

October 2010



Healthcare
Support Workers



**Mandatory Induction Standards for
Healthcare Support Workers**

**Framework for Learning and Review
(Full Version October 2010)**

Introducing the Framework for Learning and Review

All staff joining NHSScotland in a healthcare support worker (HCSW) role as described in **CEL 23 (2010)** will be required to meet national mandatory induction standards within three months of joining NHSScotland. The Framework for Learning and Review has been developed by NHS Education for Scotland in collaboration with NHS boards to promote a consistent approach to supporting new healthcare support workers meet the standards. This framework document alongside the **HCSW Workbook** and **Reviewer Workbook** are the core documents which will be used by reviewers and new healthcare support workers to guide and record achievement of meeting the Induction Standards.

<http://www.hcswtoolkit.nes.scot.nhs.uk/induction-standards--codes>

Mandatory Induction Standards in context

The 14 Healthcare Support Worker Induction Standards cover vital aspects in both clinical and non-clinical healthcare support worker roles, in relation to protecting the public. They focus on the basic knowledge and skills required for a new member of staff to work safely and contribute to the delivery of high-quality patient care and services. By working through the standards, new healthcare support workers will actively engage in learning and development in key areas, for example health and safety and confidentiality, which will continue through the NHS Knowledge and Skills Framework. The KSF provides the basis for supporting continuous staff development through the personal development planning and review (PDPR) process.

The introduction of the new induction standards creates a change of emphasis in the induction process for staff in both clinical and non clinical roles. New members of staff must show that they understand and can apply what they have learned during their period of induction to their own work role. The aim is to ensure that all new healthcare support workers are working consistently at or above the minimum standards required to protect the public and contribute effectively to the work of teams who deliver and support healthcare.

Roles

The **Guidance for Reviewers** document explains the background to the Mandatory Induction Standards and sets out the role of the reviewer in more detail. Reviewers play a vital role in making sure that new staff members know what is expected of them in the first three months of employment. Reviewers should introduce the Induction Standards as part the overall induction activity and explain how the evidence that the Standards have been met will fit into the KSF development review process.

To meet the induction standards, individuals need to show that they have the knowledge and skills outlined in the performance criteria for each standard and they can apply these to their own work. The evidence needed to demonstrate achievement of a standard can take a number of forms, such as:

- on-the-job observation of their work by their reviewer
- discussions with their reviewer, where the individual answers questions related to the performance criteria
- written entries in the workbook which demonstrate an understanding of what they do and why

The role of a reviewer is to ensure that the healthcare support worker can demonstrate knowledge and skills appropriate to their specific role within the agreed timescale. New healthcare support workers should be able to show that they meet the standards within 3 months of starting a full-time post (pro-rata for part-time workers).

The induction standards apply to a very wide range of roles across NHSScotland, including clinical and non-clinical services. The fact that they are *induction* standards indicates that most of the knowledge the individual needs will come through induction and orientation to their role. However, the standards require the individual to be able to apply that knowledge to their own job role.

New healthcare support workers and reviewers need to commit to meeting regularly to plan, discuss and confirm progress towards meeting the standards. They can select the most appropriate **workbook** to support the planning and recording of achievement. Whilst the workbooks are an optional tool developed by NES, they do offer boards a consistent approach which will aid the movement of staff between departments and employers.

How the standards link to the NHS KSF

The detail of the knowledge and skills required in each post is set out within a KSF post outline. By the end of their first twelve months in post, new healthcare support workers will be required to demonstrate that they meet the requirements of their KSF Foundation outline.

The induction standards set out the minimum level of knowledge and skill required in the first three months of employment for a new healthcare support worker. By demonstrating how they meet the induction standards, the new healthcare support worker is also gathering relevant and appropriate evidence which can be used in KSF development review meetings. To ensure the two processes are joined up, the performance criterion for each Standard has been referenced to level 1 of the KSF Core Dimensions.

In consultation with health boards, most see the role of the KSF reviewer incorporating the review of the mandatory induction standards. The KSF reviewer will be supported locally to understand what they are required to do and any specific requirements regarding recording. Once the reviewer has confirmed that a new healthcare support worker has met the requirements of the induction standards, this evidence can be summarised and added to the local KSF documentation – whether using e-KSF or a paper based version.

How the standards link to Scottish Vocational Qualifications (SVQs)

Assessment of the induction standards has been designed to link, where possible, with the new healthcare support worker's future development. It can be seen as completion of the first step in a development journey, with the evidence which the individual has gathered being used to support KSF development review processes.

Many healthcare support workers may also aim to complete a Scottish Vocational Qualification (SVQ) as part of their development path and evidence of meeting the induction standards may also support this.

Many of the performance criteria have been drawn from the National Occupational Standards (NOS) which form the core units of the new SVQ 2 in Health & Support Services. Recorded and verified evidence collected by the individual as part of their work towards the induction standards may be used as evidence by those working towards this qualification.

More details of how the performance criteria relate to the core units of the SVQ 2 are included in the **employer's version** of the framework.

