Testimony/Reflection

You can ask staff to provide written evidence for:

- their responsibilities and legal obligations in relation to health and safety in the workplace;

- risk assessments they have carried out to manage risks to themselves and others;
- how to make safe, report and manage defective areas of the Estate.

Observations

You can also observe staff on how they:

- make use of PPE;
- put in place measures to manage or mitigate risks associated with tasks being carried out;
- use substances and materials listed on the COSHH register;
- work in a manner which complies with the legal requirements associated with for example working at height or in confined spaces;
- follow safe systems of work with regards to any of the following relevant examples water systems , electrical, pressure and gas system management, confined spaces, working at height, asbestos, use of machine tools, vehicles etc.

	Estates Services Performance Criteria	Criteria Evidenced	Gaps in Evidence	No Evidence provided	Evidence
12.1	The Post-holder can describe health and safety risks associated with the Healthcare Estate.				HCSW Standard 3, 4, 5, 11, 12
12.2	The Post-holder can describe how they would work to minimise these risks.				HCSW Standard 3, 4, 5, 11, 12
12.3	The Post-holder can describe how the different types of activities that they carry out may have an impact on the health and well being of themselves and others.				HCSW Standard 3, 4, 5, 11, 12
12.4	The Post-holder can describe the measures they would take to work safely so as to minimise the risk to themselves and others.				HCSW Standard 3, 4, 5, 11, 12
12.5	The Post-holder can show that they complete all necessary documentation involved with maintenance and identify any health and safety issues encountered (PPM, defects, reactive maintenance).				HCSW Standard 3, 4, 5, 11, 12
12.6	The Post-holder can describe the procedure for accessing restricted and or hazardous areas.				HCSW Standard 3, 4, 5, 11, 12
12.7	The Post-holder is able to demonstrate that they can safely and effectively use substances listed on the COSHH register.				HCSW Standard 3, 4, 5, 11, 12
12.8	The Post-holder is able to demonstrate that they can safely and effectively dispose of substances listed on the COSHH register.				HCSW Standard 3, 4, 5, 11, 12

	Estates Services Performance Criteria	Criteria Evidenced	Gaps in Evidence	No Evidence provided	Evidence
12.9	The Post-holder can identify the correct Personal Protective Equipment (PPE) to be used when working with a hazardous substance or process.				HCSW Standard 3, 4, 5, 11, 12
12.10	The Post-holder can describe the procedure for working at heights as outlined in the safe system of work where appropriate.				HCSW Standard 3, 4, 5, 11, 12
12.11	The Post-holder can demonstrate the procedure for working at heights as a competent person as outlined in the safe system of work where appropriate.				HCSW Standard 3, 4, 5, 11, 12
12.12	The Post-holder can describe the risks to their own and others health from asbestos and can identify occasions where they may be exposed to this risk.				HCSW Standard 3, 4, 5, 11, 12
12.13	The Post-holder can describe how they would manage and reduce the risk from asbestos when carrying out their duties.				HCSW Standard 3, 4, 5, 11, 12
12.14	The Post-holder can demonstrate how to access the asbestos register and can describe the actions to be taken when they encounter a material that they suspect may contain asbestos.				HCSW Standard 3, 4, 5, 11, 12
12.15	The Post-holder can describe the risks to their own and others health from water borne organisms and can identify occasions where they may be exposed to this risk.				HCSW Standard 3, 4, 5, 11, 12
12.16	The Post-holder can describe how they would manage and reduce the risk from water borne organisms when carrying out their duties.				HCSW Standard 3, 4, 5, 11, 12

	Estates Services Performance Criteria	Criteria Evidenced	Gaps in Evidence	No Evidence provided	Evidence
12.17	The Post-holder can describe the procedure for working in confined spaces as outlined in the safe system of work where appropriate.				<i>HCSW Standard 3, 4, 5, 11, 12</i>
12.18	The Post-holder can demonstrate the procedure for working in confined spaces as a competent person as outlined in the safe system of work where appropriate.				<i>HCSW Standard 3, 4, 5, 11, 12</i>
12.19	The Post-holder can describe the procedure for managing or reducing the risk from low and high voltages as outlined in the safe system of work where appropriate.				<i>HCSW Standard 3, 4, 5, 11, 12</i>
12.20	The Post-holder can demonstrate the procedure for low and high voltage as a competent person as outlined in the safe system of work where appropriate.				<i>HCSW Standard 3, 4, 5, 11, 12</i>
12.21	The Post-holder if appropriate can describe the safe system of work when working with electrical equipment.				<i>HCSW Standard 3, 4, 5, 11, 12</i>
12.22	The Post-holder can demonstrate the safe use of relevant equipment including power tools.				<i>HCSW Standard 3, 4, 5, 11, 12</i>
12.23	The Post-holder can explain the limitations of their driving licence and know what vehicles they are licensed to drive.				<i>HCSW Standard 3, 4, 5, 11, 12</i>
12.24	The Post-holder can demonstrate how they will carry out pre and post checks on their vehicles through daily checklists and explain the procedure for reporting defects.				<i>HCSW Standard 3, 4, 5, 11, 12</i>

