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## **HEALTH CARE SUPPORT WORKER – RESOURCE PACK (FOR EMPLOYEES & EMPLOYERS)**

Information and resources for HCSWs and employers.  
Includes information on induction, learning and appraisal.

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# Introduction

Welcome to the second version of the NHSGGC Primary Care Health Care Support Worker Resource Pack (for employers and employees). Within this addition there are new/updated guidance, learning and resource documents from NES. Locally we have updated our job description and protocols for HCSWs level 3 in line with NES guidance and the [Transforming Nursing Roles Document Paper 6](#) document.

This resource is aimed at HCSWs at levels 3 and 4. More information on these levels and becoming a level 4 assistant practitioner can be found within the [HCSW Development and Education Framework Structure](#).

The aim of this booklet is to bring all relevant HCSW information together in one place and to:

- Provide information for practices who may be considering employing a HCSW
- Provide information on learning and personal development opportunities for HCSW
- Provide information on available courses/study days/elearning
- Provide information on where to access support
- Provide information/documentation on guidance/protocol frameworks for clinical tasks
- Provide resources to support patient safety i.e. use of competency sign off (see appendix 1).

If you have any comments regarding this resource please contact:

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# Recruitment and Induction for new HCSWs

## Recruitment

With the increasing demand on general practice, practices may wish to look at their skill mix, to decide the most appropriate staff member required. The [Week of Care Audit](#) and the [Transforming Nursing Roles Document Paper 6](#) can support your team in making this decision. The job descriptions for [band 3](#) and [band 4](#) may also support your decision. These job descriptions can be amended by individual practices.

Once you have decided on the most appropriate designation of the staff member you wish to recruit. You will begin to put together a job description and application form. It will be crucial to develop a job specification for this, to ensure that the required knowledge and skills are listed, stating clearly those that are essential and those that are desirable. This will help at the shortlisting and interview stage of the recruitment process. For more information on this process please click [HERE](#)

## Induction

It is recommended that HCSWs have a period of 3 months induction and that they complete the [NHS Education for Scotland Mandatory Induction Standards for New Healthcare Support Workers](#) workbook.

This will help to ensure high quality, safe and effective care of patients. For more information on the code of conduct and induction standards, including guidance for reviewers please click [HERE](#).

NES have developed useful resources that will support HCSW's and their employers to meet their learning needs, promote patient safety and develop the role within practice.

These sit within [NES HCSW central](#) and include:

- NMAHP Development Framework
- Learning resources supporting the four pillars of practice
- Making delegation safe and effective
- NES HCSW Resource Document
- TURAS portfolio

During the first year of a HCSWs employment, NHSGGC Primary Care Support, recommends that the below modules/courses are completed

<a href="#">Health and Safety – an introduction</a>	<a href="#">Standard infection control precautions</a>
<a href="#">Public protection (adult &amp; child)</a>	<a href="#">Reducing risk of violence and aggression</a>
<a href="#">Safe information handling</a>	<a href="#">Equality, diversity and human rights</a>
<a href="#">RCN First steps platform</a>	Glasgow Clyde College General Practice Core Course For information contact <a href="mailto:PNA.Team@ggc.scot.nhs.uk">PNA.Team@ggc.scot.nhs.uk</a>

(If you require a Community Learnpro account please contact [gms.contractteam@ggc.scot.nhs.uk](mailto:gms.contractteam@ggc.scot.nhs.uk)).

**Further information on learning opportunities can be found with pages 6-8 of this document.**

## Delegation, Responsibility and Accountability

To support HCSWs and patient safety, it is recommended that HCSWs and their employers:

- Ensure HCSWs act under the delegation of a registered practitioner
- Ensure HCSWs are supervised at all times, this may be remote or direct
- Ensure HCSWs understand and are able to carry out reflective practice
- Ensure HCSWs only undertake delegated well defined routine clinical and non- clinical duties, within the limits of their competency
- Ensure HCSWs possess an awareness and understanding of what is 'normal' concerning their patients/clients wellbeing and reports that which is out with 'normal' to a registered clinical professional

For the complete list of areas of practice relating to HCSWs level 3 please refer to the Transforming nursing roles document, paper 6.

It is the responsibility of practices to ensure HCSWs are competent in the daily tasks that they carry out. It is recommended that this is achieved through use of training, supervision and mentorship. HCSWs are accountable for their practice. HCSWs must not work out with their competency, if they feel the task they have been delegated is out with their competency they must inform the registered professional.

If you have any concerns or questions about indemnity in relation to developing/broadening HCSW roles, please contact your medical defence organisation.

# Mentor/Supervisor & Appraisal

It is recommended that all HCSWs have allocated supervisors/mentors (see below definitions). These roles can be taken on by two different individuals, or one individual can interchange between the roles; dependant on HCSWs needs, i.e. when an individual is learning a new skill, mentorship in practice is invaluable. It is recommended that HCSWs have competencies signed off by their supervisor/mentor (see appendix 1).