How to work through the standards

To reduce the potential for duplication, the 14 Standards have been grouped together into the 4 following groups.

- Standards 1 & 14 are about protecting patients and other people
- Standards 2,3, 4 and 5 are about ensuring the health, safety and securing of yourself, others and the workplace
- Standards 6, 10 and 13 are about working with people
- Standards 7, 8, 9, 11 and 12 are about working and developing in your role.

Tracking your progress towards meeting the standards

Most of the tasks and questions in the workbook link with more than one of the induction standards. The **Question Tracker** shows at a glance the relationship between the standards and each task and question.

Introducing the Induction Standards

Group	Title of the Standard	Links to NHS KSF Core Dimensions
Standards 1 and 14	1. Protecting your patients from harm and abuse 14. Whistle-blowing in cases of harm and abuse	Core 3 – Health, Safety and Security
Standards 2,3,4 and 5	2. Being fit (healthy) to work 3. Maintaining health and safety at work 4. Assessing risks at work 5. Reporting incidents at work	Core 3 – Health, Safety and Security
Standards 6,10 and 13	6. Work within confidentiality guidelines 10. Building customer relationships 13. Work in line with the equality, diversity, rights and responsibilities of patients	Core 1 – Communication Core 6 – Equality and Diversity
Standards 7,8,9,11 and 12	7. Developing your knowledge and practice 8. Reviewing your working practice to improve your knowledge 9. Contributing to team work 11. Managing yourself as a resource 12. Working within your limits	Core 2 – People and Personal Development Core 4 – Service Improvement Core 5 - Quality

The Framework now details each individual Standard in full detail with guidance notes. The tasks in the **Workbooks** will illustrate how evidence gathered in one standard might also be used in another. It is important to remember that there is no need to work through each Standard in a linear way, by working with the clusters duplication of effort and evidence will be avoided.

STANDARD 1: Protecting your patients from harm and abuse

What is this standard about?

Protecting your patients from harm and abuse is an essential aspect of a healthcare support worker. In order to protect both patients and healthcare support workers, NHS employers have a responsibility to train their staff in understanding the potential risk of harm and abuse. Workers also have a responsibility to ensure that they have the correct training to perform the tasks they are required to do. They should feel confident about asking their organisation if there are any issues relating to the above standard. They should know what to do if they become aware of a situation which causes concerns.

Demonstrating that you meet the standard

If you are working in a clinical role with patients, you should be able to talk about or demonstrate the actions you would take to protect them from harm and abuse. However, even if you don't have direct contact with patients, there are still things which you can do to safeguard them. For example, if you work with patients' data, allowing errors to happen can result in harm to the patient.

The standard requires you to demonstrate that you know how you can protect patients.

Reviewer's Notes

This standard focuses on protection of the public and, in particular, protection of patients. Even if the HCSW does not have direct contact with patients themselves, they may still have an important role in protecting them from harm. Some examples include:

- *ensuring that equipment or areas used by patients are safe to use*
- *ensuring that information about patients is accurate and kept securely*

The healthcare support worker may need support to identify how their role contributes directly to the protection of patients. To help them, ask them to refer back to Section 1, where they listed examples of tasks they do with or on behalf of patients, and encourage them to consider any associated risks.

STANDARD 1: Protecting your patients from harm and abuse

Think about your induction training, and your own work context. How does what you have learned and what you do link with this standard?

Criteria	KSF Core Dimension	Knowledge required	Evidence	Notes
<p>You need to:</p> <ol style="list-style-type: none"> 1. know and understand the legal and organisational requirements, procedures and practices for: <ul style="list-style-type: none"> ○ the protection of individuals from danger, harm and abuse ○ your responsibility for keeping yourself and others safe 2. understand your specific role in protecting individuals from actual danger, harm and abuse 3. follow legal and organisational procedures and promptly alert appropriate people and/or organisations when you discover or suspect individuals are in danger 4. check that people who are present have a right to be there <p><i>These criteria also relate to Standard 14</i></p>	<p>Core 3 Level 1 (a) and (b)</p> <p>Core 3 Level 1 (b)</p> <p>Core 3 Level 1 (c) and (e)</p> <p>Core 3 Level 1(c)</p>	<p>Policies and procedures which relate to protecting people from harm and abuse.</p> <p>NHS KSF post outline which outlines responsibilities and expectations.</p> <p>Local processes and procedures.</p> <p>Local policies and procedures alongside induction/orientation into job role in local context.</p>	<p>To demonstrate that Standard 1 has been met the healthcare support worker needs to:</p> <ul style="list-style-type: none"> • show they understand how to protect patients in context of their own job role / team setting • show they understand the correct procedures to follow and who to alert if harm and abuse is suspected • have the skills and confidence to question a person's right to be there. 	

STANDARD 2: Being fit (healthy) to work

What is this standard about?

