



# Healthcare Support Worker (HCSW)

Healthcare Assistant,  
Healthcare Support Worker,  
Nursing Assistant,  
Nursing Auxiliary



Level: 2 Duration: 18 months

## Occupational Profile

Healthcare support workers (HCSWs) work as part of a team providing high quality and compassionate care to individuals<sup>1</sup>. You will carry out well-defined routine clinical duties<sup>2</sup> like monitoring an individual's conditions (by checking things like blood pressure, temperature or weight), checking on their overall progress, comfort and well being.

You will prepare individuals for healthcare activities carried out by other members of the healthcare team, looking after them before, during and/or after those activities in line with their care plan. You will also carry out non-clinical duties and, depending on where you work, this could include things like keeping records, making beds, tidying up your work area, returning or cleaning the equipment used during a clinical activity. You will be able to address straightforward problems in your day to day work, reporting concerns and changes to the appropriate person in a timely manner. HCSWs work in a range of healthcare settings and your team may include workers from both health and social care. You will report to a registered healthcare practitioner who will directly or indirectly supervise your work.

**Entry criteria:** Applicants will be assessed and interviewed to demonstrate that they have the ability to cover the range required by the apprenticeship standard, at work. In addition, the apprentices are expected to carry out initial assessments in English and Maths where they would be expected to ideally achieve Level 1 in both subject areas. If an apprentice has a GCSE in Maths and English or ICT at A\*- C, they don't need to complete functional skills as a part of the apprenticeship.

**Delivery Model:** This apprenticeship standard can be delivered in a number of ways:

- At the employer site
- At the college campus
- It can be delivered to a cohort of learners or as one to one individual training
- The course is a roll on roll off programme which means that we can start this at any point in the year

**Progression:** Those who successfully complete the level 2 healthcare support worker standard could be eligible to move on to the senior healthcare support worker standard if your employer supports you for it.

**Additional information:** There are no entry requirements to the apprenticeship but employers may run their own selection process. Apprentices without Level 1 English and Maths will need to achieve this level and take the test for Level 2 English and Maths prior to completion of their Apprenticeship.

## Values

You will be caring and compassionate; honest; conscientious and committed

## Behaviours

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

# Skills

## Communication

### You will be able to:

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

### You will know and understand:

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

## Health Intervention

### You will be able to:

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

### You will know and understand:

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

## Person Centered

### You will be able to:

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

### You will know and understand:

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

## Dementia, Cognitive Issues, Mental Health

### You will be able to:

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

### You will know and understand:

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

# Skills

## Basic Life Support

### You will be able to:

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

### You will know and understand:

- How to perform basic life support

## Physiological

### You will be able to:

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

### You will know and understand:

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

## Personal and People Development

### You will be able to:

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

### You will know and understand:

- Your role and the responsibilities and duties of your job; why it is important to work in ways that have been agreed by your employer and to follow standards/ codes of conduct;
- Working relationships and the importance of working well with other people; who or where to go for help and support about anything related to your work
- The importance of personal development and how to reflect on your work; how to create a personal development plan

## Health Safety and Security

### You will be able to:

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

### You will know and understand:

- Legislation, policies and local ways of working which relate to health and safety at work; your responsibilities, and the responsibilities of others, relating to health and safety at work
- What to do in situations that could cause harm to themselves and others; how to handle hazardous materials and substances; and what to do when there is an accident or sudden illness

## Duty of Care

### You will be able to:

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

### You will know and understand:

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

## Safeguarding

### You will be able to:

- Follow the principles of safeguarding and protection

### You will know and understand:

- Legislation, policies and local ways of working about 'safeguarding' and protection from abuse the signs of abuse and what to do if you suspect abuse; and how to reduce the chances of abuse as much as possible

## Infection and Prevention

### You will be able to:

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

### You will know and understand:

- Legislation, policies and local ways of working that help to prevent infection; the meaning of **‘risk’** and **‘risk assessment’**; the importance of good personal hygiene and hand washing; how to select the right PPE (such as gloves, aprons and masks); how infections start and spread; the importance of cleaning, disinfecting and maintaining a clean workplace to reduce the risk and spread of infection; and the meaning of **‘antimicrobial resistance’**

## Moving and Handling

### You will be able to:

- Move and position individuals, equipment and other items safely

### You will know and understand:

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

## Equity and Diversity

### You will be able to:

- Move and position individuals, equipment and other items safely follow the principles of equality, diversity and inclusion

### You will know and understand:

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

## End Point Assessment

### Registration

- The apprentice registers for the apprenticeship programme with their employer

### On programme

- Meet the 15 standards required by the Care Quality Commission [as set out in the Care Certificate]
- Achieve Level 1 English and Maths
- Attempt Level 2 English and Maths by sitting the test
- Any qualifications specified by the employer
- A portfolio of evidence completed during the final 3 months

### Gateway

- The employer decides the apprentice is ready for the end point assessment and notifies the Independent Assessor
- The apprentices can only be put forward to the gateway after completing at least 12 months on the programme

### Test

- The apprentice completes a multiple-choice test

### Practical Observation

- The Independent Assessor carries out a practical observation of the apprentice

### Portfolio & Interview

- The Independent Assessor reviews the apprentice’s portfolio of evidence and interviews the apprentice

### Grading

- The independent Assessor grades the apprentice

### Certification

- The apprenticeship is complete
- Successful apprentices claim their apprenticeship certificate