	Estates Services Performance Criteria	Criteria Evidenced	Gaps in Evidence	No Evidence provided	Evidence
12.25	The Post-holder can explain their responsibilities under the DVSA rules and the highway code.				HCSW Standard 3, 4, 5, 11, 12
12.26	The Post-holder can describe the procedure for managing or reducing the risk from pressurised systems as outlined in the safe system of work where appropriate.				HCSW Standard 3, 4, 5, 11, 12
12.27	The Post-holder can demonstrate the procedure for managing or reducing the risk from pressurised systems as outlined in the safe systems of work where appropriate.				HCSW Standard 3, 4, 5, 11, 12
12.28	The Post-holder if appropriate can describe their role in maintaining fire safety systems for the facilities that the work in and how they act as a point of contact for others in the event of both an emergency and a false alarm.				HCSW Standard 3, 4, 5, 11, 12
12.29	The Post-holder can describe how suicide risks should be managed to ensure patient safety.				HCSW Standard 3, 4, 5, 11, 12
Reviewer print		Reviewer signature		Date	
Post-holder print		Post-holder signature		Date	

Appendix 1: Suggested Training Matrix

Course/Learning event title	Date completed	Not applicable	Comments
Statutory/Mandatory			
Adult and Child protection			
Customer Care			
Equality and diversity			
Fire safety			
Health and safety			
Infection and Prevention Control			
Information governance and IT Security			
Management of aggression			
Manual handling			
Staff Governance Standards			
PREVENT anti-terrorism			
Catering Services			
Advanced food hygiene			
Allergens			
Cleaning chemicals			
Cleaning equipment			
Dietetics			
Elementary food hygiene			
Infectious diseases			

Course/Learning event title	Date completed	Not applicable	Comments
Intermediate food hygiene			
Local HACCP procedures/controls			
Nutrition for Patients (N4P)			
Personal Protective Equipment (PPE)			
Pest control			
Waste management			
Domestic Services			
Cleaning equipment			
Cleaning procedures			
Cleaning products			
Colour coding			
Dementia awareness			
Food hygiene			
National monitoring framework			
Personal hygiene			
PPE			
Sharps awareness			
Slips, Trips and falls			
Waste management			
NCSS			

Course/Learning event title	Date completed	Not applicable	Comments
Linen Services			
Colour coding			
Local procedures			
Sharps injury			
Storage and segregation			
Use of chemicals			
Use of equipment			
Waste management			
Portering/Security Services			
Access /lockdown systems			
ADR awareness			
CCTV			
Cleaning equipment			
Emergency procedures			
Food hygiene			
Handling mail			
Linen management			
Medical gases			
PPE			
Specimen collection and transportation			
Transportation of bloods and bodily fluids			
Transportation of deceased patients/mortuary duties			

Course/Learning event title	Date completed	Not applicable	Comments
Transportation of food			
Transportation of medical equipment			
Waste management			
Security Standards			
Portering Standards			
Transport Services			
Dangerous goods (ADR)			
Certificate Professional Competence (CPC)			
Load and loading security			
Vehicle checks and local procedures			

Appendix 2: Your reflection

Comments	Date
Communication	
Personal and People Development	
Health, Safety and Security	
Service Improvement	
Quality	
Equality and Diversity	
Non-core Dimension	

Appendix 3: Other areas of education and training

As staff work through the workbook, you might identify areas where you require additional learning. You should make sure that you plan and record your learning. You can speak with your supervisors about how you can use your NHS Board’s KSF PDP/PDR documents and systems to help you do this. These documents and systems will help you identify any training needs you have, and track how your knowledge and skills are improving.