This standard covers aspects about the personal health and fitness of healthcare support workers. It is important that a healthcare support worker is fit and healthy to fulfil their role. This includes maintaining standards of personal hygiene, being aware of any health promotion schemes that are available and understanding what actions to take in the event of illness or infections which could pose a risk at work.

Demonstrating that you meet the standard

This standard asks you to demonstrate that you understand how your own health can affect those around you. To meet the standard, you also need to show that you understand and follow the policies and procedures relating to your own health in the workplace. Some examples of these policies and procedures include uniform policies and hand washing procedures.

Reviewer's Notes

This standard focuses on the individual's own health, and their understanding of their responsibilities regarding their health at work. It also helps to ensure that they understand the importance of policies and procedures relating to their health and personal hygiene, and the role these have to play in protecting the public and their colleagues.

Before working with the healthcare support worker on this standard, try to list the relevant policies and procedures in their work context which relate to this standard.

STANDARD 2: Being fit (healthy) to work

Think about your induction training, and your own work context. How does what you have learned and what you do link with this standard?

Criteria	KSF Core Dimension	Knowledge required	Evidence	Notes
<p>You need to:</p> <ol style="list-style-type: none"> 1. recognise the aspects of your own health and hygiene that might pose a threat to individuals and the place in which you work 2. ensure that your own health and hygiene does not pose a threat to others 3. make sure that your personal presentation and behaviour at work: <ul style="list-style-type: none"> • protects the health and safety of you and others • meets any legal responsibilities • and is in accordance with workplace guidance 	<p>Core 3 Level 1 (a)</p> <p>Core 3 Level 1 (c)</p> <p>Core 3 Level 1 (b)</p>	<p>Understanding of relevant policies and procedures.</p> <p>For example:</p> <ul style="list-style-type: none"> • Uniform policy • Cleanliness HAI • Hand washing • Health promotion • SHAW 	<p>To demonstrate that Standard 2 has been met the healthcare support worker needs to:</p> <ul style="list-style-type: none"> • show they understand the relevant policies and procedure and apply them in the workplace • describe their responsibilities in relation to being fit (healthy) to work. 	

STANDARD 3: Maintaining health and safety at work

What is this standard about?

This standard addresses health and safety aspects of the role of the healthcare support worker. In addition to fulfilling the legal requirements, healthcare support workers have a responsibility to ensure that they have the correct skills to perform the tasks they are required to do. They should be confident that they have had the necessary training to use equipment or moving aids in their work. They should know what to do in an emergency, and adhere to the organisation's health and safety policy and procedures.

Demonstrating that you meet the standard

As part of your induction training, you will learn a great deal about how to maintain health and safety in your own work context. This should include learning about:

- the policies and procedures you need to follow
- how to use equipment and carry out tasks safely
- what to do when there is an emergency
- the limits of your role and your responsibilities.

To meet this standard, you need to show that you can apply this learning to your own work context. This will include showing that you know how and why health and safety information applies to your role, and demonstrating that you can carry out tasks safely.

Reviewer's Notes

This standard focuses on four key areas related to the healthcare support worker's role in maintaining health and safety in the workplace:

- *understanding how policies and procedures apply to them and their work context*
- *knowing what the limits of their role are in relation to health and safety*
- *being able to carry out routine tasks, such as using equipment, safely*
- *being able to respond appropriately in an emergency*

The individual needs to show that they understand how the information they receive on health and safety applies in their own context, and that they can apply this information to their own work practices. This includes showing that they can use equipment and/or carry out routine tasks safely.

STANDARD 3: Maintaining health and safety at work

Think about your induction training, and your own work context. How does what you have learned and what you do link with this standard?

Criteria	KSF Core Dimension	Knowledge required	Evidence	Notes
<p>You need to:</p> <ol style="list-style-type: none"> 1. make sure that you are aware of, and follow, organisational health, safety and security procedures before you start work 2. operate within the limits of your own role and responsibilities in relation to health and safety 3. use approved methods and procedures when undertaking potentially hazardous work activities, including: <ul style="list-style-type: none"> • using correct moving and handling techniques • wearing correct personal protective clothing appropriate to the situation, environment and activities • using and storing equipment and materials • dealing with spillages and disposal of waste 4. establish lines of communication which enable you to communicate with individuals in other locations in times of need or emergency 5. take appropriate and immediate action to deal with health and environmental emergencies, including: <ul style="list-style-type: none"> • fire • security • serious and minor accidents • first aid 6. summon assistance appropriate to the emergency 7. provide ongoing support and assistance within your own competence until someone who is qualified to deal with the emergency is available 	<p>Core 3 Level 1(a)</p> <p>Core 5 Level 1(b)</p> <p>Core 3 Level 1(c)</p> <p>Core 3 Level 1(d)</p> <p>Core 3 Level 1(d)</p> <p>Core 3 Level 1(d)</p>	<p>Orientation and induction to job role which includes:</p> <p>Health and Safety Moving and handling First Aid Emergency procedures</p> <p>Specific training related to job role, for example use of machinery infection control.</p> <p>Job description, NHS KSF post outline and understanding of own role in context of team.</p>	<p>To demonstrate that Standard 3 has been met the healthcare support worker needs to:</p> <ul style="list-style-type: none"> • describe their own role in relation to organisational health and safety • show they understand the boundaries of their role • describe and be observed applying health and safety knowledge in their own work area • describe what to do in event of an emergency. 	