**Definition of mentor** - 'A person who gives a younger or less experienced person help and advice over a period of time, especially at work or school' (Cambridge English Dictionary).

**Definition of Supervision** 'The act of watching a person or activity and making certain that everything is done correctly, safely, etc' (Cambridge English Dictionary).

In equal importance to the above is the ongoing supervision of a HCSW (as outlined in the Transforming nursing roles document) for patient safety and quality of care.

**Appraisal** Yearly appraisal will also support HCSWs with their development within the four pillars of practice. There are a few tools that can help with this:

- [HCSW Appraisal document](#)
- [TURAS Appraisal](#)

## HCSW Learning opportunities

As described in the induction section of this resource there are various learning opportunities that support a HCSWs personal development. The [RCN First steps platform](#) has various learning resources for a new HCSW. It is recommended that the clinical learning within this resource is completed along with the Glasgow Clyde GP HCSW core course.

### Glasgow Clyde College Core Course (level 2)

This course will provide the HCSW with a strong foundation of knowledge and skills required for various clinical situations. Ensuring that they are able to carry out safe, evidence based practice. There is an expectation that knowledge gained in the core course i.e. good practice, person centred care, patient safety etc, are developed and embedded in an individual's Continual Professional Development.

To enrol in this course a HCSW **MUST** be working in Primary Care/Community service and have the support of their employers and a named mentor to support clinical practice. The mentor must assess competency of the HCSWs in each individual clinical task, this must be recorded in the HCSWs competency workbook and signed off by the mentor. For more information please contact [Lindsay.king@ggc.scot.nhs.uk](mailto:Lindsay.king@ggc.scot.nhs.uk)

The course is made up of the following modules:

	Day 1	Day 2	Day 3	Day 4	Day 5
Session 9.30 a.m. - 12md	Intro, registration Canvas overview Outline of Course Introduction to Competencies, supervision, Code of Conduct Role & Responsibilities Accountability & limitations	Infection Control Procedures  Theory and practice	Specimen Collection  Urinalysis  Height, Weight BMI  Theory and practice	Basic Life Support &  Anaphylaxis Theory and practice	Temperature Pulse Blood pressure Peak flow, PO2 Theory and practice
Lecturer					
1pm- 3.45 p.m.	Patient Centred Care  Communication Skills  Care of Vulnerable Adults	Chaperoning  Patient Safety Programme  Admin of Medication	Healthy lifestyles/ health promotion	Adult Venepuncture Theory and practice	Diabetes - diagnosis treatment, monitoring, complications
Lecturer					



## HCSW Learning opportunities (continued)

After completing the Glasgow Clyde Core Course, it is envisioned that HCSWs/practices will continue with the above principles of mentorship and competency to ensure patient safety; when an individual learns a new topic/clinical skill. It is recommended that following this course the HCSW has a period of consolidation to develop skills, knowledge and confidence. There is no specific time frame set for this; however it is recommended that this is assessed through supervision along with evidence of practice/reflection.

## Further resources/learning opportunities by NES and NHSGGC

### NES HCSW resources:

- NES Pillars of practice learning:
  - [Service improvement](#)
  - [Clinical practice](#)
  - [Facilitating learning](#)
  - [Leadership](#)
- [HCSW newsletter](#)
- [HCSW virtual events](#)

### NHSGGC Primary Care Support resources:

- NHSGGC Primary Care Support and Glasgow Clyde College hold yearly HCSW event
- Quarterly learning sessions
- Lunchtime drop in sessions
- Primary Care HCSW webpage
- HCSW News Letter

To make suggestions of learning activities, or items for the NHSGGC webpage please contact:

[Lindsay.king@ggc.scot.nhs.uk](mailto:Lindsay.king@ggc.scot.nhs.uk)

If you do not have access to our newsletters please contact [marion.watson@ggc.scot.nhs.uk](mailto:marion.watson@ggc.scot.nhs.uk) to be added to our distribution list.

## Protocols

Protocols should be used to enable Band 3 HCSWs and Band 4 Assistant Practitioners, who have been deemed competent by a registered Healthcare professional to carry out biometrics and collect data information, which will be used by a health care professional to make a clinical decision on completion of the task. Removing any need for the HCSW to make a standalone decision. The HCSW should have access to a supervisor when carrying out these reviews.

The protocols are designed to assist Health Care Support Workers carry out routine assessment/measurements and inform them of when they should inform/seek advice from a Health Care Professional. The protocols are offered as a guide and can be adapted by individual practices. As covered within this document HCSW should have access to supervisor/mentor at all times. Supervision may be indirect.

### Protocols:

[Blood Pressure Protocol](#)

[O2 Saturation Monitoring Protocol](#)

[Urinalysis Protocol](#)

[Inhaler technique Protocol](#)

[Peak Flow Protocol](#)

[Pulse Protocol](#)

[Combined Oral Contraceptive Protocol](#)

[Progesterone only Pill Protocol](#)

[Weight management protocol](#)