Reviewer/Line Manager Note: The individual’s completion of their Workbook must be verified by their **Reviewer/Line Manager’s**. This includes completion of the Statement of completion – example below. Please ensure that, when signing off a completed Workbook, you complete all details in the sign-off box

Completion of training in other relevant areas deemed necessary by Reviewer/Line Manager’s	
Description of education/training:	Date
Education/training delivered by:	Date
Training Benefits:	Date
Please select the appropriate qualification to the Post-holder SVQ 2 Facilities Services and SVQ 2 Healthcare support worker non clinical	
Sign off:	Date

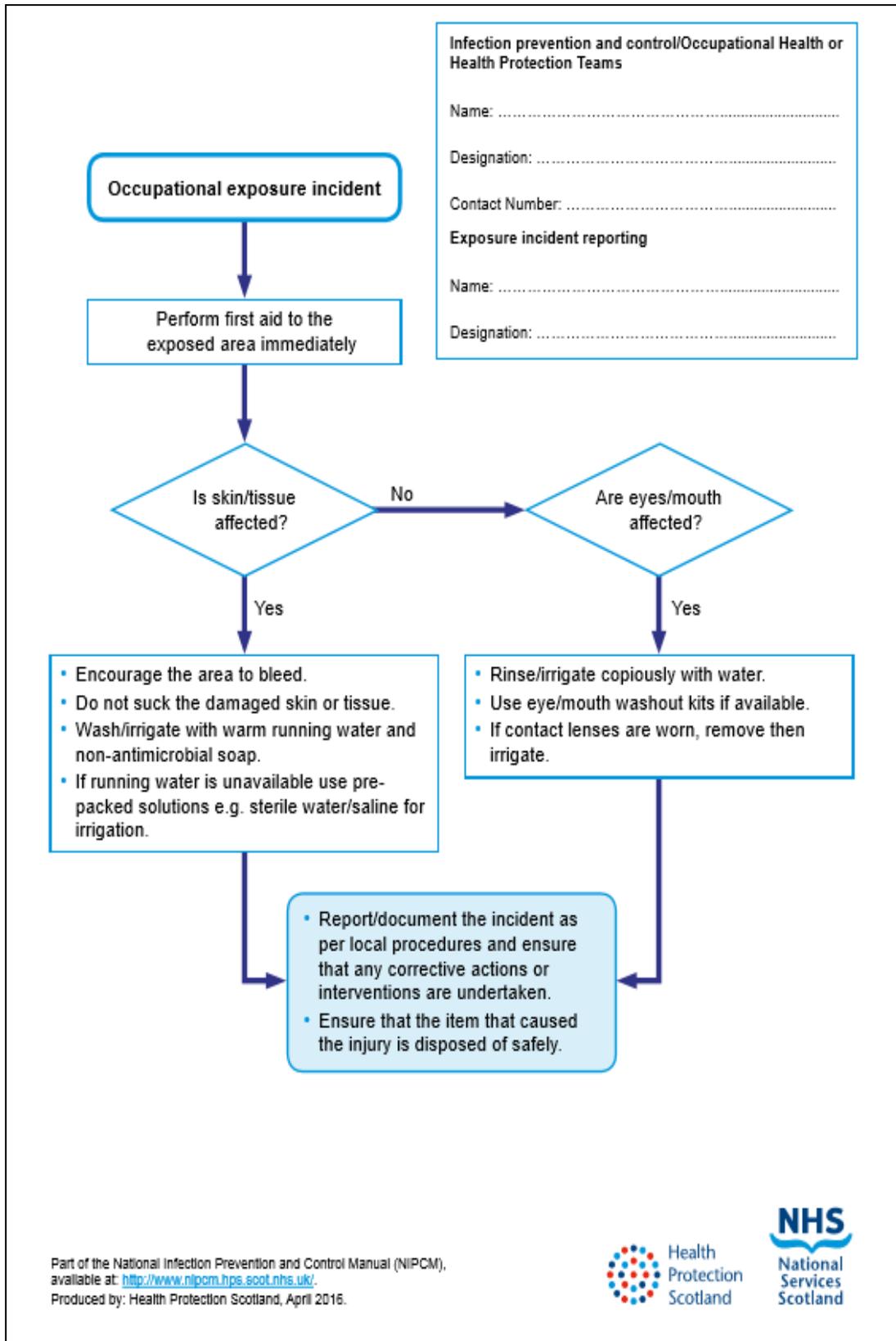
Appendix 4: Additional Support

As you have worked through this Workbook, you may have identified areas where you feel you would benefit from additional support. These may be areas where your Reviewer has not yet assessed you as ready to be signed off as capable.

Use the following table to plan and monitor this with your Reviewer.

Description of capabilities to be developed further	Practical steps to be taken	Target date for completion	Date completed

Appendix 5: Management of Occupational Exposure Incidents



Membership of the Workbook Review Project Group 2017/18

Name	Surname	Board	Service area
James	McCaffery (chair)	NHS Lothian	Facilities – L&D Advisor
Audrey	Fisher (deputy chair)	NHS Ayrshire and Arran	Security
Mark	Craske	NHS Forth Valley	Transport/Travel (Expert Group)
Caroline	Herkes	NHS Borders	Catering
Karen	Howieson	NHS Lothian	Portering
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