STANDARD 4: Assessing risks at work

What is this standard about?

Risks and hazards occur in all work places. Healthcare support workers have a responsibility to be alert to situations which may pose a risk to themselves, colleagues, patients or the public and report concerns to the relevant person.

Demonstrating that you meet the standard

As part of your role in maintaining health and safety, you need to be able to identify risks or hazards which arise in your work context, and to be able to respond appropriately. In some situations, you may be able to take action to remove the risk or hazard. In others, you may need to report them to other people.

To meet this standard, you need to show that you are aware of how to identify and deal with the risks and/or hazards which arise in your work context.

Reviewer's Notes

This standard looks specifically at risk assessment within the workplace. The healthcare support worker might provide evidence of meeting these performance criteria at the same time as meeting those in Standard 3. For example, if they are being observed using equipment (Standard 3), they should at the same time be able to show that they acted on any relevant risk assessments and that they are looking out for/addressing hazards.

STANDARD 4: Assessing risks at work

Think about your induction training, and your own work context. How does what you have learned and what you do link with this standard?

Criteria	KSF Core Dimension	Knowledge required	Evidence	Notes
<p>You need to:</p> <ol style="list-style-type: none"> 1. ensure that before you begin any work activities you: <ul style="list-style-type: none"> • check and use any risk assessments • examine the areas in which you work and any equipment you have to use to ensure that they are safe, hazard free and conform to legal and organisational requirements for health and safety • remove, where possible, hazards that might pose a health and safety risk to yourself and others 2. check for hazards and health, safety and security risks whilst you are working, taking appropriate action if there is the likelihood of an accident, injury or harm 3. identify and work with others to minimise potential risks in the place where you are working 4. report any health and safety issues in the place you are working that may put yourself and others at risk 	<p>Core 3 Level 1(c,e)</p> <p>Core 3 Level 1(c,e)</p> <p>Core 3 Level 1(c)</p> <p>Core 3 Level 1(e)</p>	<p>Risk assessment as part of health and safety training, which includes:</p> <p>Orientation to your work area and any equipment to be used.</p> <p>Understanding role boundaries and you responsibility within your team.</p> <p>The systems/forms used to report risks, near misses and equipment requiring repair.</p>	<p>To demonstrate that Standard 4 has been met the healthcare support work needs to:</p> <ul style="list-style-type: none"> • show that they understand their own role in relation to assessing minimising and reporting potential risks and hazards • show that they are applying learning in Health & Safety from Standard 3 in their day to day work • show that they can identify and assess risks in their own work setting • show that they know the correct reporting systems and when they should be used 	

STANDARD 5: Reporting incidents at work

What is this standard about?

To ensure that the safety and security of working conditions are maintained, all people, including healthcare support workers, working in the NHS must be aware of their role in reporting incidents at work. Workers must be able to recognise and record facts relating to an incident or a 'near miss' quickly and accurately.

Demonstrating that you meet the standard

This standard focuses on the actions you need to take after an emergency, incident or 'near miss' has occurred. It is important to record appropriately what has happened, and the actions which have been taken as a result.

To meet this standard, you need to show that you know and understand your responsibilities in recording incidents, emergencies and 'near-misses' in your own work context.

Reviewer's Notes

This standard looks at what the healthcare support worker is expected to do following an emergency, 'near-miss' or other incident. It is important that the individual knows what type of incident in their workplace needs to be reported and that they understand the procedures to follow for reporting it.

STANDARD 5: Reporting incidents at work

Think about your induction training, and your own work context. How does what you have learned and what you do link with this standard?

Criteria	KSF Core Dimension	Knowledge required	Evidence	Notes
<p>You need to:</p> <ol style="list-style-type: none"> 1. know and understand the legal and organisational requirements, procedures and practices for health, safety and risk assessment for the environment, your work activities, and for the individuals with whom you are working 2. record and report on incidents and emergencies accurately, completely, within confidentiality agreements, and according to organisational and legal requirements. 	<p>Core 3 Level 1(a)</p> <p>Core 3 Level 1(e)</p>	<p>Job induction and orientation to role</p> <p>Health and Safety training appropriate to job role.</p> <p>Understand the correct procedures to follow when reporting incidents or near misses.</p>	<p>To demonstrate that Standard 5 has been met the healthcare support worker needs to:</p> <ul style="list-style-type: none"> • show they can apply the knowledge acquired in Standards 3 and 4 in their own job role • show they understand when an incident should be reported, including near misses. 	

STANDARD 6: Work within confidentiality guidelines

What is this standard about?

This standard addresses the importance of keeping patient information confidential in line with your organisation's confidentiality arrangements. Healthcare support workers may become party to private and confidential information about patients. Therefore, understanding the organisation's procedures is critical in avoiding compromising a patient's confidentiality.

Demonstrating that you meet the standard

Wherever you work, you may receive private information about patients. This could be through routine contact with individual patients, or through information you receive about patients. For example, you may be working with patients' records, or, if you are in a catering department, you may need to have information about an individual's special diet.

It is important that you understand what constitutes private and confidential information, and your own responsibilities in maintaining that confidentiality.

Reviewer's Notes

All healthcare support workers are likely to come into contact with confidential information. This may be a planned part of their work. For example, clinical healthcare support workers and those working in medical records will be working with information about the individual patient and their condition. However, the healthcare support worker may also receive information about a patient in a more informal way. An example of this might be when, in the course of conversation, a patient shares information with the healthcare support worker.

The healthcare support worker needs to consider carefully the different ways they might come into contact with private and confidential information, and to show they understand how policies and procedures around the sharing of information apply to their context.

Maintaining confidentiality is an important part of working closely with patients and other people, and ensuring that equality and diversity are supported. As a result, this Standard links closely with Standards 10 and 13.

STANDARD 6: Work within confidentiality guidelines

Think about your induction training, and your own work context. How does what you have learned and what you do link with this standard?

Criteria	KSF Core Dimension	Knowledge required	Evidence	Notes
<p>You need to:</p> <ol style="list-style-type: none"> 1. know and understand the principles of confidentiality, security and sharing of information as well as knowing when to share information for the environment in which you work 2. maintain the confidentiality of information where appropriate to do so <p><i>These criteria also relate to Standard 10 and 13</i></p>	<p>Core 1 Level 1(e)</p> <p>Core 1 Level 1(d,e)</p>	<p>Induction /orientation activity regarding how relevant policies apply to the job role:</p> <p>For example:</p> <ul style="list-style-type: none"> • Data Protection Act • Caldicott • Human Rights Act • Mental Health guidelines <p>and how these relate to the individual's role.</p>	<p>To demonstrate that Standard 6 has been met the healthcare support worker needs to:</p> <ul style="list-style-type: none"> • show they understand the importance of maintaining confidentiality • show they understand when patient information should not be shared • identify what they need do in their role to maintain confidentiality 	

STANDARD 7: Developing your knowledge and practice

What is this standard about?

All healthcare support workers have a responsibility to work with their supervisor and colleagues to develop their own knowledge and skills. This will help you to carry out your work activities more effectively to benefit your patients, your colleagues and your personal development.

Demonstrating that you meet the standard

The KSF outline for your post shows the knowledge and skills you need to carry out your role effectively. It provides the basis for regular reviews of the way you are working. However, it also provides you with a guide to the areas where you may need further development.

To meet this standard, you need to demonstrate that you understand how your KSF outline relates to your work context. You also need to show that you can identify and be willing to participate in learning which will help you develop the knowledge and skills you need for your role.

Reviewer's Notes

Meeting this standard can provide a first step for the healthcare support worker in developing their KSF personal development plan (PDP) and working towards their personal development review (PDR). Any discussions you have with the healthcare support worker about additional learning they might need when working to meet the standards can also be used as evidence towards this standard.

STANDARD 7: Developing your knowledge and practice

Your discussions with your workplace assessor about how you will work to meet the standards can provide some of the evidence you need for this standard. Make sure you keep a note of your meetings with your assessor, and the learning needs you discuss.

Criteria	KSF Core Dimension	Knowledge required	Evidence	Notes
<p>You need to:</p> <ol style="list-style-type: none"> 1. work with others to: <ul style="list-style-type: none"> • agree where further learning and development could improve your performance • access any training you may need to gain the new and improved skills and knowledge. 2. use the evaluation of your skills and knowledge to improve your work activities. 	<p>Core 2 Level 1(a) Level 1(d) Core 2 Level 1(e)</p>	<p>Meeting with KSF reviewer to ensure understanding of KSF post outline and expectations.</p> <p>Understand their role in relation to KSF development review process / e-KSF where used.</p>	<p>To demonstrate that Standard 7 has been met the healthcare support worker needs to:</p> <ul style="list-style-type: none"> • show they have discussed their learning needs with their workplace assessor or KSF reviewer • show that they are willing to undertake any agreed training to improve their skills and knowledge. 	

STANDARD 8: Reviewing your working practice to improve your knowledge

What is this standard about?

Personal awareness and insight is important in reviewing your working practice to improve your knowledge. This can be achieved by listening to your colleagues, supervisors and patients about your work.

Demonstrating that you meet the standard

Standard 7 asks you to reflect on your KSF outline and to begin to identify how you might develop your knowledge and skills. Standard 8 focuses on how you can use feedback from others to help you identify your learning needs. It also focuses on how you can contribute to the improvement of services by adapting how you work.

To meet this standard, you need to show that you have listened to and acted on feedback from others so that you can improve your own work.

Reviewer's Notes

New healthcare support workers are likely to get advice about their work from a wide range of sources: supervisors and managers, colleagues, and/or patients and other service users. It's important, however, to ensure that the individual thinks about and responds appropriately to feedback.

To help them meet this standard, encourage the individual to make a note of feedback they receive, what action they have taken as a result – and why they have taken that action.

STANDARD 8: Reviewing your working practice to improve your knowledge

Try to make a note of feedback you get from other people. Have you changed the way you work as a result of this feedback? How? And why? This information will help you show how you meet this standard.

Criteria	KSF Core Dimension	Knowledge required	Evidence	Notes
<p>You need to:</p> <ol style="list-style-type: none"> 1. encourage and accept feedback from other people 2. use feedback to agree ways to improve on your own work and put improvements into practice 3. follow through a learning plan that meets your own needs 4. review your progress and update your learning plan 5. show a willingness to take on new challenges * 6. adapt readily to change * <p><i>Links closely to Standard 7 and *Standard 9</i></p>	<p>Core 2 Level 1(a)</p> <p>Level 1(a)</p> <p>Level 1(c)</p> <p>Level 1(d)</p> <p>Core 4 Level 1(a) Level 1(b)</p>	<p>Understand the need for all staff to work cooperatively to improve services for patients and the public.</p> <p>Understand the NHS KSF Joint Development Review and Personal Development Plan.</p> <p>Understands need for all staff to play a role in Service Improvement.</p>	<p>To demonstrate that Standard 8 has been met the healthcare support worker needs to:</p> <ul style="list-style-type: none"> • describe examples of acting on feedback from others • show that they are taking an active role in indentifying what they need to learn and how this will be achieved. • describe examples of being flexible in their job role. 	

STANDARD 9: Contributing to team work

What is this standard about?

Healthcare support workers have a responsibility to work with other staff, either as part of a team, or during the course of their work. This can be achieved by communicating well with colleagues, acknowledging colleagues' views and opinions and offering support and advice if a colleague is undertaking a new or difficult task. Healthcare support workers should also reflect on their own contribution to the team and to the organisation to ensure they are working to their full potential

Demonstrating that you meet the standard

To meet this standard, it is important to identify who is in your team. In some cases, this might be easy. For example, you may be working as part of a well-defined clinical care team or a catering team. In other cases, this may be more difficult. You may be the only person working in your area during your shift, or the only healthcare support worker in your department. However, whatever your situation, your role depends on working well with others to deliver services for patients and other service users.

The 'team' in this standard is the group of people you normally work with in your own work context.

Reviewer's Notes

A first step in meeting this standard is helping the healthcare support worker identify who is in their 'team'. This may be straightforward when the individual is working, for example, as part of a larger group of healthcare support workers or within a well-defined team which includes other professional staff members. However, if the healthcare support worker is working in an isolated context, they may need guidance to help them identify the range of people they support or work with.

Once they have identified their team, the healthcare support worker can then show how their work – and their approach to their work – supports the work of others.

STANDARD 10: Building customer relationships

What is this standard about?

Healthcare support workers have a responsibility to develop good customer relationships. This can be achieved by building patients' confidence in the service you provide and meeting their ongoing needs and expectations, while working within the limitations of your role.

Demonstrating that you meet the standard

In your role, you may have a range of 'customers'. The most obvious group of customers are patients and other service users. However, it is important to think about the other people who may also be your customers. These might include other staff who use the services you provide.

To meet this standard, you need to show that you understand how the way you communicate affects the people you come into contact with during your work. You also need to demonstrate that you can adapt the way you communicate to the needs of the people you are communicating with. By recognising the needs of others, and adapting your communication appropriately, you will also be working to meet Standard 13.

Reviewer's Notes

To meet this standard, the healthcare support worker needs to identify who their 'customers' are. It is important to consider the different people they come into contact with during the course of their work, and how they need to communicate effectively to ensure that they deliver a good service. For example, a porter may have a very wide range of customers: they may transport patients, deliver items to clinical staff in a ward, and deliver records to a records department. In this case, the porter's customers might be the patients, the ward staff and the medical records staff.

To help the healthcare support worker meet the standard, you should encourage them to consider how they might need to adapt the ways they communicate to the needs of their individual customers. One way of doing this is to encourage them to keep a note of the people they come into contact with during a single week, and how they have communicated with those people.

STANDARD 10: Building customer relationships

Who are your ‘customers’? Try to make a note of the different people you come into contact with during your work. How do you communicate with them? How do you know your communication skills have been successful?

Criteria	KSF Core Dimensions	Knowledge required	Evidence	Notes
<p>You need to:</p> <ol style="list-style-type: none"> 1. treat other people with honesty, respect and consideration 2. help and support other people 3. know and understand how your communication skills reflect on you, your organisation and/or your workplace 4. communicate clearly and coherently taking into account the needs of individual(s) 5. select the most appropriate method of communication for the individual(s) 6. identify any communication barriers with the individual(s) and take the appropriate action 7. actively listen and respond appropriately to any questions and concerns raised during communications <p><i>These criteria also relate to Standard 13</i></p>	<p>Core 6 Level 1(b)</p> <p>Core 1 Level 1(a)</p> <p>Level 1(c)</p> <p>Level 1(b)</p> <p>Level 1(a,b)</p> <p>Level 1(b)</p> <p>Core 1 Level 1(a)</p>	<p>Local job/role induction.</p> <p>Communication and customer skills training as appropriate to job role.</p> <p>Demonstrates understanding of how to respond to concerns and when to refer to others.</p>	<p>To demonstrate that Standard 10 has been met, the healthcare support worker needs to:</p> <ul style="list-style-type: none"> • identify the range of people they communicate with in their role • show they understand how their communication skills can affect those they come into contact with • show they can adapt their communication skills according to the needs of the person they are communicating with and the context of communication 	

STANDARD 11: Managing yourself as a resource

What is this standard about?

Healthcare support workers have a responsibility to follow organisational procedures which promote good practice within the workplace. This can be achieved by ensuring that you follow procedures for your area of work and that you understand how they affect your roles and responsibilities. You should be able to organise your workload, demonstrate that you clearly understand the limits of your role, and only undertake tasks that you are authorised to carry out.

Demonstrating that you meet the standard

This standard focuses on how you plan and carry out the tasks assigned to you, and ensure that your work is completed appropriately. To meet the standard, you need to describe how you do your work: the order you carry out tasks, and why you do them in this way; how you communicate with your line manager and others in your team; and how you deal with any problems.

Reviewer's Notes

This standard focuses on how the healthcare support worker completes all they have to do, and that their work is completed appropriately and to the required standard. By describing how they plan and carry out their tasks, the individual can provide evidence towards this standard.

This standard also links to a number of others. By showing how they follow policies and procedures (e.g. in Standard 3), the healthcare support worker can also provide evidence for this standard. Evidence of team working (e.g. in Standard 9) can also be used as evidence here.

STANDARD 11: Managing yourself as a resource

Think about the tasks you have to do in your work. How do you plan to complete them all in the time available, and to the required standard? How do you communicate with others in your team about how your work is progressing? How do you deal with problems which occur?

Criteria	KSF Core Dimension	Knowledge required	Evidence	Notes
<p>You need to:</p> <ol style="list-style-type: none"> 1. plan how you will make best use of your time and the other resources you need 2. confirm effective working methods 3. identify and report problems when they arise, using the support of other people when necessary 4. keep other people informed of your progress 5. take responsibility for your own work and accept responsibility for any mistakes you make 6. follow agreed guidelines, procedures and, where appropriate, codes of practice <p><i>Standard 9, Criterion 1 also applies to this standard as well as standard 10 re communications and building customer relations with team, wider workforce and patients</i></p>	<p>Core 5 Level 1(d) Level 1(c) Level 1(e) Level 1(c) Level 1(c) Level 1(a)</p>	<p>Local job /role induction</p> <p>Demonstrate understanding of how to report problems with workload.</p> <p>Induction and orientation to job role in relation to service being delivered.</p> <p>Demonstrate understanding of own role and contribution in relation to the team and the service being delivered.</p>	<p>To demonstrate that Standard 11 has been met the healthcare support worker needs to:</p> <ul style="list-style-type: none"> • show they understand their responsibilities and how any delays may affect others • give examples of keeping others informed, and raising issues with workload if appropriate. 	

STANDARD 12: Working within your own limits

What is this standard about?

Healthcare support workers have a responsibility to understand and work within the limits of their role. This can be achieved by identifying any gaps between your current knowledge, understanding and skills and designing a development plan to fill any gaps. It is important that you demonstrate best practice by making any necessary improvements to the quality of your work, whilst only carrying out tasks that you are able and authorised to carry out.

Demonstrating that you meet the standard

This is one of a group of standard which focuses on ensuring you have the knowledge and skills you need to carry out your role. However, it also helps to ensure that you know the limits of your role.

To meet this standard, you need to show that you know how your responsibilities fit within the wider team. Evidence you gather for Standard 9 will help you meet this requirement. You also need to show that you have reflected on your role and identified any areas where you need additional learning. Evidence you gather for Standard 7 will help you meet this requirement.

Reviewer's Notes

In Standard 9, the healthcare support worker needs to show that they understand how their role fits into the wider team. In this standard, they need to demonstrate that they understand the limits of their role and why they need to recognise and work within those limits. To help the healthcare support worker meet some of the requirements of this standard, encourage them to identify tasks and decisions which they do not have authority to carry out and to describe how they would pass on this information.

STANDARD 12: Working within your own limits

Think about your own role and the roles of others in your team. Can you identify any tasks which you don't have the authority to carry out? How would you deal with them if they arose during the course of your work?

Criteria	KSF Core Dimension	Knowledge required	Evidence	Notes
<p>You need to:</p> <ol style="list-style-type: none"> 1. operate within the limits of your own role and responsibilities 2. agree, seek support and take responsibility for any development and learning that will enable you to carry out your role and responsibilities within the team more effectively <p><i>Standard 9, Criterion 1 also applies to this standard as well as standards 7 and 8</i></p>	<p>Core 5 Level 1(b)</p> <p>Core 2 Level 1(a,d)</p>	<p>Job description and NHS KSF post outline</p> <p>Joint Development Review and how the personal development plan will support learning.</p>	<p>To demonstrate that Standard 12 has been met the healthcare support worker needs to:</p> <ul style="list-style-type: none"> • show they understand their role, its limits and how it relates to others • show that they are taking an active role in any jointly-agreed learning. 	

STANDARD 13: Working in line with the equality, diversity, rights and responsibilities of patients

What is this standard about?

Healthcare support workers have a responsibility to follow organisational guidance in relation to the equality, diversity, rights and responsibilities of patients. This can be achieved by respecting the dignity and privacy of all patients, while communicating well to support them in understanding and using their rights.

Demonstrating that you meet the standard

This standard asks you to reflect on how you apply your organisation's equality and diversity policies and procedures in your own work context. You need to show that you understand why these are important for patients, and how they help guide the way you communicate with patients and other people.

If you have gathered evidence about how you adapt your communication to meet the needs of others (Standard 10) and how you maintain confidentiality and privacy (Standard 6), think about how this evidence links with the rights of people to be treated with respect and dignity.

Reviewer's Notes

This standard requires the healthcare support worker to understand how equality and diversity policies and procedures apply in their context. To help them achieve this, it can be useful to find out about the training they will receive in this area and to encourage them to think about how this applies to their communication with their customers and colleagues.

STANDARD 13: Working in line with the equality, diversity, rights and responsibilities of patients

Think about your induction training, and your own work context. How does what you have learned and what you do link with this standard?

Criteria	KSF Core Dimension	Knowledge required	Evidence	Notes
<p>You need to:</p> <ol style="list-style-type: none"> 1. know and understand the organisational guidance relating to equality and diversity, and how you should apply this in your work environment 2. identify the way your values, belief systems and experiences may affect your work with individuals 3. work in ways that: <ul style="list-style-type: none"> • recognise individual beliefs and preferences • put individuals preferences at the centre of everything you do • do not discriminate against any individual • ensure that the service you provide is delivered equally and inclusively <p><i>The criteria in Standard 10 also relate to this standard.</i></p>	<p>Core 6 Level 1(a)</p> <p>Level 1(d)</p> <p>Level 1 (a,b,c,d)</p>	<p>Induction and orientation to local policies and guidance.</p> <p>Job/role induction and discussions with team colleagues.</p> <p>Application in work role and how this specifically relates to KSF core dimension 6.</p>	<p>To demonstrate that Standard 13 has been met the healthcare support worker needs to:</p> <ul style="list-style-type: none"> • show they understand the organisational policies relating to equality and diversity • show they understand the importance of working in ways that respect individual's beliefs and preferences. 	

STANDARD 14: Whistle-blowing in cases of harm and abuse

What is this standard about?

Healthcare support workers have a responsibility to report any information that will protect patients from danger, harm and abuse. When a patient has confidence in your working relationship they may feel able to tell you about any concerns they have about the way they are being treated. It is important that you make your patients aware that you have a responsibility to pass on this information and then raise the concerns with your manager. You need to understand and follow your organisation's procedures to protect yourself, your patients and colleagues from danger, including procedures on confidentiality.

Demonstrating that you meet the standard

This standard asks you to do a number of things. You need to be able to recognise signs of harm, abuse or danger. You also need to have a very clear understanding of the procedures you need to follow to pass on these concerns.

To meet this standard, you need to show that you have met Standards 1 and 6, and that you can raise any concerns you have about harm, abuse and danger appropriately.

Reviewer's Notes

To meet this standard, the healthcare support worker needs to meet the requirements of both Standard 1 and Standard 6. They also need to be aware of signs of harm and abuse, and know the procedures to follow in order to pass on this information appropriately and in line with data protection requirements

STANDARD 14: Whistle-blowing in cases of harm and abuse

Think about your induction training, your own work context, and the work you have done to meet Standards 1 and 6. How does what you have learned and what you do link with this standard?

Criteria	KSF Core Dimension	Knowledge required	Evidence	Notes
<p>You need to:</p> <p>recognise the kind of events, characteristics and circumstances that give rise to concerns about risk of harm, abuse or neglect.</p> <p><i>Meet the criteria from Standard 1</i></p> <p><i>Meet the criteria from Standard 6</i></p>	<p>Core 3 Level 1(e)</p>	<p>Understands the organisation's policies and requirements in relation to protection of children and adults requiring additional support and protection.</p>	<p>To demonstrate that Standard 14 has been met the healthcare support worker needs to:</p> <ul style="list-style-type: none"> • show they can apply the knowledge acquired for Standard 1 appropriately in their role • describe the potential signs and symptoms to be alert to in context of their own work 	

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